



Grove Road, Lorne

ENGAGEMENT SUMMARY REPORT



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 acknowledge 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 meaningfully build relationships that reflect self-determination and enable us to work together with 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.



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We are undertaking an engagement process with the community, to collaborate on a design for the upgrade of the amenities at Grove Road in Lorne.

Community engagement and relationships play an essential and effective role in the protection, improvement and promotion of the Great Ocean Road coast and parks. We are committed to ensuring our communities have the knowledge and the opportunities necessary to participate fully in the future of our Great Ocean Road region, coast, and parks.

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Project description

The amenity block at Grove Road, Lorne is a high use facility that services local beachgoers and tourists. The building has various issues with its function that do not meet current or future requirements, including non-compliance with the *Disability Discrimination Act 1992* (DDA). The toilet block is located in an environmentally sensitive area due to its proximity to the ocean, coastal verge, and native vegetation. The amenity block is located on coastal Crown land, so any changes to its design will need to align with the [Marine and Coastal Policy](#) and [Siting and Design Guidelines for Structures on the Victorian Coast](#).

The *Lorne Foreshore Master Plan 2020* (the Masterplan) identified the need to upgrade the amenity block. The masterplan was developed through a community consultation process. The Masterplan states: *Action No. 8 - Refurbish the existing amenity block in the Sea Baths precinct including the provision of DDA standard toilet facilities, increased capacity, improved shower and changing facilities with best-practice sustainable standards, including site water capture and reuse.*

In October 2022, we commenced a project to design a new amenity block for the site. The project is funded by the Victorian Government as part of the [\\$18.197 million Great Ocean Road Visitor Experience Uplift](#) grant to deliver improvements to the visitor experience along the iconic Great Ocean Road. As part of this project, we have engaged with Traditional Owners, business and community group stakeholders and the broader community of users of the Lorne foreshore.



[CLICK HERE TO DOWNLOAD THE LORNE FORESHORE MASTER PLAN](#)

How we engaged



295 WEBSITE VISITS



832 SOCIAL MEDIA IMPRESSIONS



5 STAKEHOLDER GROUPS CONTACTED



133 SURVEYS COMPLETED



8 EMAIL SUBMISSIONS



1 ONLINE COMMUNITY INFORMATION SESSION



1 GORCAPA STAFF INFORMATION SESSION

The One and Only Lorne Community Notice Board - Join
Great Ocean Road Coast and Parks Authority · 23 January · 📍

Have your say! 🗣️

We are seeking community feedback on a new proposed concept for a toilet block upgrade at Grove Rd, Lorne.

The current facility is outdated and service locals, beachgoers and tourists.

We aim to maintain public facilities on our managed land in good order so they can be used by the community and visitors now and for generations to come.

Provide your feedback via the link: <https://www.greatoceanroadauthority.vic.gov.au/.../Grove...>

This toilet block upgrade is part of the \$18.197 million Great Ocean Road Visitor Experience Uplift grant to deliver improvements to the visitor experience along the iconic Great Ocean Road.

The opportunity to have your say will close February 13th. Don't miss out!

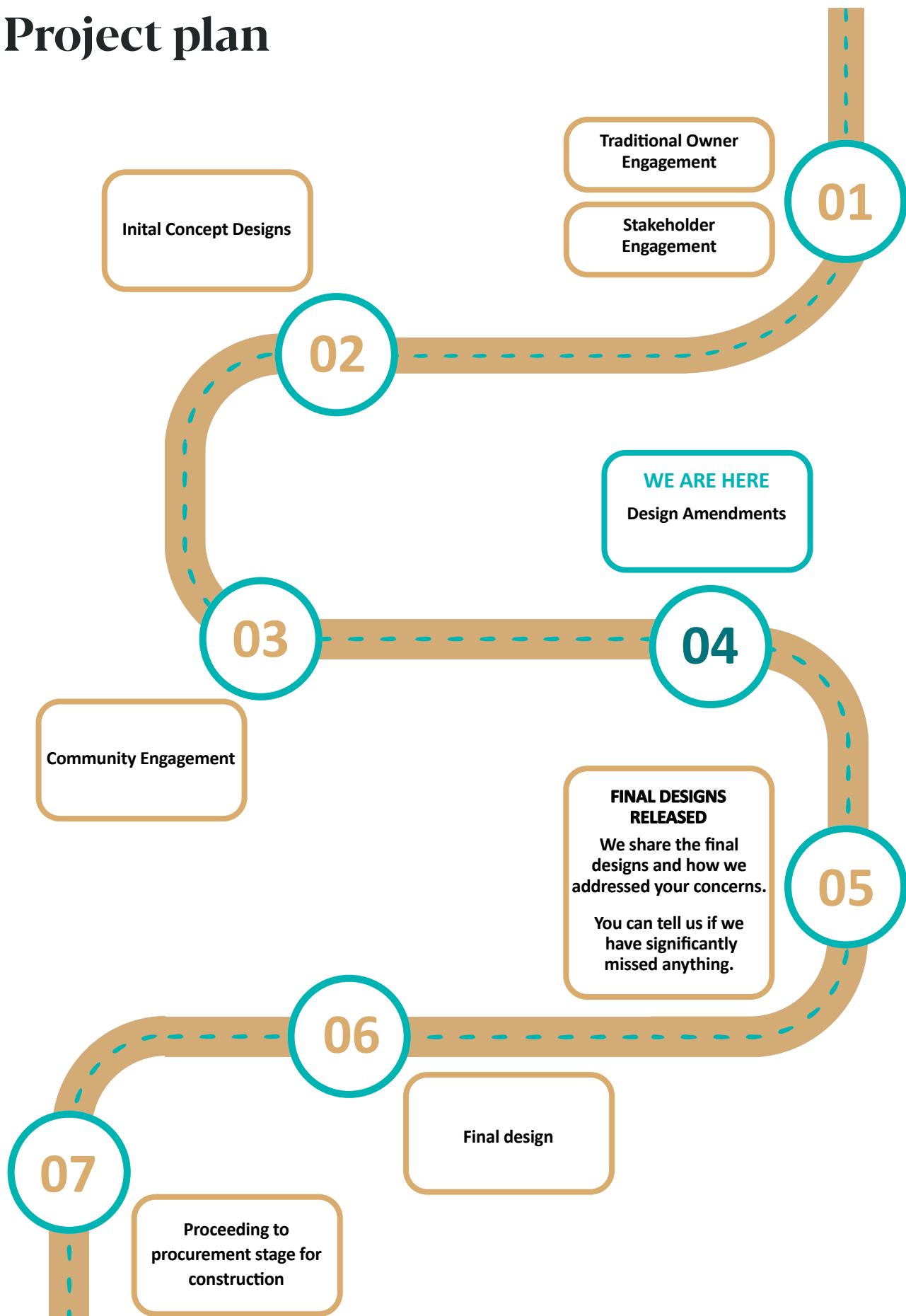


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Project plan





How we engaged

01

In October 2022 we held a series of meetings with Authority staff, the Eastern Maar Aboriginal Corporation and various local businesses located close to the amenity block site. Input from these meetings informed draft concept designs.

02

We distributed the draft concept designs for a period of three weeks in January and February 2023.

03

We advertised engagement on the designs widely via signs at the existing amenity block, social media and newspaper adverts, emails to key stakeholder groups and local businesses.

We received 133 online survey responses, eight email submissions and 25 social media comments on the draft concept plans.

57% of survey respondents identified as Lorne residents and 33% as holiday homeowners.



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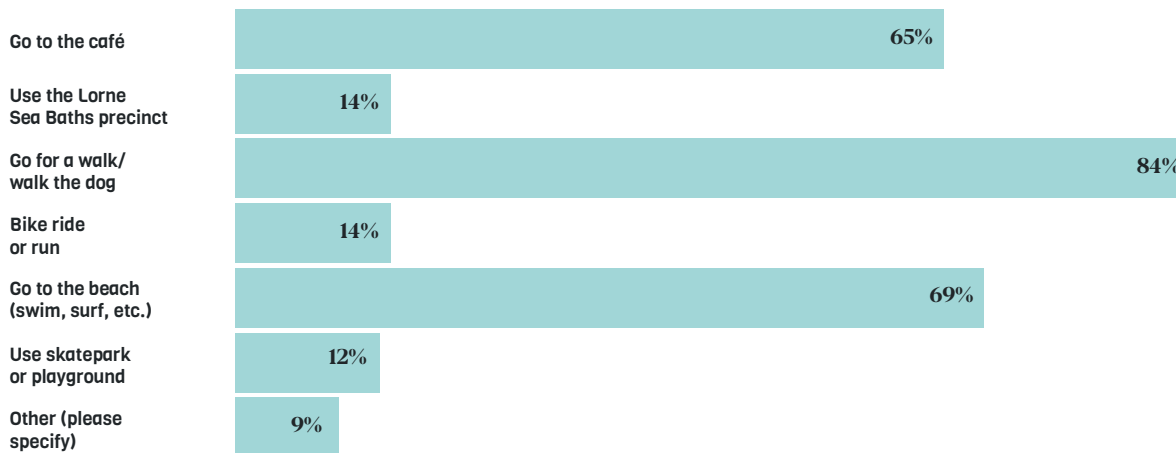
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What we heard

All survey and email respondents stated they use the current amenity block. Frequency of use varied; with over one third of respondents (34%) indicating that they use the amenity block monthly and 26% use it weekly. Users undertook a variety of associated activities close to the amenity block, with the largest identified as walking, including dog walking (84%), going to the beach (69%) and going to the adjoining café (65%).

When visiting the space the Grove Road Lorne amenity block services do you:



Overall Sentiment

55% of survey responses stated that the concept designs would deliver an amenity block that would meet their future expectations. They also indicated that the concept designs improved the existing amenity block by 60%. We have analysed responses to the survey and email and social media comments to further understand these sentiments.



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Key points raised by the community

The community shared a variety of concerns about the concept design and ideas for improvement with us. The following is a summary of key points raised:

PROJECT NEED AND CAPACITY REQUIREMENTS

Many people stated they disliked the current amenities due to a lack of aesthetic appeal and cleanliness and supported the building of new amenities. It should be noted that a few people expressed the opposite viewpoint and questioned why the original building would be replaced. Opposing viewpoints were also expressed on the ideal capacity for the new amenity block. Some people expressed that the current amenities are adequate in number, are never crowded and will meet future demand. Several other respondents noted that with increased tourism to the area, including tour buses, more toilets will be required.

Authority response:

The need for a new amenity block is identified in the Lorne Foreshore Masterplan 2020, which was created in consultation with the community. Where we consider upgrades and improvements to existing facilities, we are committed to ensuring that they are fit for purpose and will service all types of users that frequent this area now and into the foreseeable future. This will require an increase in toilet numbers to support increased population and tourism demand. The female amenities will increase from three regular toilets to five and will also include two additional ambulant toilets. The male amenities will increase from one regular toilet to two, from two urinals to four and will also include two additional ambulant toilets. The design also includes an additional accessible bathroom in both the male and female amenity areas as well as two additional accessible all gender bathrooms, which would be directly accessible from the external decking.

EXTERNAL FAÇADE

We received 56 comments that strongly expressed a lack of support for the proposed design of the external façade of the new amenities. Reasons for the lack of support included statements that the design is too modern, awful, unimaginative, and not in keeping with the character of Lorne. 29 comments asked to keep the look and feel of the exterior of the current amenities, including the open roof shafts that allow air to circulate and give a 'beachy' feel to the building.

Authority response:

We appreciate the wide ranging and frank feedback on the design of the building façade. We will further review this feedback alongside the project architects to identify where the design can be amended to better meet community aspirations.

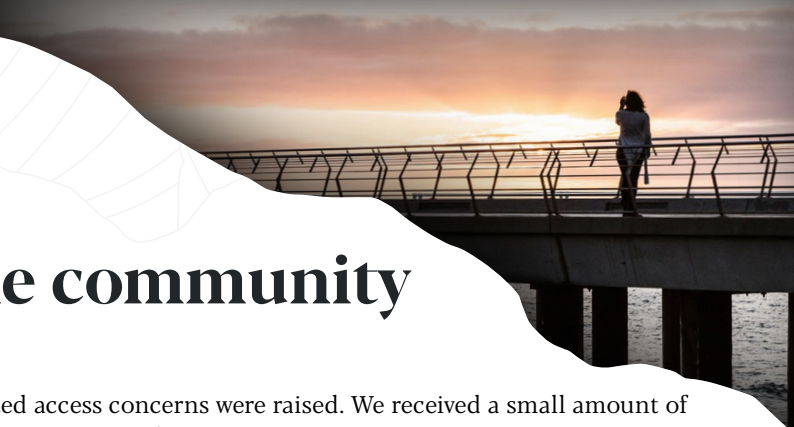
BUILDING FOOTPRINT AND TRAFFIC

Several people noted that space on the foreshore is precious, and the footprint of the amenities should not increase. Concern was expressed that the larger footprint and addition of a deck in the designs will create traffic safety issues. Numerous responses supported the addition of the deck and the way it enabled external access to toilets.

Authority response:

The capacity of the amenities needs to increase to match future demand. The footprint of the building remains the same however the deck and outdoor showers enlarge the overall footprint. The decking has been introduced to address and manage the water drainage issue with the current amenity block, along with other proposed drainage management systems and will also include outdoor showers substituting the indoor showers of the existing amenity block. The concept design maximises the use of space and we will alter the designs to eliminate the traffic concerns raised.





Key points raised by the community

INTERNAL FACILITIES

The lack of adequate space in the female amenities and associated access concerns were raised. We received a small amount of support for the female urinal, but numerous responses did not support its inclusion.

Many responses focussed on showers and opposing views were expressed on the need for their inclusion and whether they should be located internally or externally. Swimmers and day visitors were supportive of hot showers; however, many people were concerned that hot showers would further exacerbate the problem of illegal camping on the Lorne foreshore. A few people noted that the inclusion of showers in the all-gender toilets may cause increased wait time for those with accessibility needs.

Authority response:

The information provided on this issue from the community is complex with many opposing viewpoints raised. For the female urinal, considering the lack of support we will not continue with the trial at this location. We will examine opportunities for this in the future at other suitable locations. At present, we intend to include the hot showers in all accessible toilets as we consider the benefit for disabled users outweighs a possible delay. We will monitor this issue over time and if needed may adjust the showers as we have done in the past. Likewise, illegal camping is a matter for law enforcement, and we encourage the reporting of suspected illegal campers to the Police and Surf Coast Shire Council.

ACCESS FOR FAMILIES AND ALL ABILITIES

Many people supported the inclusion of all abilities access features. It was suggested that family change rooms and toilets accessible externally would be a helpful inclusion for parents and carers. It was noted by several respondents that the accessible features in the amenity block needs to be matched by linking accessible features in the surrounding foreshore area.

Authority response:

It is great to see support for making the amenities accessible for all. The concept design allows access to the all-gender toilets externally, these also meet the Disability Discrimination Act 1992 standards. Links to the wider foreshore area is addressed through the Lorne Foreshore Masterplan 2020 and is outside the scope of this project.

MATERIALS AND MAINTENANCE

A number of comments noted that materials used for the building need to be attractive, safe, and durable to withstand a coastal environment setting. The wooden slats in the design may be chewed by cockatoos, as with similar buildings in Lorne. Drainage and cleaning are not adequate with the current amenities and must be addressed in the new design. Sustainable design features were supported by numerous comments.

Authority response:

The concept design does address drainage, sustainable design and materials and these features will carry through to the final design. The other comments on materials and maintenance have been noted and will also be considered in the final design.





Next steps

Your valuable input will help us finalise a design that best meets the needs of the community and visitors now and for generations to come. We will consider community feedback alongside Aboriginal inclusion, environmental outcomes, design quality, social outcomes, and funding requirements to create the final design. We will share the revised designs via our website, social media and newspaper updates and community will have an opportunity to provide feedback.

How did we do?

We are committed to engaging, listening, respecting, and reflecting community views in everything we do. Working with our community of coastal users to design this amenity block is important to us. We received feedback about the way we engaged with you on this project which will help us continuously improve our public engagement activities.

What you said:

You appreciated that we were willing to listen to feedback. The online community sessions were valued. However, a number of community members expressed that it would have been beneficial for the Authority to consult the community prior to the designs being drafted. There were also several issues identified with the information provided on our website and our survey design.

Thank you for this feedback. We will consider it as a team and plan to avoid similar issues in future engagement projects.

Get in touch

If you have further comments or questions about this project, please see the [project webpage](#).

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



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