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Engagement Summary Report

Waterworks Reserve Master Plan

City of Hobart, 2024

Illustration by Kylie Dunn

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CITY OF HOBART COMMUNITY ENGAGEMENT REVIEW

ALLOWING PEOPLE AND ORGANISATIONS TO HAVE A SAY

VARIOUS CHANNELS & TOOLS DEPENDING ON PROJECT & NEED.

USING REVIEW TO INFORM CHANGES TO PROCESS

SOME OF WHAT WE HEARD ABOUT HOBART:

- EASE OF ACCESS -
- SAFE -
- SENSE OF COMMUNITY -
- INCREASED DIVERSITY - AND HOW INCLUSIVE WE ARE

PUBLIC ACTIVITIES & SPACES

CONNECTIONS & RELATIONSHIPS

WHEN WE ARE ENGAGED WE USUALLY FEEL HEARD.

MORE PROMOTION - EVENTS etc -

BUDGET + TRAINING IN ACCESSIBLE COMMS

GREATER HOBART DEVELOPMENT PLAN

SAFE SPACES TO SUPPORT BASIC NEED

SIMPLE AS PHONE & CHARGING

SUPPORT MULTILINGUAL WITH ICONS & EASY ENGLISH

USE SUPPORT WORKERS TO HELP CAPTURE INPUT TOOLKIT

TRANSLATIONS - EASY / PLAIN ENGLISH -

MORE OPTIONS FOR ENGAGEMENT

MORE * ACCESSIBLE DOCUMENTS

CHEAPER PARKING + BUSES

MORE WELCOMING SPACES

CROSS-CULTURAL TRAINING

MULTICULTURAL ENGAGEMENT OFFICER - MORE

MORE USE OF SOCIAL MEDIA

INCREASE * UNIVERSAL ACCESS USE

SOLUTIONS

Illustration by Kylie Dunn

Document Purpose

This document summarises all engagement done during the project to date. This is a public facing document intended to report back to engagement participants and provide feedback on what was heard and how their input was used.

This report does not include specific mention of every concept we heard; however, care has been taken not to over-generalise. This report does not make assumptions about the reasons why respondents feel the way they do or provide recommendations for the project. This report has been provided to the project team along with raw data of all feedback and responses.

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1 Overview

1.1 Project Scope

The Waterworks Reserve Master Plan project has been driven by the deterioration of reserve assets which have evolved over decades without a plan for the popular recreation destination.

In 2019 Hobart City Council resolved that a Waterworks Reserve Master Plan be prepared informed by a community engagement process. The Waterworks Reserve Draft Master Plan has been informed by:

- Hobart: A Community Vision for our Island Capital
- Capital City Strategic Plan
- Key stakeholder engagement (undertaken 2022)
- Stage 1 community engagement (undertaken 2022)

The final Waterworks Reserve Master Plan has been informed by:

- Stage 2 community engagement (undertaken 2023)

The Waterworks Reserve Master Plan provides a 20 year planning framework that is both practical and aspirational. It will guide the reserve's management, asset replacement and future capital works while allowing for its core purpose to store and distribute Hobart's drinking water.

1.2 Engagement Scope

The objectives for **key stakeholder engagement** were to:

- Identify values of key groups and cohorts
- Understand specific use requirements of key groups and cohorts

The objectives for **stage 1 community engagement** were to:

- Identify community values
- Understand how community use the reserve
- Understand community priorities for future asset upgrades

Stage 2 community engagement focused on the Waterworks Reserve Draft Master Plan. The objectives were to:

- Report back to the community and stakeholders on 'what was heard' during stage 1 engagement
- Understand the level of support for the principles
- Understand the level of support for the changes proposed
- Provide an opportunity for the community to provide feedback

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What we knew before engagement

Waterworks Reserve is a popular recreation destination and much loved by locals

Waterworks Reserve has natural values, heritage values, recreational and social values and landscape values

The infrastructure at Waterworks Reserve needs upgrading

30,000 people visit the reserve each year

A master plan will help guide the future of Waterworks



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How we communicated

We adopted a range of different communication channels to reach as many people as possible about the opportunity to have their say.

**SOCIAL MEDIA:**

Targeted Facebook and Instagram posts promoting the online engagement opportunity.

**EMAIL:**

Registered users of Your Say Hobart were sent emails promoting the online engagement opportunity.

**DIRECT MAIL:**

Letters were sent to local residents and community groups in the neighbouring and nearby suburbs of Dynnyrne and Ridgeway.

**MEETINGS:**

A series of key stakeholders meetings were conducted with the project team.

**ON SITE:**

Posters promoting the online engagement opportunity were erected at key locations within Waterworks Reserve.

**IN PERSON CONVERSATIONS:**

City of Hobart project team members visited Waterworks Reserve to have conversations with community members.

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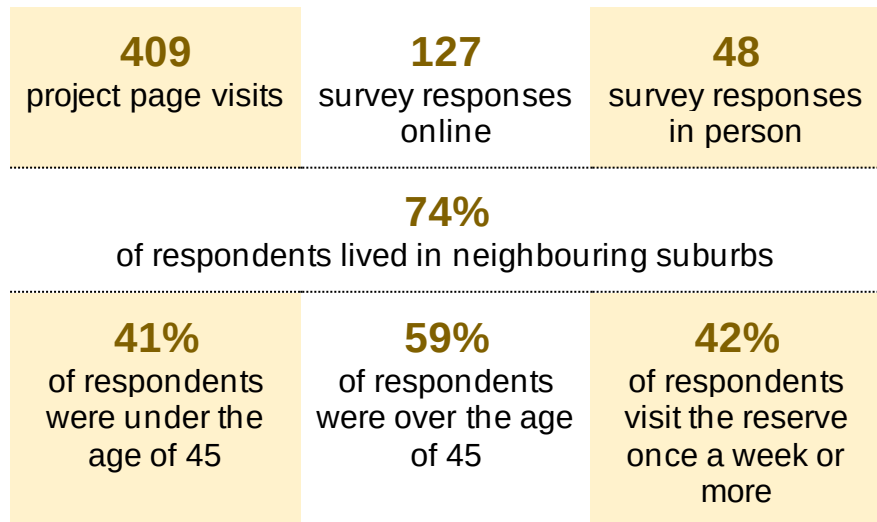
Who we heard from

4.1 Key stakeholders

The key stakeholders we heard from during the initial engagement include:

- TasWater
- Tasmanian Aboriginal people
 - Nayri Niara
 - Nita Education
 - Karadi
 - Lia Poota
 - Aboriginal Heritage Tasmania
- Waterworks Valley Landcare
- Recreational, cultural and educational operators
- Forest Education Foundation

4.2 Stage 1 community engagement



4.3 Stage 2 community engagement



5 What we heard | Stage 1

“I value Waterworks Reserve because it is a place to...”

Enjoy physical activity

59% of respondents valued Waterworks Reserve as a place to enjoy physical activity the most.

67 respondents mentioned the track and trails network in their free text response while **9** mentioned the ability to enjoy other recreational activities and **13** mentioned bike infrastructure.

63% of respondents wanted to see upgrades to the tracks and trails network.

Relax and enjoy the peace and tranquillity

53% of respondents valued Waterworks Reserve a peaceful and tranquil place to relax and/or appreciate nature the most.

85 respondents mentioned they highly value the reserve’s natural qualities and **20** mentioned wanting to ensure the tranquillity of the reserve was maintained into the future.

Spend quality time with friends and family

47% of respondents valued Waterworks Reserve as a place to spend quality time with friends and family the most.

13 respondents highly valued the shelters and BBQs and **10** valued the reserve being family friendly.

45% of respondents wanted to see upgrades to the toilets, **43%** the sheltered BBQ areas and **37%** the play facilities.

Key themes in response to:

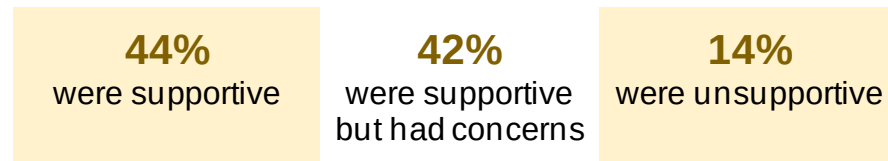
“Is there anything else we should know?”

Access and safety 31 comments	Modes of transport 18 comments	Improved signage 16 comments	Additional facilities and services 13 comments
Improved pest management 12 comments	Access for dogs 9 comments	Interpretation and protection of heritage 8 comments	Concern about commercialisation 7 comments

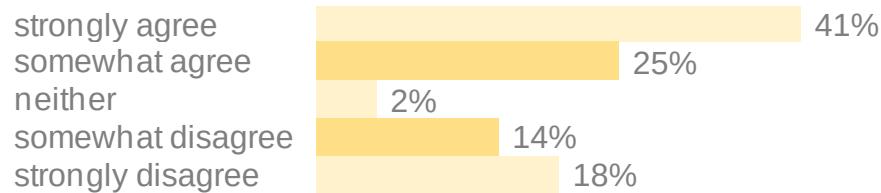
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What we heard | Stage 2

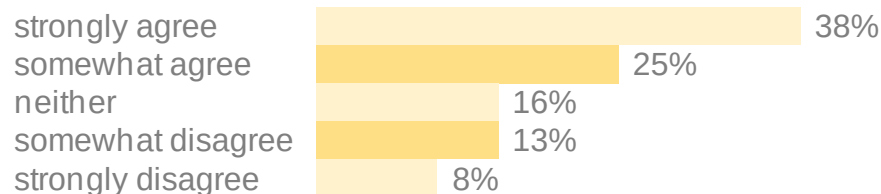
Level of support for the Waterworks Reserve Draft Master Plan



“The Waterworks Reserve Draft Master Plan balances improved facilities with retaining the beauty and things I value”



“The Waterworks Reserve Draft Master Plan provides opportunity for connection to Country and Aboriginal history”

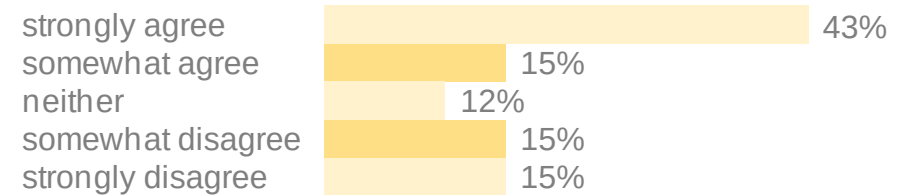


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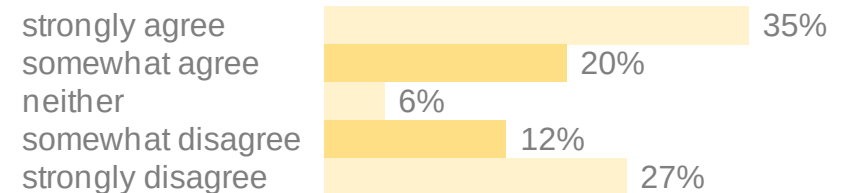
[The master plan] is in keeping with the recreation and conservation values which make South Hobart and the mountain surrounds a fantastic place to live, work and play.

”

“I support the new shared use track which will run the length of the reserve”



“I support making the upper reservoir track shared use for entry level and family riding”





Commendations we heard:

“It’s a fantastic space and am very supportive of any improvements there”

“Excellent planning catering for all needs”

“I feel supportive of the Masterplan as I believe it is considerate of the natural environment while improving the dated facilities”

“It preserves and strengthens natural and cultural heritage aspects and their interpretation, including amplifying Aboriginal culture. At the same time it recognises the need for contemporary improvements to conveniences to improve family recreation experiences including more covered areas, upgraded pathways and toilets.”



Concerns we heard:

The proposed visitor hub, food services and resultant increase in traffic and noise will have a negative effect on the natural values and wildlife of the reserve.

19 comments

The proposed upgrades are unnecessary, destructive and we would prefer for the reserve to remain the way it is.

13 comments

Pest control and dog walking opportunities.

5 comments

Removal of rubbish bins and the increase of rubbish that a food service poses.

5 comments

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How we're responding

While the majority (55%) of respondents supported the upper reservoir shared use track, we heard from many respondents concern around this proposal. As a result, the beginner shared use track around the upper reservoir track will be on hold until further investigation and consultation can be conducted. Other responses are tabled below.

Suggestions we heard to improve the Master Plan	How the Master Plan is changing as a result
Separate tracks for walkers and cyclists 10 comments (out of 52 survey responses)	The shared use track will be limited to: • between the entrance / Pipeline Track and Gentle Annie Falls • between the entrance and Ridgeway Road • Romily Street to Waterworks Road (external) This section provides a key Pipeline Track connector and received good community support. Design of shared tracks will prioritise safety for all users.
Less intervention, development and upgrades 9 comments (out of 52 survey responses)	No change – improvements to access, toilets and BBQ shelters are deemed balanced and necessary to replace / update old facilities and support universal access in different weather conditions. It also received good community support (66%) Site 9 major trail gateway to the Pipeline Track will be subject to the availability of parking as determined by the Traffic Plan, with minimal, if any, additional car spaces for this purpose. The hygiene and bike wash station requires minimal infrastructure and may provide an important biosecurity control.

No visitor hub or café 5 comments (out of 52 survey responses)	Food and beverage (or similar small scale commercial operator, e.g, bike hire) will be trialled on a temporary basis via a food van / coffee cart in order to: • provide flexible, short term implementation • test viability • determine appropriateness The hub will provide an important facility for use by existing and future groups, also taking into consideration population growth within Greater Hobart.
More provisions for habitat conservation and/or weed management 5 comments (out of 52 survey responses)	No change - Recommendations 18 and 19 provide for the development of a Landscape Plan including locations for tree planting and vegetation renewal. Recommendations 45 to 47 provide for the protection of natural values and the management of feral cats and weeds.
More interpretation signage, maps and/or public art 5 comments (out of 52 survey responses)	No change - Recommendation 13 provides for the development of an interpretation and wayfinding plan for the reserve.
Less concrete / hard surfaces in new infrastructure and a preference for sustainable buildings and structures 4 comments (out of 52 survey responses)	New hard surfaces such as asphalt will be minimised (whilst meeting any access and maintenance requirements). New development including paths and structures will: • have a natural aesthetic • use natural materials • blend in with the landscape as much as possible
Excluding bikes from the reserve 3 comments (out of 52 survey responses)	The recreation network needs to cater for all users including walkers, runners and riders. The shared use tracks and hence access for bikes within the reserve will be limited. The majority of tracks will remain as pedestrian only walking paths, with any further changes subject to further design

	investigation and community consultation. A new shared use path will be created.
Continued and/or future input from Palawa (Tasmanian Aboriginal) people 3 comments (out of 52 survey responses)	No change - Recommendations 13 and 39 provide for ongoing engagement, awareness and initiatives.
Dog walking and fishing opportunities	No change - Dog walking and reservoir access is restricted within the reserve to limit impacts upon the water supply catchment and native wildlife.
Removal of rubbish bins and food service waste management	No change - Removal of rubbish bins would occur on a phased basis, with monitoring at each stage to identify and manage any adverse impacts and determine appropriateness. Options will be considered for the food service, such as daily waste removal by the operator.

The Waterworks Reserve Master Plan will be finalised incorporating the changes that have resulted from the stage 2 community engagement. The final document and this engagement report was presented to Council for endorsement in April 2024. A summary of what we heard during this engagement period will also be on display at Waterworks Reserve. Thank you to everyone who took the time to share their feedback on this project.