

Community Consultation Outcomes and Frequently Asked Questions

Thank you to everyone who has engaged through the Reflections Engagement Hub or attended our recent community engagement Zoom meeting sessions held from Monday 22 March through to Wednesday 24 March 2021.

The time everyone has taken to connect has been appreciated. Reflections, together with Engagement Consultants RPS, have now had an opportunity to review the outcomes of your feedback so far, and the following is provided as a summary and update.

As you heard, Reflections and RPS will be holding face to face consultation opportunities from Tuesday, 27 April 2021 to Saturday, 1 May 2021. We hope the following will assist as we work together to find a workable solution for the Killalea Reserve, its community, its visitors, and holiday park guests.

Outcomes

In any engagement and consultation process, working with each other we create an opportunity to listen and learn from everyone.

Fourteen community consultation sessions in total were held, as well as a briefing to local Shellharbour City Council Councillors. This discussion and your feedback have enabled the identification of four common themes, namely:

Theme One Transparency and Grant Application

Theme Two Reserve Enhancements

Theme Three Alternative Revenue Opportunities

Theme Four Alternate Access Road

Theme Five Ongoing Maintenance and Protection of the Environment

Within these themes, many questions were raised by attendees and answered by Reflections and RPS representatives. The following outlines some answers and provides a status update for others.

Theme One – Transparency and Grant Application

Why did Reflections apply for the Grant in the first place?

Reflections Holiday Parks is a self-funded, non-for-profit organisation. All Reflections Reserves, including Killalea Reserve, are cross subsidised by our other holiday park operations across New South Wales. We do not receive any ongoing Government funding and therefore rely on our coastal parks and grants such as the Regional Growth – Environment and Tourism Fund (RGETF) and the Crown Reserves Improvement Fund Program (CRIFP) to be able to maintain and sustain these reserves into the future.

At present Killalea operates at a circa. \$450k deficit each year.

Can the recordings of the consultation Zoom meeting sessions be uploaded to the Engagement Hub platform?

Whilst each session was asked specifically if there were any objections to recording the discussion, from a privacy perspective, RPS has written personally to each attendee asking for their permission to publish. Unfortunately, if anyone declines within a Group, the recordings will not be published for privacy reasons. This is the same approach when you are asked to “opt in” or “opt out” of marketing material to maintain your personal privacy.

How can the community be confident that their voice will continue to be heard and that Reflections will not just “tick a box”?

Community Engagement and consultation is at the heart of every project Reflections undertakes. Being an appointed Category One Land Manager of 37 holiday parks and 35 reserves on Crown Land across the State, we work with local Members of Parliament (MPs), Councils, communities in which our parks operate, visitors and holidaying guests and other interested stakeholders.

All voices matter and contribute to an outcome that serves the communities and Regions in which we operate.

When will you meet with the community face-to-face, and will it be a "Town Hall" meeting?

Reflections and RPS will be holding face-to-face consultation sessions at the Flinders Child and Family Centre from Tuesday, 27 April 2021 to Friday, 30 April 2021. The Team will also be at Killalea Reserve on Saturday, 1 May 2021 to talk to interested park-goers.

Reflections believes that Town Hall meetings are where the community can be "informed" only and it limits the opportunity to "involve" the community and hear and listen to all voices. With that said, 10 of the 12 scheduled sessions are being held in the main Hall of the Flinders Child and Family Centre, which has a capacity of 60 people, plus the Project Team. Sessions 10 and 11 will be held in the Multifunction/Activity Room 2, which has a smaller capacity of 25 people, plus the Project Team.

This will enable Reflections and RPS to share the latest information and seek the feedback of all attendees.

How many face-to-face sessions are being held?

The following is a summary of the community consultation sessions:

Location	Date	Session	Session Start	Session End
Flinders Child and Family Centre	Tuesday 27 April 2021	Session 0 <i>(RSVP Required)</i>	9:00am	11:00am
		Session 1 <i>(RSVP Required)</i>	12:00pm	2:00pm
		Session 2 <i>(RSVP Required)</i>	3:00pm	5:00pm
	Wednesday 28 April 2021	Session 3 <i>(RSVP Required)</i>	9:30am	11:30am
		Session 4 <i>(RSVP Required)</i>	12:30pm	2:30pm
		Session 5 <i>(RSVP Required)</i>	4:00pm	6:00pm
12 Adam Murray Way, Flinders NSW 2529	Thursday 29 April 2021	Session 6 <i>(RSVP Required)</i>	6:30pm	8:30pm
		Session 7 <i>(RSVP Required)</i>	1:00pm	3:00pm
		Session 8 <i>(RSVP Required)</i>	4:00pm	6:00pm
	Friday 30 April 2021	Session 9 <i>(RSVP Required)</i>	7:00pm	9:00pm
Session 10 <i>(RSVP Required)</i>		9:30am	11:30am	
		Session 11 <i>(RSVP Required)</i>	12:30pm	2:30pm

Location	Date	Session	Session Start	Session End
Killalea Reserve 45A Killalea Drive, Shell Cove NSW 2529	Saturday 1 May 2021	Community Drop-In Session <i>(RSVP Not Required)</i>	10:00am	3:00pm

We encourage the community to register their attendance for the weekday sessions at <https://reflections.engagementhub.com.au>. For those not able to make a session during the week, the team will be at Killalea Reserve between 10:00am and 3:00pm on Saturday 1 May 2021.

Members of the public can drop in to learn more about the Killalea Reserve Enhancement proposal, chat to our staff, ask questions and hear directly from the Reflections Holiday Parks Project Team and RPS engagement staff.

Will Reflections release the original Grant application?

During the Zoom sessions the Reflections Team committed to contact Restart NSW to discuss sharing a copy of the original Grant submission with the community. However, it was made clear, the application forms part of the Grant Approval and is therefore a decision for Restart NSW. The potential "commercial in confidence" considerations were also explained.

Will Reflections release the Masterplan from the Grant Application?

This Masterplan was produced to provide an indicative plan for the Grant Submission at the time, and it was always the intention of Reflections to discuss and consult with the Community on future Master Planning.

We followed up this request with Infrastructure NSW (iNSW) and Regional NSW (RNSW) and we have been advised that we are not able to release the Grant Application or any of the Appendices which were part of a competitive, commercial application process. One of the Appendices was a Masterplan for the Grant opportunities at the site, and not for the site as a whole. iNSW and RNSW have both recommended that the draft design for the Grant-

funded project, be shared with the community after the extensive community consultation process.

Theme Two – Reserve Enhancements

Why was the Multifunction Community Facility included in the Grant Application?

Reflections originally saw the centre as an opportunity to provide a community space for local recreation and community groups to come together in a flexible space.

The Grant Application was based on providing an economic benefit to the community and promote tourism opportunities; hence the function centre component of this facility was proposed to deliver strong economic, regional growth and employment.

Is Reflections committed to pursuing a Multifunction Community Facility as part of the proposed development?

The Grant Application included a Multifunction Community Facility as the key driver of regional economic growth. Reflections has listened and heard the local community, not only through the Zoom consultation meetings, but through various communication channels including: the local media (TV, Radio and Newspaper), from Local MPs, Councillors, and social media forums.

During the Zoom meetings Reflections made a commitment to discuss the community sentiment in relation to the Multifunction Community Facility, with Restart NSW and understand if there is any flexibility within the funds currently committed.

It is worth noting, that the Multifunction Community Facility was not a concept rejected by all community members. There has been some discussion around exploring a facility which brings locals together and still generates revenue for the Reserve.

Will the proposed multifunction community centre will be two or three stories high?

This facility has only ever considered as a single level building with an environmentally sensitive design, which aligns with the environment at the Reserve. There are no plans to provide multi-story facilities.

The community is concerned that the buildings will be seen from The Farm, or Mystics Beach.

Whilst Reflections Holiday Parks has presented DRAFT concepts only for the Grant Application, it is very aware of this concern.

As discussed, the location for a Multi-Function Community Facility or building has not been decided. Reflections has provided a "constraints map" to inform the community of the environmentally sensitive areas, committing to no built forms within these areas.

Does Reflections want the whole of Killalea Reserve to be a holiday park?

No. The proposed improvements to the existing accommodation offering are designed to generate proceeds to sustain the entire Reserve into the future. Reflections is committed to the enhancement work required to ensure the sustainability of the Reserve.

Do we really need more play equipment and fitness/gym facilities?

After our Zoom sessions, it is clear, at this stage, that some members of the community are not in favour of fitness/gym facilities. However, play equipment, if placed near the campground or eco cabins would align with family holidays.

This again will be the subject of further discussion at our next consultation meetings.

Theme Three – Alternative Revenue Opportunities

What does Reflections spend their money on at Killalea Reserve?

Maintaining a Reserve of the scale of Killalea, with many compliance, safety, environmental and regulatory requirements to be met, is extremely costly. Like all our parks across the State, financial sustainability is crucial to ensuring these important Reserves can be adequately maintained.

The following lists the financial commitments Reflections makes to the Killalea Reserve and camping ground:

- Park wages and management
- Marketing costs (for the promotion of the camp sites)
- Property and building maintenance and capital repairs
- Rates and utilities, sewer, electricity, telephone, internet, and waste management
- Amenities cleaning and servicing
- Financial control and audit processes
- Weeds and pest control, mowing and park maintenance
- Maintenance of bushfire and asset protection zones
- Administration of licences and leases
- Arborist and tree management for 265 hectares
- Electrical testing and compliance
- Emergency management plans and systems.
- WHS control and reporting
- Sewer pump-out and sewer inspections
- Council Section 68 licence inspections and cost for operating licence

Could a gate fee be introduced?

This is something that Reflections has considered when we started our consultation with the community in late 2019. There has been varied community reaction towards introducing a gate fee. However, during our recent Zoom sessions some support for a gate fee, for non-residents, was shown. We will continue to explore this with the community.

Does Reflections employ local people at the Reserve?

Yes. Reflections currently employs a local Park Manager, and the supporting staff are all locals. Current license holders who operate within the Reserve are also locals. Reflections has many remote holiday parks and aims to ensure local people and local contractors are sought.

Would Markets and Festivals be an option as a revenue source?

Yes. Reflections is open to these activities which may already operate at the Reserve. As a Crown Land Manager, every Reserve must comply with the *Crown Land Management Act 2016*, and leases and licenses must be in place for activities such as Markets, Festivals, tourism operators and the like.

Ideas shared during the Zoom sessions included jazz festivals, children's concerts, food and wine festivals, music festivals, with attendees noting the potential strain on existing amenities.

Upgrading the kiosk and camping bunkhouse were also raised as potential ideas. Reflections will ensure the potential revenue options remain for discussion at the next community consultation meetings in late April 2021.

Will the Markets return to Killalea?

Reflections will soon be seeking Expressions of Interest (EOI) for interested parties to hold activities at the Reserve, including Markets. The previous Market Operator has been advised that they are welcome to submit an Expression of Interest (EOI).

Could community volunteers assist to minimise maintenance costs?

Reflections appreciates this idea and will explore further with the community.

Theme Four – Alternative Access Road into Killalea Reserve

What does the Grant funding cover in relation to the Alternate Access Road?

The Grant covers the survey investigation and design works only. The Grant does NOT cover the cost of building an alternative access road.

Why should we consider an Alternate Access Road?

Reflections understands from the local community that there are some for and some against an alternate roadway into Killalea Reserve. We have heard from some local residents who would welcome a roadway, however there is still plenty of research, investigation, environmental assessment, traffic data and community engagement to consider, to ensure any solution reflects the wishes of the community. The impact on residents of Killalea Drive is acknowledged and having an access road through residential areas is far from ideal.

The Grant funding commits \$500,000 to the investigation, planning, and approval process if an alternative route is found. We are working closely with Shellharbour Council and are hopeful that we can all find a workable solution with local residents supporting us in this endeavour.

Why not build the Alternative Access Road before adding a 200-seat, Multi-Function Community Facility?

As outlined above, the Grant only supports investigations and potential design of an alternate roadway. The Grant criteria was limited to tourism and regional economic growth and did not cover road construction. Construction of a roadway involves many State and local agencies and considerable funds to ultimately build, hence the recommended staged approach via the grant funding.

Theme Five - Ongoing Maintenance and Protection of the Environment

Why is the park so run down?

Like many organisations the impact of the COVID-19 pandemic saw staff stood down, including the bulk of the team tasked with maintaining the Reserve. Additionally, many of Reflections profitable Holiday Parks were required to close for a short period of time which significantly affected our revenue streams.

More recently, in late February 2021, the team at Killalea Reserve, increased by one team member and maintenance activities recommenced to clear the backlog of regrowth.

We have also noted some of the wider maintenance issues raised by the community over the past month, including:

- Rubbish on the beach
- Pest and vermin management
- Poor condition of existing paths, walkways, and overgrown grassed areas

Reflections has been successful in attaining a Crown Reserve Investment Fund Grant for the amount of \$280,535 to complete road repairs. Reflections is sourcing qualified contractors to undertake this road maintenance to the Farm Beach carpark, with work expected to commence after the Easter school holidays.

Is there a vegetation or environmental management plan?

Reflection is in possession of a number of consultant and industry reports relating to vegetation, flora and fauna at the Reserve. We will continue to manage noxious weeds, pests and vermin and develop broader environmental management initiatives for the continuous environmental sustainability of the Reserve.
