



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

IMPROVING BEACH ACCESSIBILITY IN ANGLESEA

WHAT WE HEARD REPORT





**DOGS
MUST BE
ON LEASH**
at all times in
Township Areas
Dog litter must be picked up

Penalties apply

**PERMIT
ZONE**
GREAT OCEAN ROAD
COAST COMMITTEE
AUTHORISED
VEHICLES ONLY
1ST DEC TO 30TH APRIL
PERMIT MUST BE
DISPLAYED INSIDE
VEHICLE


Acknowledgement of Country

We acknowledge and respect the separate and distinct Eastern Maar and Wadawurrung Peoples as the Traditional Owners of the Great Ocean Road's land, waters, seas and skies and recognise their cultural knowledge that has led to sustainable practices and has cared for Country over tens of thousands of years.

We honour Elders past and present and express gratitude for their sharing of wisdom that has ensured the continuation of culture and traditional practices.

We are committed to genuinely partner and build meaningful relationships that reflect self-determination and enable us to work together with our Traditional Owners and Aboriginal communities to support the protection of Country, the maintenance of spiritual and cultural practices, and together deliver on their broader aspirations in the 21st century and beyond.



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

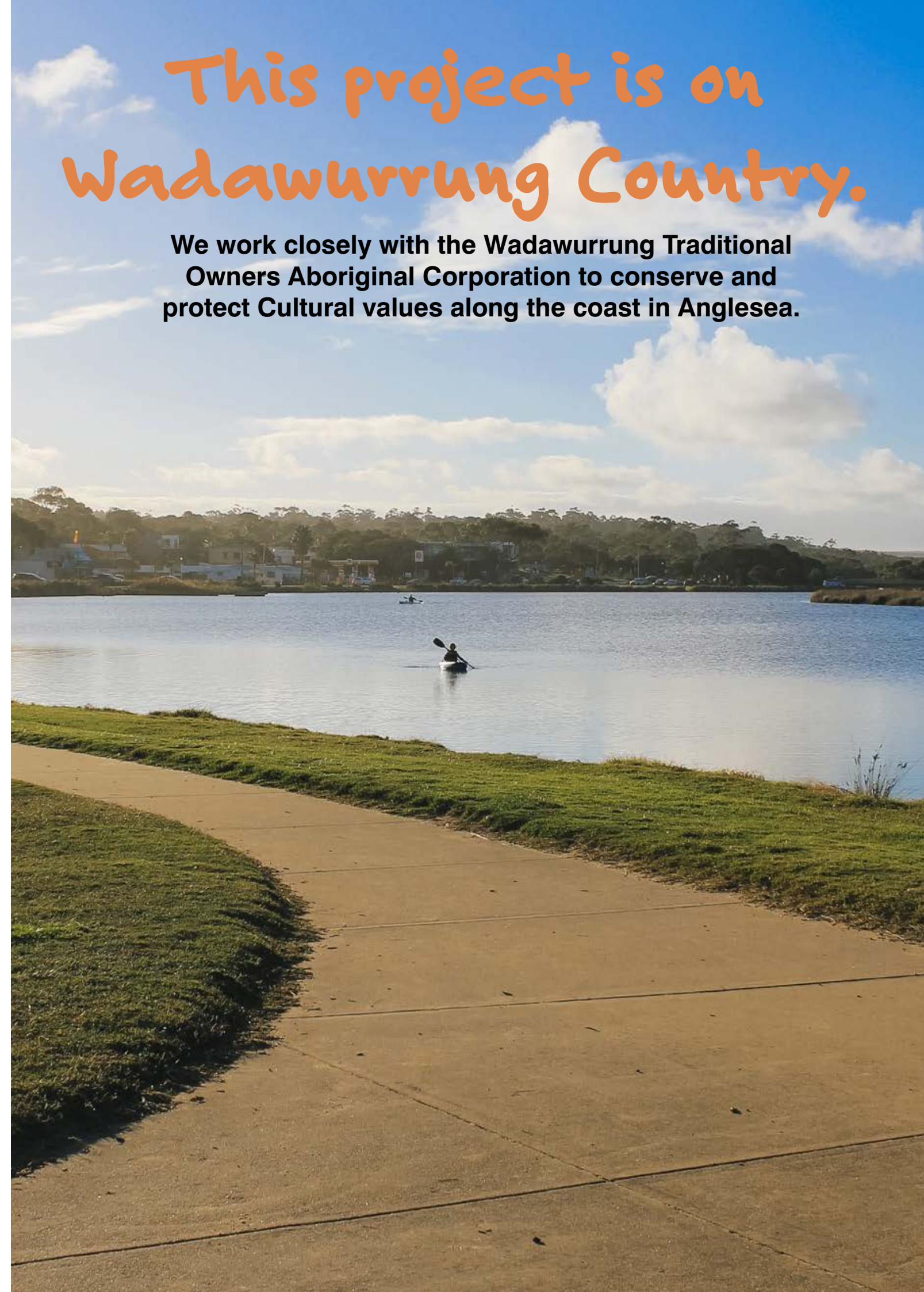


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**This project is on
Wadawurrung Country.**

We work closely with the Wadawurrung Traditional Owners Aboriginal Corporation to conserve and protect Cultural values along the coast in Anglesea.



INTRODUCTION

OUR COMMITMENT TO ENGAGE THE COMMUNITY

The Great Ocean Road Coast and Parks Authority (the Authority) is immensely privileged to be tasked with protecting and enhancing the Great Ocean Road's coast and parks on behalf of the community.

Our commitment is to listen, engage, respect, and echo the views of our community and stakeholders in all we undertake, following our [Community Engagement Strategy](#).

We are committed to being transparent and open with our communities and building and deepening relationships grounded in reciprocity and trust. Through various channels, mediums, and engagement spaces, we will invite feedback, robust discussion, and reflection to strengthen our connections and common purpose.

PROJECT OUTLINE

The Authority aspires to create a beach environment where all members of our community can feel welcome and enjoy the sun, sand, and sea. Throughout 2023 and 2024 we have undertaken several projects in the Anglesea area to improve accessibility for all:

- We received \$28,000 of funding and installed an additional 50 metres of beach matting near the “Shark Park” playground at Anglesea 4 Kings Carpark.
- We also received \$10,000 of funding to upgrade the all-abilities carpark at Point Roadknight in 2024 and we installed beach matting here to connect the all-abilities carpark to the Anglesea Motor Yacht Club and boat ramp.
- We received \$10,000 to purchase a new piece of public beach mobility equipment to for use in Anglesea. This equipment will be purchased and ready for community use in 2024.

To ensure these improvements to accessibility met the needs of those who use the coast at Anglesea, we undertook a community engagement process.



HOW WE ENGAGED THE COMMUNITY

On 7 December 2023, we began an eight-week engagement period with users of the Anglesea coast and the broader community. In this engagement we shared information on accessibility improvements at points along the Anglesea coast through onsite signage in Anglesea and via our website.

We heard from beach users and the community on experiences with, and preferences for beach mobility equipment use, the types of equipment the Authority should purchase for future use and how we can better communicate about accessible beaches along our coast.

We gathered this information through an online survey on our Have Your Say website, email submissions and phone conversations.

We are grateful for the individuals and groups who engaged with us on this project. The insights collected have given us a better understanding of how our community values accessible beaches, how they use beach mobility equipment in Anglesea and how we can continue to improve accessible beaches across the coast.



IMPROVING BEACH ACCESSIBILITY IN ANGLESEA

We're calling on all locals and visitors who love Anglesea to have a say on improving accessibility at the beach in Anglesea. We aspire to create a future where all beachgoers can freely soak up the sun, play in the sand, and savour the sea without barriers. We've secured funding to purchase brand-new public beach mobility equipment and to make the following accessibility improvements:

- Purchase of new public beach mobility equipment to be located in Anglesea
- Installation of an additional 50 metres of beach matting near at Anglesea Riverbank, near the Shark Park playground
- Upgrade the Point Roadnight all-abilities carpark and purchase beach matting to connect the all-abilities carpark to the Anglesea Motor Yacht Club and boat ramp.

HAVE YOUR SAY

We're keen to hear your ideas and feedback to learn more about the beach mobility equipment you'd like us to purchase. We'd also like to understand the current barriers that exist when accessing the public beach mobility equipment. Your insights will help us create a beach that suits us all! To get involved and have a say please scan the QR code or visit: www.haveyoursay.greatoceanroadauthority.vic.gov.au/improving-anglesea-beach-accessibility



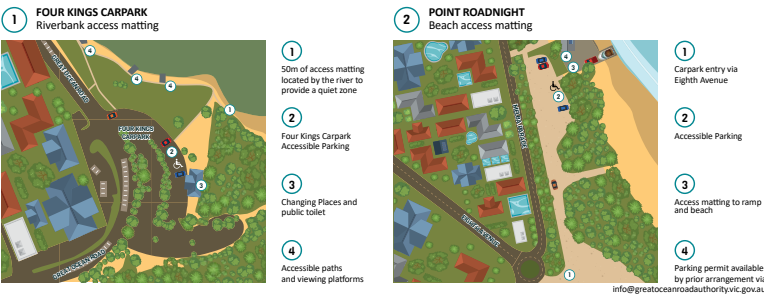
The feedback period closes on Thursday 1 February 2024.



Anglesea ACCESSIBLE BEACHES INITIATIVE

We aspire to create a beach environment where all members of our community feel welcome and have opportunities to enjoy the sun, sand, and sea.

To support this, our Coastal Reserves Team have installed beach access matting in two locations on the Anglesea foreshore.



1 onsite meeting with key stakeholders



18 online surveys submitted



2 email submissions



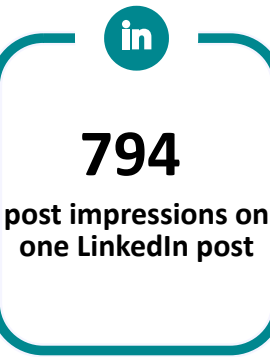
11 stakeholder groups directly contacted



312 website visits



25,000 reached across 3 Facebook posts



794 post impressions on one LinkedIn post

WHAT WE HEARD

DIVERSITY OF VOICES

The Authority values hearing from a diverse array of community members across all our engagement initiatives. Data collected from survey respondents helps us understand the diversity of voices contributing to the engagement.

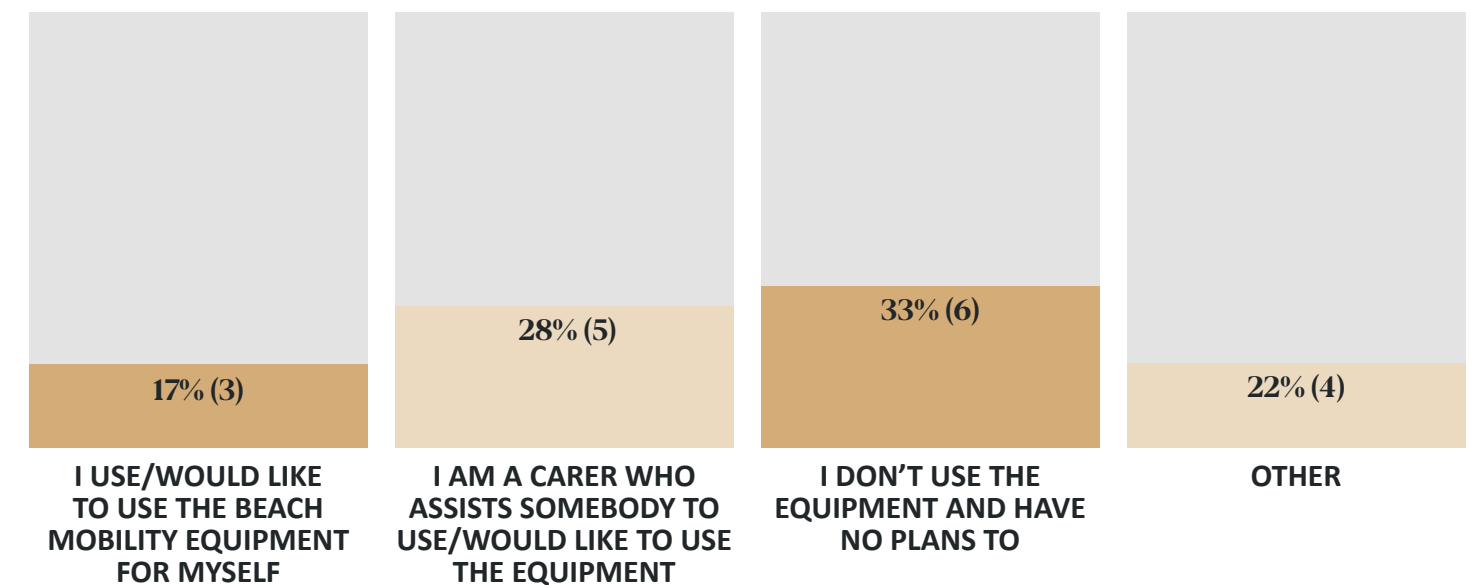
50% of survey respondents were from Anglesea and 50% were visitors to the area, ranging in age from 30 to 79 years old. 7% of respondents shared that they were a person living with a disability, while 40% of respondents were caring for someone with a disability.



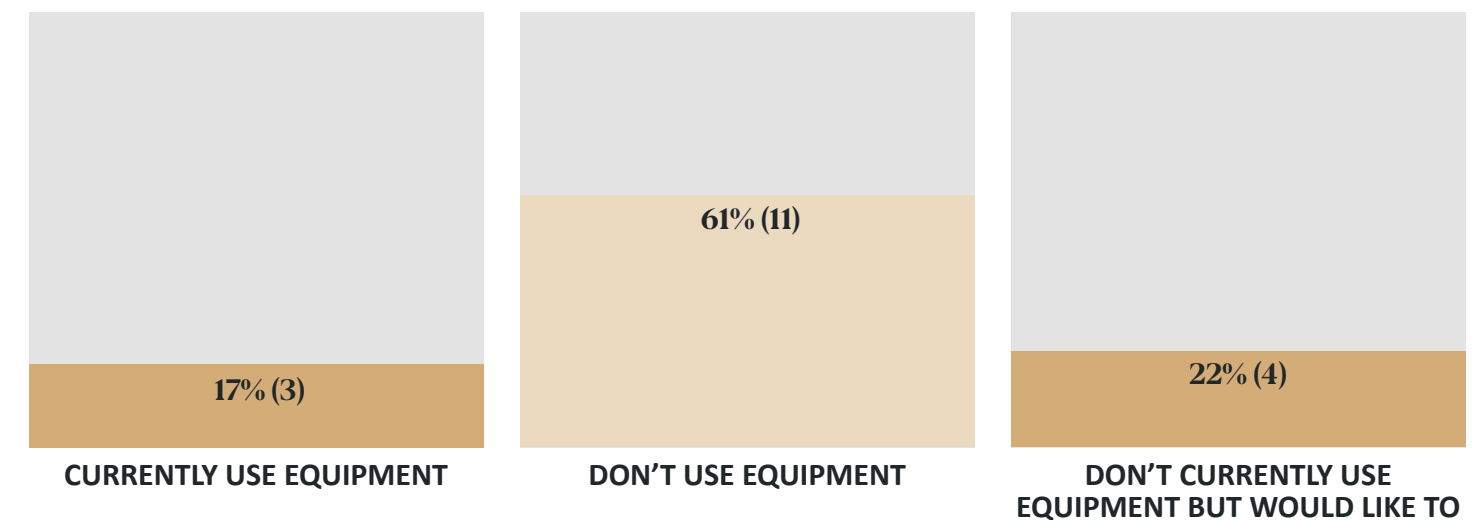
BEACH MOBILITY EQUIPMENT USE AND PREFERENCE

Survey respondents provided us with a variety of information on their use and preferences for beach mobility equipment types.

Respondents described their use of equipment as:



Current use of beach mobility equipment at Anglesea or elsewhere on the coast:



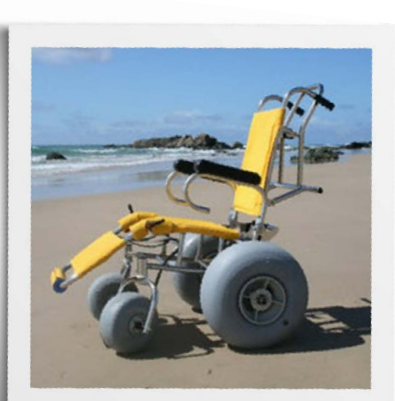
Respondents who use the public beach mobility equipment use it once or twice a year and also access similar equipment at Wilson’s Prom and Phillip Island. Some beachgoers told us that the equipment provides them with the ‘freedom to access and enjoy the beach and ocean to swim’.



MOBI-CHAIR:
33% (3)



SAND CRUISER WHEELCHAIR:
44% (4)



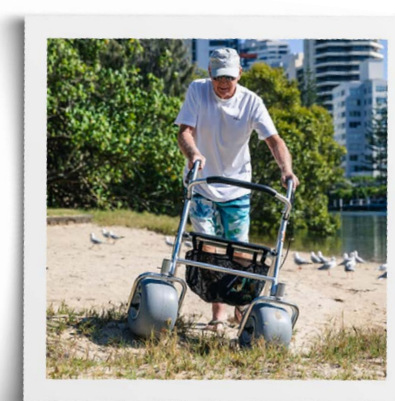
SAND PIPER WHEELCHAIR:
44% (4)



SAND RIDER WHEELCHAIR:
33% (3)



LASHER BT WHEELCHAIR:
44% (4)



WHEELLEEZ ALL-TERRAIN BEACH WALKER: 67% (6)

What we heard

We appreciate survey respondents providing us their preferences for new beach mobility equipment. We noted with interest that there was support for all the equipment types. We have combined these engagement insights with existing management knowledge to inform the decision to purchase a Mobi-Chair as well as a portable hoist. The Mobi-Chair model is currently used at multiple locations along the coast and is proven to be safe, reliable, popular and allows access to the water. The portable hoist was purchased to accompany this equipment.

We acknowledge the Wheeleez All-Terrain Beach Walker was the most preferred purchase option, and we will continue to seek funding opportunities to add this equipment to the beach mobility equipment options along the Great Ocean Road coast.

The Mobi-Chair and hoist will be based for use in Anglesea. Prior to summer 24/25 we will communicate the booking process for this equipment. We will use the feedback suggested by the community to make the booking process simpler.

PUBLIC BEACH MOBILITY EQUIPMENT

Accessing public beach equipment on our coast requires a booking. Bookings are made by email or phone. See this weblink for information on the booking system.

Respondents shared a number of ways that we could improve the process of booking public beach mobility equipment:

- Signage on site with a QR code for booking and information
- An app-based booking system that also displays information on locations of equipment and accessible beaches
- An automatic process that gives access to a locker if the beach equipment is available.

‘Sometimes having disability, it is hard to plan ahead of time to line everything up. It would be great to be able to have more freedom of just seeing if the chair is there and using it’.

Others told us that the current booking process works fine, and a new booking process is not necessary.

What we heard

We are grateful for these helpful suggestions regarding the booking system. We will work with other land managers and organisations along the coast to review the booking process for public beach mobility equipment and implement improvements where practicable.

One survey response suggested that we have a trial day for public mobility equipment on our coastline with a range of equipment types.

Our response

A trial day is a great opportunity for our community and visitors to see and trial the range of public beach mobility equipment on our coastline. We are setting plans in motion to host a ‘Come and Try’ day later in 2024. We will connect in with local access and inclusion service providers and relevant community groups, and we will communicate details of the event closer to the time.



ACCESSIBLE BEACHES PROGRAM

We're proud to be part of the Accessible Beach Program, dedicated to making our coastline more inclusive. Our mission is to ensure that everyone, regardless of their abilities, can enjoy the beauty of our beaches. For more information on the program visit [Accessible Beaches Initiative Great Ocean Road Coast and Parks Authority](#).

Respondents' knowledge rating of the Authority's Accessible Beaches Program:



YOU HAVE A LOT OF KNOWLEDGE OF THE PROGRAM: 18% (2)



YOU KNOW A LITTLE BIT ABOUT THE PROGRAM: 64% (7)



YOU DON'T HAVE KNOWLEDGE OF THE PROGRAM: 18% (2)

At the Authority we are eager to improve the way we communicate the Accessible Beaches Program; you told us we could do this by:

- Social media campaigns
- More prominent on-site signage with information on nearby accessible beaches. For example, at Point Roadknight, directing visitors to the beach matting near the boat ramp entrance
- Partnering with relevant associations and networks in the disability sector to promote the Accessible Beaches Program

What we heard

As we plan for next summer and the rest of the year along our coast, we're focused on improving how we communicate accessible beach initiatives. We're committed to strengthening our connections with local access and inclusion service providers, ensuring our community and visitors have easy access to the information and resources they need to enjoy the beach.

'We would love to see this program develop so all individuals can access the beach no matter their level of ability. It's such an amazing opportunity for people to connect with nature and enjoy the physical and mental health benefits of a day at the beach'.

Some feedback suggested we should be providing accessible beaches programs at more locations better suited to all abilities access along our coastline.

Our response

During peak season we provide beach and river access matting, beach wheelchairs (bookings required), accessible parking and toilets at locations across Fishermans Beach in Torquay, Anglesea Riverbank, Point Roadknight, Lorne Beach and Apollo Bay. We are also exploring opportunities for Port Campbell. Find out more information about accessible beaches on our coastline here.

BEACH MATTING

Some respondents expressed concern that the new beach matting near the Point Roadknight boat ramp leads pedestrians into a boat loading zone. Concerns were also raised that the terrain is challenging and may not meet all-abilities access standards, however others noted the matting increased accessibility.

What we heard

The boat ramp space at Point Roadknight is a shared use zone with signage installed to indicate this to pedestrians and vehicles. We will continue to monitor the safety of this site.

Other feedback noted that beach matting isn't a suitable long-term solution and that it should be replaced or coupled with more permanent infrastructure such as wooden boardwalks and paths. It was suggested that this would be appropriate at the western entrance to Point Roadknight beach or at the Anglesea Riverbank near Shark Park.

Our response

Beach matting is used where more permanent infrastructure is not yet planned or suitable. Permanent boardwalks are vulnerable to erosion whereas matting can be moved as needed. We understand and acknowledge that some of the beach matting on our coast provides only short-term seasonal access to the beach and can often be impacted by high tides and large swells.

Through community engagement processes such as this one, we are working to identify opportunities to improve existing or to provide new infrastructure for increased accessibility to our beaches and coastline.

NEXT STEPS

Thank-you for engaging with us. The input you've shared has enriched our understanding of how the Anglesea community and visitors use public beach mobility equipment, potential improvements in future access, and the types of equipment to consider adding along the coast. This engagement has also highlighted avenues for us to enhance communication regarding our Accessible Beaches Program.

We acknowledge that we have a lot of work to do in improving accessibility to the Anglesea coast. We are committed to listening, respecting and reflecting community views in our management approach to accessibility on the coast. The insights gained and connections made through this engagement serve as a solid foundation for ongoing efforts in this space.

GET IN TOUCH

If you have further questions about the project, please visit the [Have Your Say](#) webpage.

The project team can be contacted at: haveyoursay@GreatOceanRoadAuthority.vic.gov.au.

