



Commercial & Community Use of Pier and Jetties in Hervey Bay

COMMUNITY ENGAGEMENT & EVALUATION REPORT

Engagement Period – April 2023
Fraser Coast Regional Council

Recently Council has received renewed interest in the use of the pier and jetties for commercial and community activities & event use.

In response Council resolved to engage with the community at its January 2023 Meeting to obtain feedback on allowing potential commercial and community activities to be undertaken on or near the pier and jetties in Hervey Bay.



**Remit: Do you support the commercial, community and private use
of the pier and jetties in Hervey Bay?**



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1 EXECUTIVE SUMMARY

1.1 OVERVIEW

Council recently invited the community to have their say on the future use of the pier and jetties in Hervey Bay.

The pier and jetties in Hervey Bay are an important and well-loved feature of the Esplanade for residents and visitors.

Over many years there has been regular interest from community and businesses in relation to commercial and event activities on the pier and jetties.

In the past it was resolved that these activities were not permitted under our local laws due to restrictions and prohibitions on both commercial activities and other uses on the pier and jetties.

In response to renewed interest in the pier and jetties for commercial and community activities and event use, Council resolved to engage with the community at its January 2023 Meeting.

Between **29 March – 1 May 2023** Council undertook a consultation process to understand the community's views in relation to commercial and community use of the pier and jetties, seeking feedback and comments from the community. The process involved online engagement through Council's engagement platform, Engagement Hub, which included an online survey, as well as hard copy survey forms. A number of submissions from community members were received directly to the Engagement Team, and these have also been included in this report. Council also visited the Torquay Markets, Urangan Markets and local businesses during the engagement period.

The aim of the engagement was to understand the community's sentiment, needs and priorities for commercial and community use of the pier and jetties in Hervey Bay.

The report will assist Council in their decision-making including whether to allow potential commercial and community activities to be undertaken on or near the pier and jetties in Hervey Bay.

1.2 KEY ENGAGEMENT FINDINGS

There are a number of key overarching messages throughout the engagement:

- The community has an overall high level of opposition to commercial activity and private events on both the Urangan Pier and the Scarness and Torquay jetties.

The majority of respondents is not in favour of commercial and private usage of the pier and jetties in Hervey Bay (commercial use: 50% strongly opposed, 10% opposed = 60%; private use: 43% strongly opposed + 16% opposed = 59%).

- There is strong appetite for temporary business activity such as mobile karts and services such as fishing lessons.

There is significant support for occasional use such as coffee carts and small retail offerings, and for community events which do not impede access to the piers and jetties for locals – particularly if the events are free or fundraisers for a cause (43% strongly support, 21% support = 64%).

- There is a majority support for community events on all three structures if they are infrequent and access to the public is still provided.



There was majority support for community-based activities on the Urangan Pier (31% strong support + 25% support = 56%). Similarly, there was majority support of community-based activities on the jetties (31% strongly support + 22% support = 53%)

- Main concerns are around providing access to the structures most of, if not all, of the time. There is also a concern to maintain the Urangan Pier as an 'icon' of Hervey Bay in its current form.

The main concerns raised for all three structures involved ensuring public access to them, either at all times or at least partial access, as well as safety issues on the age and maintenance of the structures and infrastructure around them such as parking and public transport.

Concern for maintaining the iconic value of the Urangan Pier as a place to visit any time for walking, viewing and fishing, and to a lesser extent the jetties, was also raised often.



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2 INTRODUCTION

2.1 PROJECT OUTLINE AND BACKGROUND

Council resolved to engage with the community at its January 2023 meeting to obtain feedback on allowing potential commercial and community activities to be undertaken on or near the pier and jetties in Hervey Bay. This is due to recent renewed interest in the use of the pier and jetties for commercial and community activities and event use.

Over many years there has been regular interest from community and businesses in relation to commercial and event activities on the pier and jetties. In the past it was resolved that these activities were not permitted under our local laws due to restrictions and prohibitions on both commercial activities and other uses on the pier and jetties.

Council manages the piers and jetties under the *Local Government Act 2009* and relevant Local Laws.

The pier and jetties are iconic landmarks in Hervey Bay and are popular locations for both tourists and local residents.

The project was assigned to the Economic Development team, who worked with the Community Development & Engagement team, to develop a consultation process to obtain detailed information about what type, if any, of events and activities the community would be happy to see occur on the pier and jetties in Hervey Bay.

It was important to distinguish between commercial, for-profit activity and community, not-for-profit (including fundraising for a cause) activity to determine whether the community was open to some but not all activity on these structures. In addition, although not part of the original brief, the Economic Development team is also investigating public places across the Fraser Coast which have the potential to be further 'activated' such as used more for events or pop-up kiosks. It was agreed that where possible, this engagement would provide information that could feed into that process to reduce double-up of community engagement.

2.2 ENGAGEMENT OVERVIEW

Remit: Do you support commercial, community or private use of the Pier and Jetties in Hervey Bay?

The purpose of the engagement for this project was to understand what is important to the community in relation to the future use of the pier and jetties in Hervey Bay.

The engagement for this project will provide the community and stakeholders the opportunity to provide their feedback on allowing commercial and event activities to be undertaken on or near the jetties and pier in Hervey Bay.

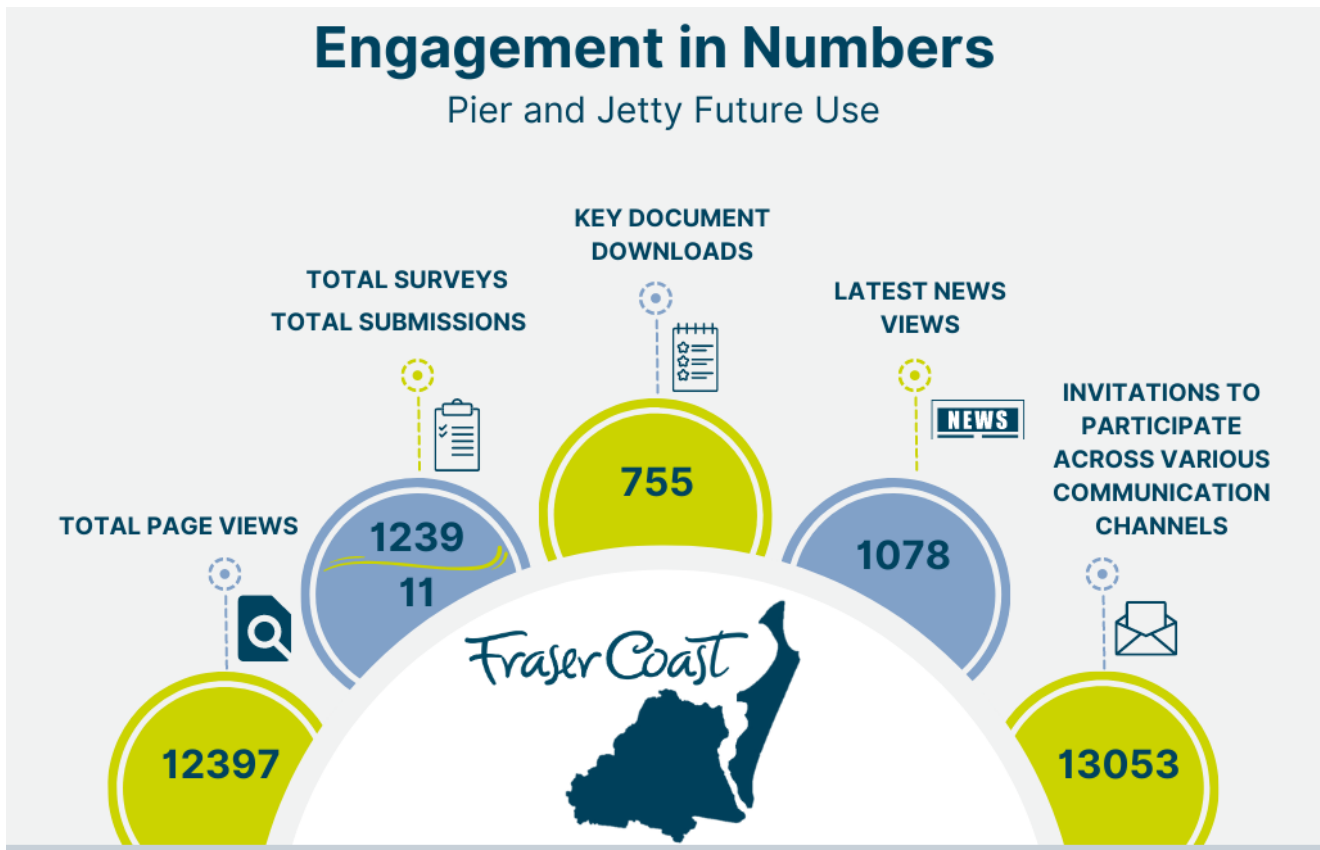
The engagement included elements of inform, consult, and involve levels of engagement as described in the IAP2 engagement spectrum. It is important to note that this is an engagement to understand only the community's sentiment for a change in activities on and around the jetties and pier.

If there is positive support to change the future use of the pier and jetties, Council will then consider further engagement with the community around what that may look like. There are structural, environmental and community concerns that need to be taken into consideration when changing the use of the pier and jetties including the local laws.



Community Development and Engagement team provided advice on engagement practice, methods and processes and led the activities as part of the engagement process in consultation with the Economic Development team. The level of engagement was determined by the project owners after discussion of the project's purpose and outcomes. The project owners determined this process met their engagement outcomes and needs for the project.

To facilitate the engagement Council undertook engagement through Engagement Hub including a survey, as well as visiting markets and businesses. The engagement took place from **29 March – 1 May 2023 (11:55pm)**.



2.2.1 Engagement Timeline

The engagement timeline is outlined in the following diagram.





3 METHODOLOGY

3.1 THEMES AND CATEGORISATION

Council identified themes based on comments made by stakeholders through the online survey. These themes are to illustrate a common or inclusive view of the community in relation to the overall issue as well as analysing the comments in regards to the following engagement topics identified in the remit of the engagement.

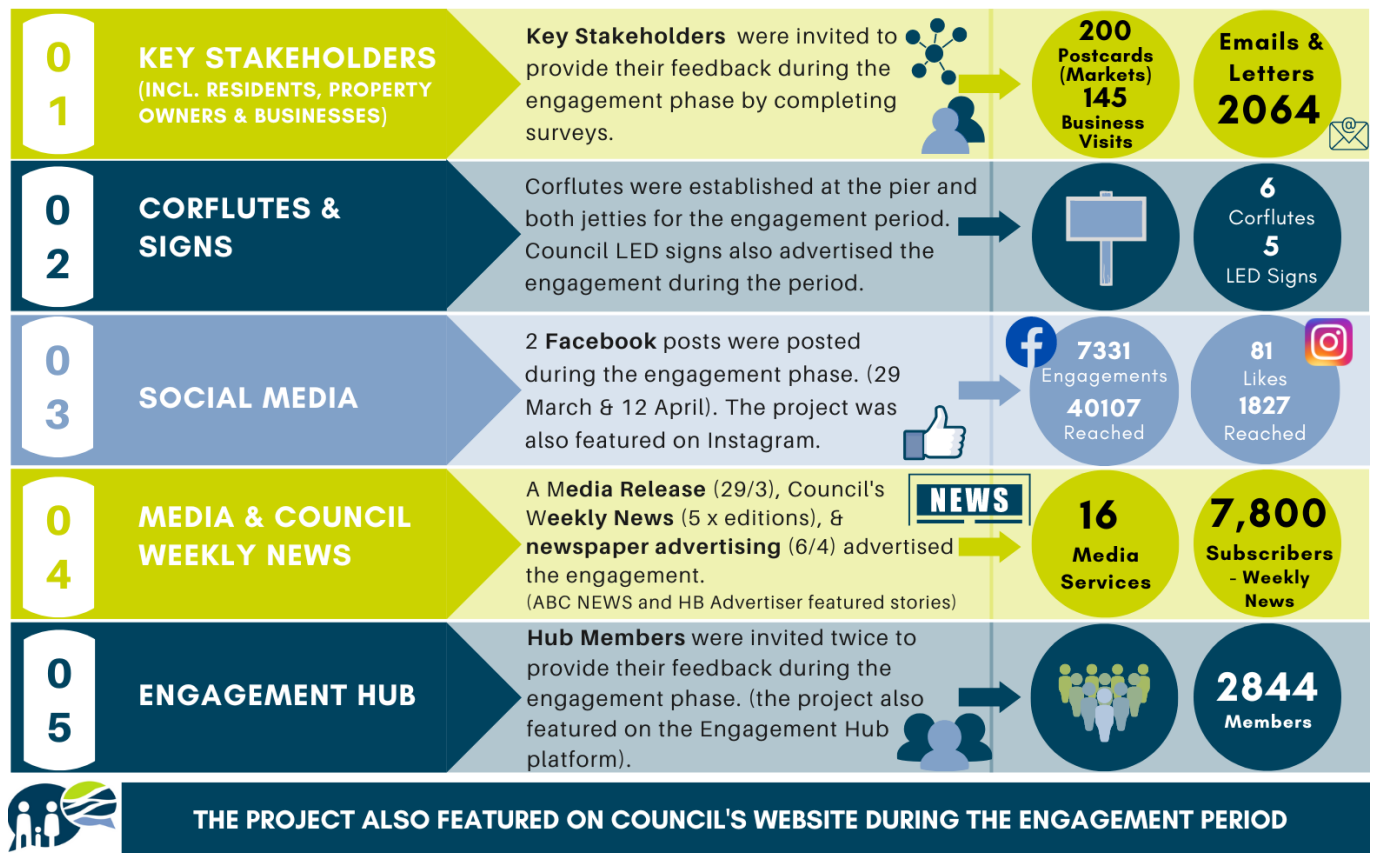
- Feedback - Overview Pier and Jetty Future Use
- Feedback - Commercial Use
- Feedback - Community Use
- Feedback - Private Use

The numerical values of comments, in relation to each theme, has been determined based on the total number of comments received in an engagement activity, for example the number of responses to a survey question. Please note in some cases comments have been categorised under more than one theme due to multiple comments within a response. Furthermore, some responses did not relate to a theme at all. Consequently, the total number of comments categorised under a theme within a question may not correspond to the total number of comments given to each question.

Submissions have been included individually with a summary of each submission.

3.2 COMMUNICATION CHANNELS

Council utilised a diverse range of communication channels to promote the engagement process, invite stakeholders to have their say and communicate with the community in relation to the project.





3.3 ENGAGEMENT ACTIVITIES

3.3.1 Survey

The survey was conducted through Council's Engagement Hub platform, **29 March – 1 May 2023 (11:55pm)** – receiving **1239 survey responses**. Hard copy surveys were entered into to the Engagement Hub platform to be included in the data analysis.

The survey comprised 21 questions, 12 with open-ended comments which required theming, and nine of a demographic nature, to help us understand the respondents and ensure we received a valid, representative sample. One of the open-ended questions asked for three responses, and most people provided responses to all three options. These have also been themed individually, and then aggregated to obtain an overview analysis.

3.3.2 Submissions

Council received **12 submissions** from residents during the project. These submissions were received through email. To view summaries of the submissions, please view [Section 4.2](#).

3.3.3 Visits to Torquay and Urangan Markets

Council Community Engagement staff attended the Torquay and Urangan Markets on Saturday 1 April 2023 to hand out information post cards to community members. Approximately 200 postcards were handed out across the two markets.

3.3.4 Visits to Businesses

Council Economic Development and Events Staff visited businesses in the vicinities of the pier and jetties between Thursday 30 March and Friday 31 March 2023. Staff visited approximately 145 businesses. The information provided to businesses was also to display to community members who may visit the business during the engagement period.

3.3.5 Emails and Letters to Residents and Businesses

Council staff sent 511 letters and 1553 emails to rate payers and businesses inviting them to take part in the engagement by filling out the survey. Postcards were also put into mailboxes while staff were visiting businesses.

3.3.6 Other - Facebook

Informal comments were received via Council's Facebook posts in relation to communicating about the consultation. A brief summary of these comments have been included in the report for Council's information. See [Section 4.3](#) for a summary of these comments. However, these comments were not included in the overall engagement analysis and evaluation. Individuals were encouraged to complete the survey to formalise their feedback.

3.4 CONSTRAINTS AND ISSUES

3.4.1 Technical Survey Issues

The survey link encountered a technical issue towards the end of the survey period. As soon as staff were made aware of the issue the link was fixed. Community members downloaded and submitted hard copy surveys during this time. The surveys were submitted and included in the survey data at the end of the consultation period.

3.4.2 The detailed nature of the survey

The questionnaire separated the pier from the jetties, and also commercial and community events. A number of people expressed frustration that the questions seemed to cover the same ground, or that the questions were asking the same question in different ways. This indicates that these people did not note the different sections or the different nature of the questions.



Further, confusion about the nature of ‘private’ events arose a number of times. The wording of ‘private events’ was intended to indicate that it was a closed event, open only to those invited (such as a wedding, memorial or ticketed private event) and could be applicable to either commercial or community events. However, many people appeared to determine that ‘private’ meant commercial.

These interpretations may have affected the responses in some cases. However, it is important to note definitions of the three types of activities (commercial, community and private) were included in the survey.

3.5 EXTERNAL INFLUENCES

At the time of writing this report Council staff are aware there is a petition circulating in the community in relation to use of the pier and jetties. This petition is not included in this engagement report as it was not part of the Council’s engagement process, and was not tabled during the engagement period.

Council staff are also unable to determine how the petition was presented to the public as to whether they were responding to questions put forward in the survey, or to a generic ‘don’t commercialise the pier’ question.



4 ENGAGEMENT FINDINGS

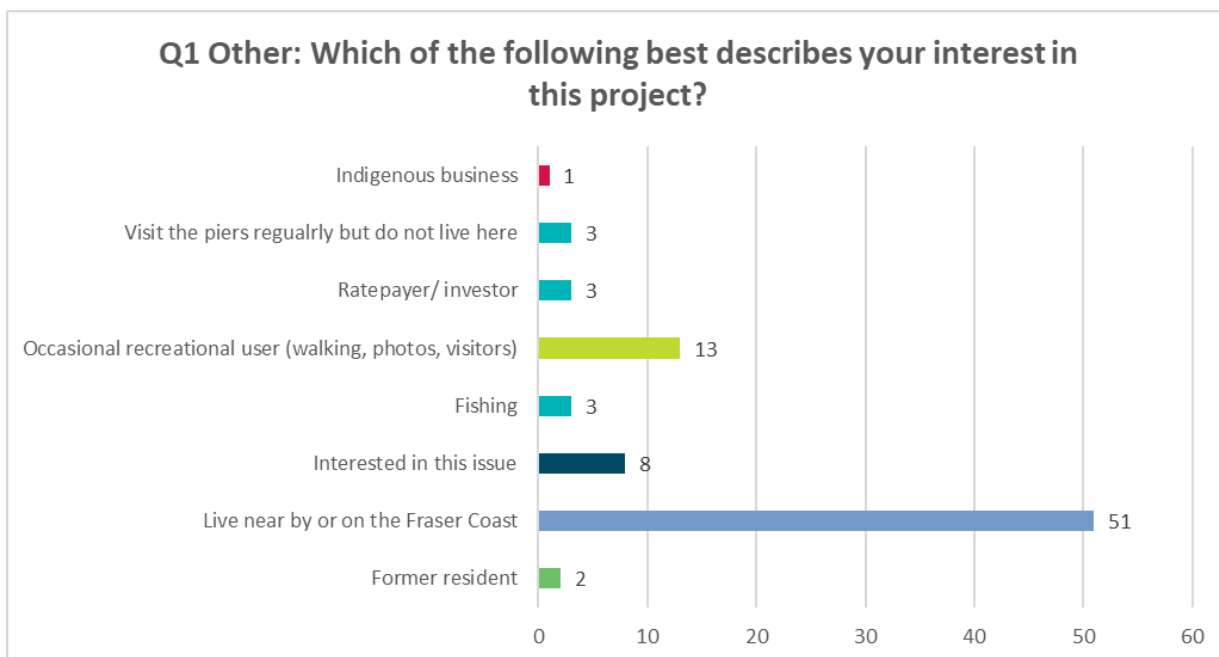
4.1 SURVEY

4.1.1 Who participated

Council received **1239** survey submissions. The following diagrams and information outline survey participation.

The responses provide a valid sample giving a 99% confidence level¹ within a 3.7% margin of error². The typical respondent lives in Hervey Bay (75%), is aged 55 years+ (51%), female (58%) and is a regular user of the pier and jetties (76%).

This is roughly equivalent to the demographics of the Fraser Coast Region, where 45.7% of the population is aged 55 years+ (compared to Queensland which is 28.9%), 51.1% are female and 40% live in Hervey Bay. The slightly higher proportion of those living in Hervey Bay against the actual demographic residency can be attributed to the community which most uses the pier and jetties.

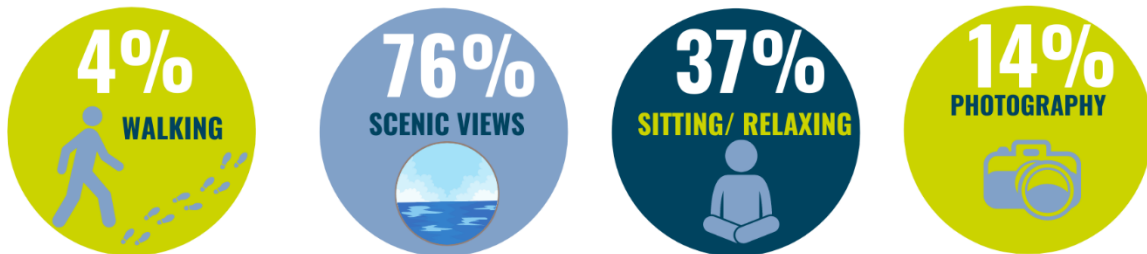


¹ Confidence level indicates how confident you can be that the population would select an answer within a certain range. For example, a 95% confidence level means that you can be 95% certain the results lie between the responses you have received.

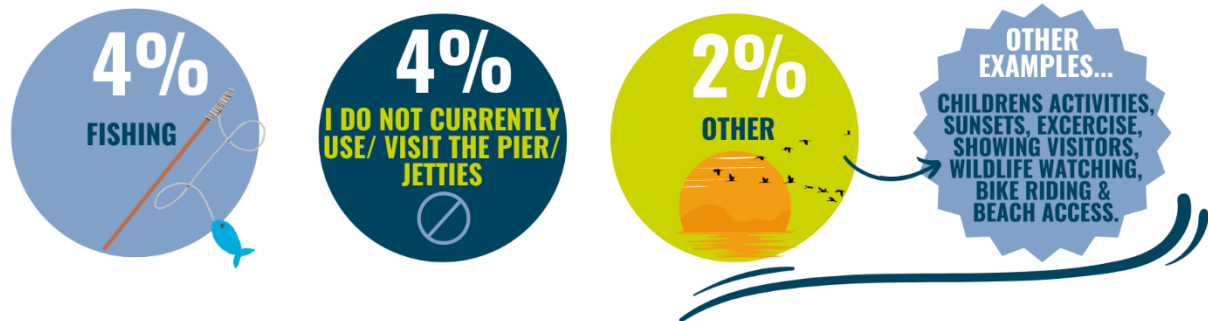
² Margin of error tells you how much you can expect your survey results to reflect the views of the overall population. The smaller the margin of error, the closer you are to having the exact answer at a given confidence level.



SUBURB/ LOCALITY (NO.)		
• 57 - Maryborough area (incl. Granville)	• 3 - Aldershot	• 12 - Tinana
• 4 - Owanilla – Antigua – Mungar	• 3 - Oakhurst	• 28 - Toogoom
• 1 - Bauple - Gundiah - Glenwood	• 7 - Tiaro	• 2 - Yengarie
• 14 - Howard - Torbanlea - Pacific Haven District	• 1 - Poona – Tinnanbar	• 28 -Other
• 58 - Craignish - Dundowran - Dundowran Beach	• 16 - Burrum Heads	
• 2 - Fraser Island - Great Sandy Straits	• 52 - Booral - River Heads	
• 927 - Hervey Bay area (incl. all suburbs)	• 14 - Sunshine Acres – Walligan – Takura	
ENGAGEMENT AWARENESS (%)	AGE (%)	
<ul style="list-style-type: none"> • 46% Through Facebook • 5% Corflute signage (near pier/jetty) • 22% Postcard (small flyer) • 15% Council Weekly News • 6% Engagement Hub • 10% Council email or letter • 5% Council Website • 11% Other 	<ul style="list-style-type: none"> • 1% 17 and Under • 2% 18-24 • 6% 25-34 • 14% 35-44 • 18% 45-54 • 28% 55-64 • 23% 65-74 • 8% 75 and Over 	
GENDER (NO.)		
<ul style="list-style-type: none"> • 715 Female • 487 Male • 2 Self Identify • 22 Prefer not to say • 4 Other 		



How do you currently use the pier and jetties?
(choose as many options that apply to you).





URANGAN PIER



HOW OFTEN DO YOU VISIT THE URANGAN PIER?



OTHER EXAMPLES... ON HOLIDAYS, FREQUENTLY WHEN IN THE AREA, WHEN WE HAVE VISITORS. 12/ 1%

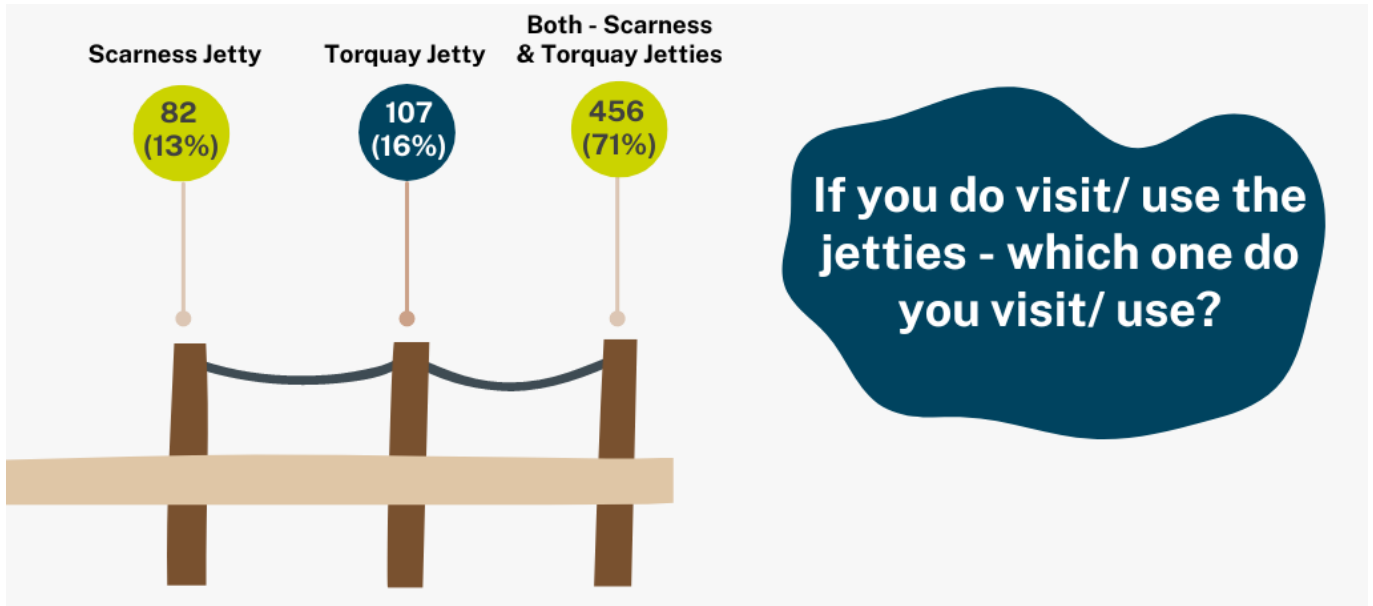
SCARNESS & TORQUAY JETTIES

HOW OFTEN DO YOU VISIT THE SCARNESS JETTY AND/ OR TORQUAY JETTY?



OTHER EXAMPLES... FREQUENTLY WHEN IN THE AREA, FEW TIMES A WEEK. 6





4.1.2 Survey Questions & Results

Below is a summary of the survey questions and results, including number of responses and percentages for each question. Some questions were open ended questions or had 'Other/Comment' fields – these answers have been themed with comment examples – as well as the number of responses against the theme. Please note the demographic questions are included above in the who participated graphics.

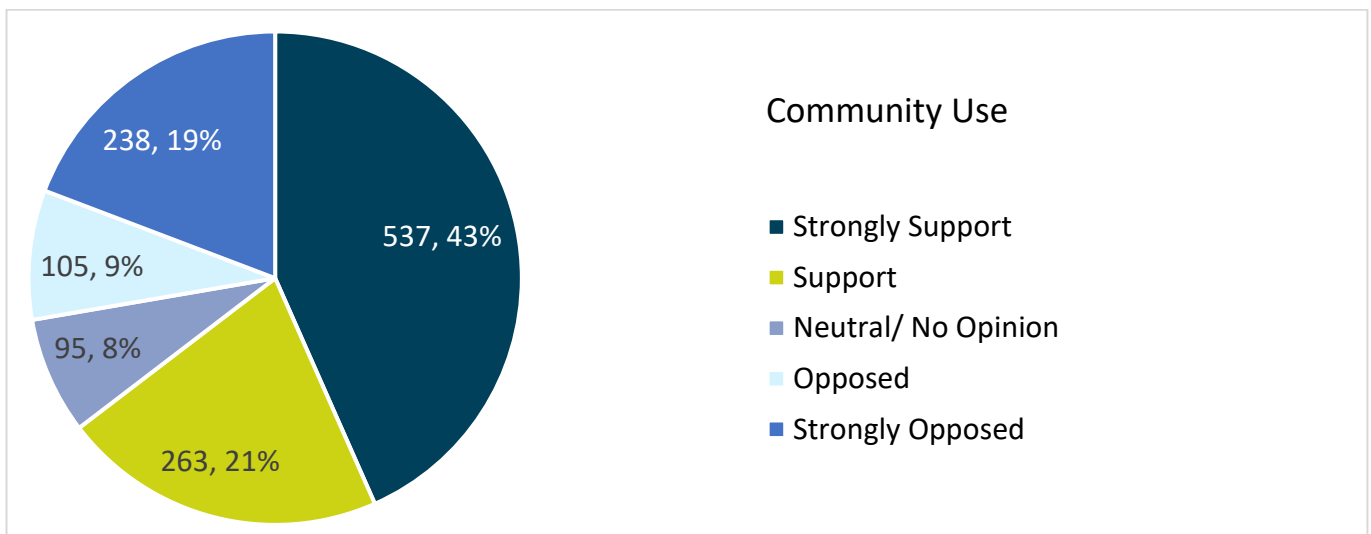
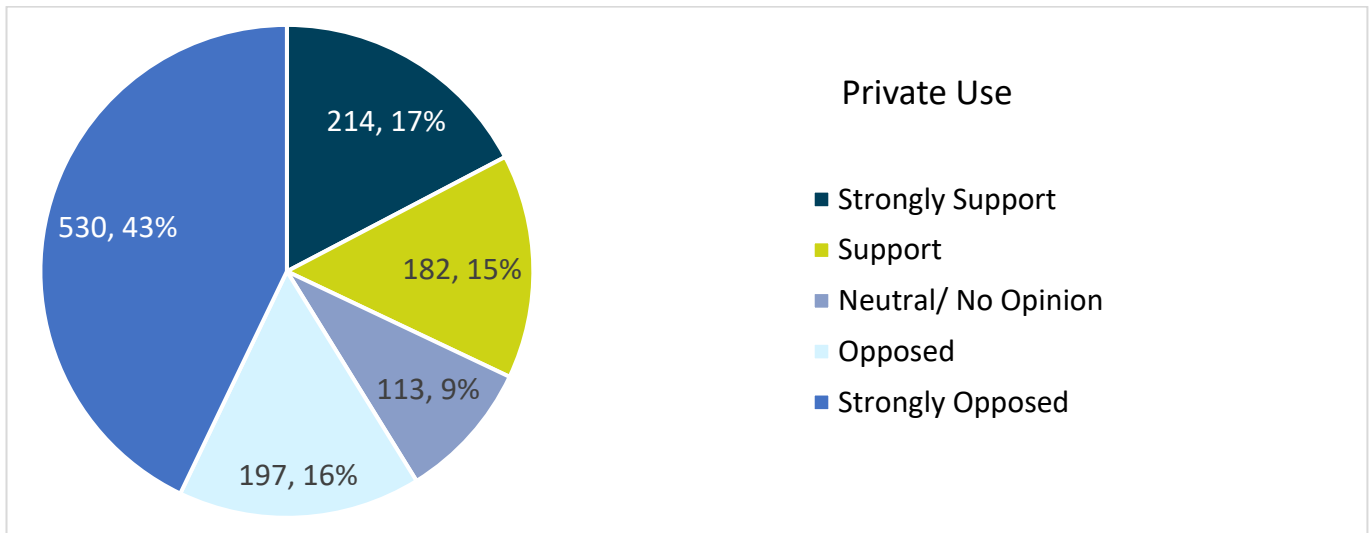
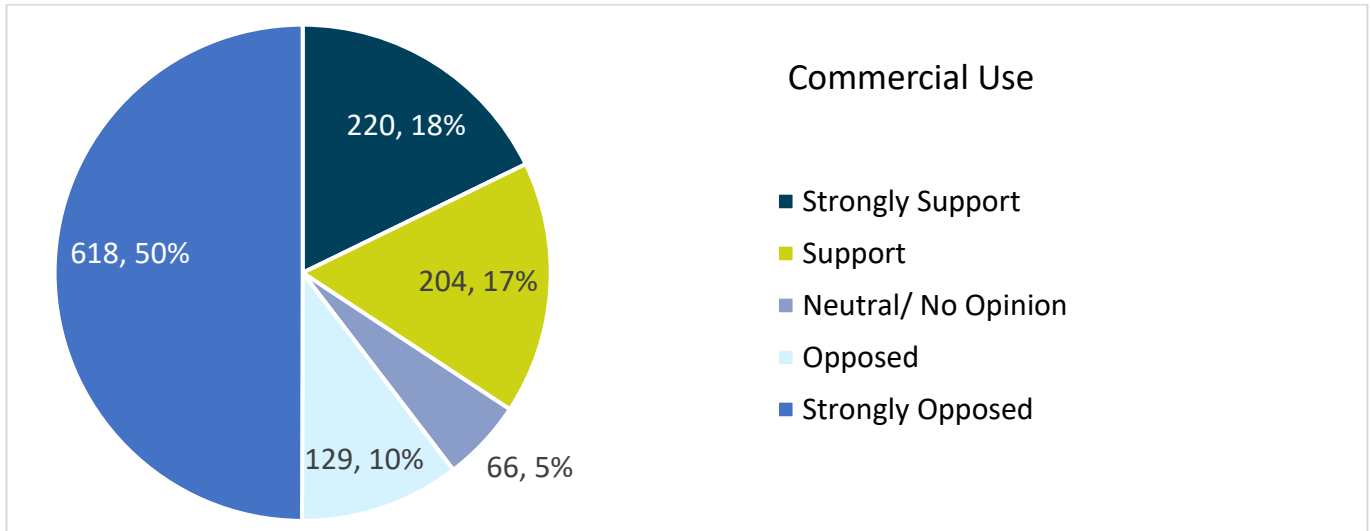
Q5 What level of support do you have overall for the commercial, private and community use of the pier and jetties?

-Commercial - for profit activity - i.e selling goods or services (e.g business hosting an event, coffee or refreshments cart/ kiosk, yoga class, fishing lessons)

-Private - occasional and special activities and events where family, friends and people known to the hosts are invited to attend (e.g wedding ceremony, birthday party, memorial)

-Community - social, fun or entertainment events and activities - that are of civic, political, public or educational in nature (e.g markets, festivals, fishing competition, fundraising activity).

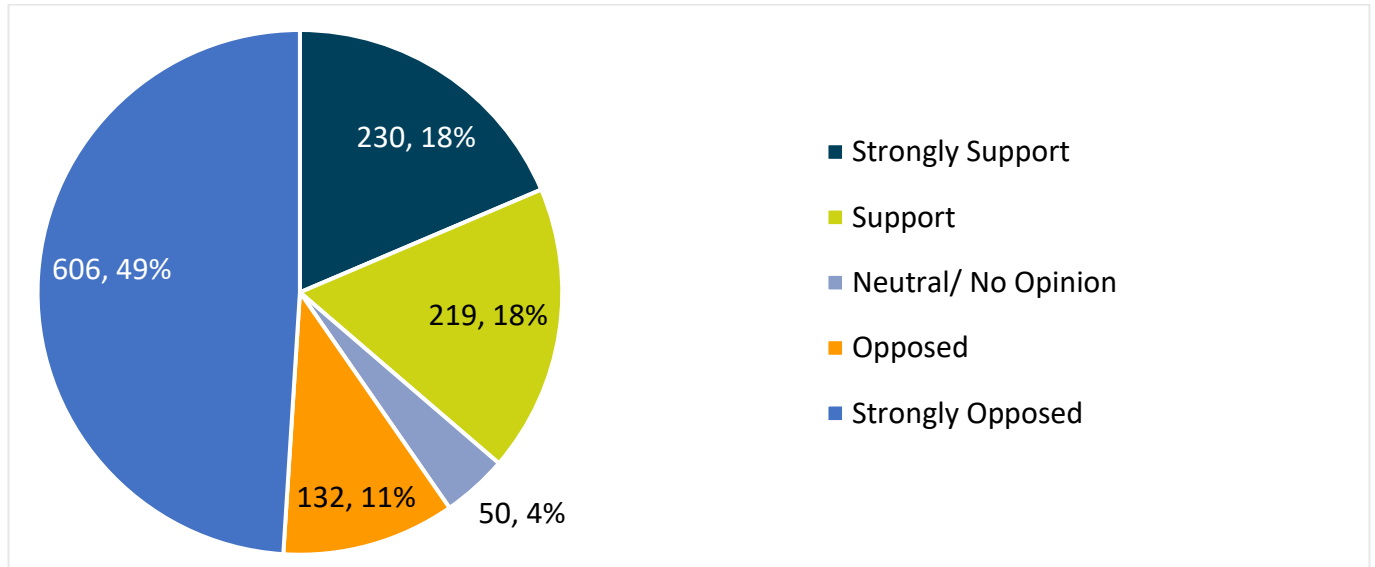
The majority of respondents were opposed to the pier and jetties being used for commercial (50% Strongly Opposed, 10% Opposed) and private use (43% Strongly Opposed, 16% Opposed). In contrast, the majority of respondents were supportive of community use (43% Strongly Support, 21% Support).





Q6 What level of support do you have for commercial business activities being conducted on and in the vicinity of the Urangan Pier?

60% of respondents were opposed to commercial business activities being conducted on or in the vicinity of the Urangan Pier. 36% of respondents were supportive, and 4 % answered 'Neutral/ No opinion'.



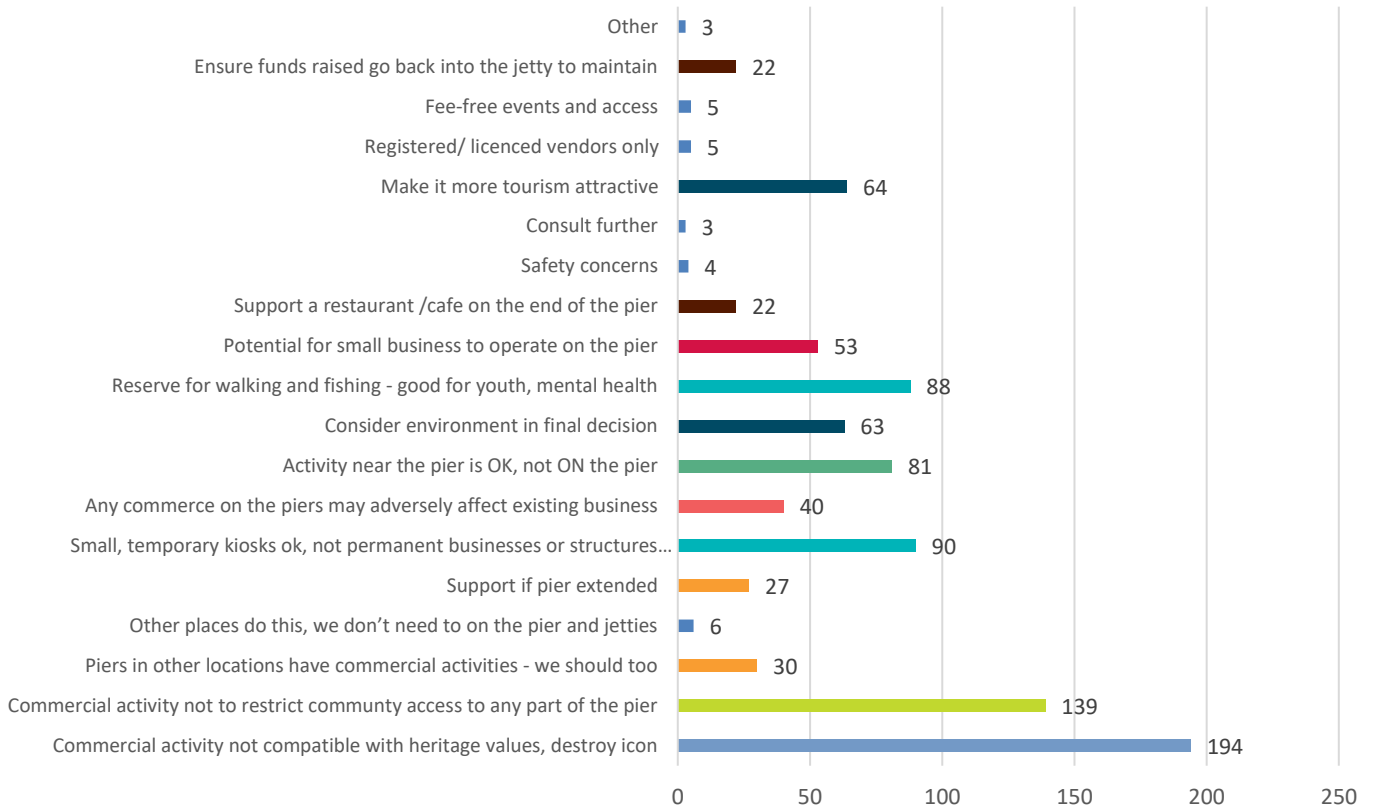
Respondents were given the opportunity to provide further comments in relation to commercial activities on/ near the Urangan Pier. 644 respondents answered – below is a breakdown of their comments including themes and comment examples – as well as the number of responses against each theme. There was also a small number of comments that either did not relate to the topic of the question or survey and could not be attributed to any theme.

The top themes and support for them are charted below:

- Concern about protecting an icon of Hervey Bay
- Commercial activity to not restrict access to the Pier by the public
- Small, temporary kiosks ok, but not permanent structures
- Reserve for walking and fishing



Q6 Comments - Urangan Pier: What level of support do you have for commercial business activities being conducted on and in the vicinity of the Urangan Pier?



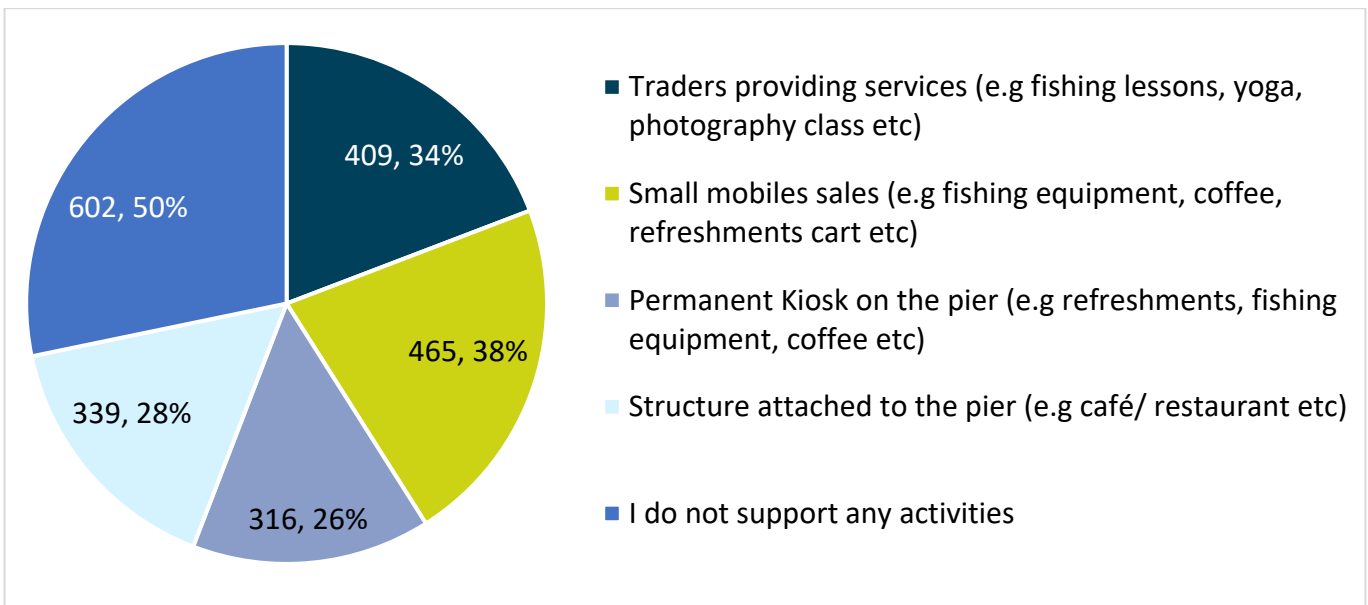
Theme	No. of Responses	Comments/Examples
Concern about protecting an icon of Hervey Bay	194	<p><i>"This pier is of significant historical value. Tourists come far and wide to not only see the whales but take the enjoyable opportunity of taking a leisure stroll along the Urangan pier that holds significant history of past events in Hervey Bay"</i></p> <p><i>"I believe this pier in particular is an enormous tourist attraction for this area and should be kept free for all to enjoy without cost or covered in advertising"</i></p> <p><i>"Its used by locals and visitors constantly why destroy what we love. We have plenty of wonderful cafes with great views why would we need to compromise these wonderful piers"</i></p>
Commercial activity to not restrict access to the Pier by the public	139	<p><i>"The pier is a community resource and should not be closed to the community to allow a single group to utilise the pier either daytime or night time. the pier should always remain freely accessible to the community."</i></p> <p><i>"I think the pier is for everyone's use not to closed off to the public"</i></p> <p><i>"Pier is for everyone at all times specially locals that use jetty constantly."</i></p>
Small, temporary kiosks ok, but not permanent structures	90	<p><i>"Carts and lungs like that are ok . But no to closing any of it to public for private gain"</i></p> <p><i>"I would support business that did not close the pier to the public,"</i></p> <p><i>"I support some use like small carts selling ice creams, drinks, etc, but nothing that impedes public use of the full length of the pier."</i></p>
Reserve for walking and fishing	88	<p><i>"it should stay as it is people fish of there"</i></p>



	<p><i>“If it is occupied by commercial purposes and lots of people on the pier it will be impossible for our local residents who pay enormous rates to enjoy the view, relaxation and fishing from our pier, as a lot of our residents don’t own or have access to a boat for fishing and enjoy having a family day fishing from our pier.”</i></p> <p><i>“We have enough esplanade where all activities can b set up there .. leave the jetty’s & pier for fishing .. admire the view”</i></p>
Other Themes/ Comments (between 1-2 responses)	<p><i>Provide plenty of parking (2)</i></p> <p><i>Build own structure if want a commercial business (1)</i></p>

Q7 What commercial business activities would you support on/ near the Urangan Pier?

50% of respondents answered that they did not support any commercial activities on/ near the pier. In contrast, those supportive of activities being held on/ near the pier were more supportive of mobile or temporary services over more permanent structure or activities.



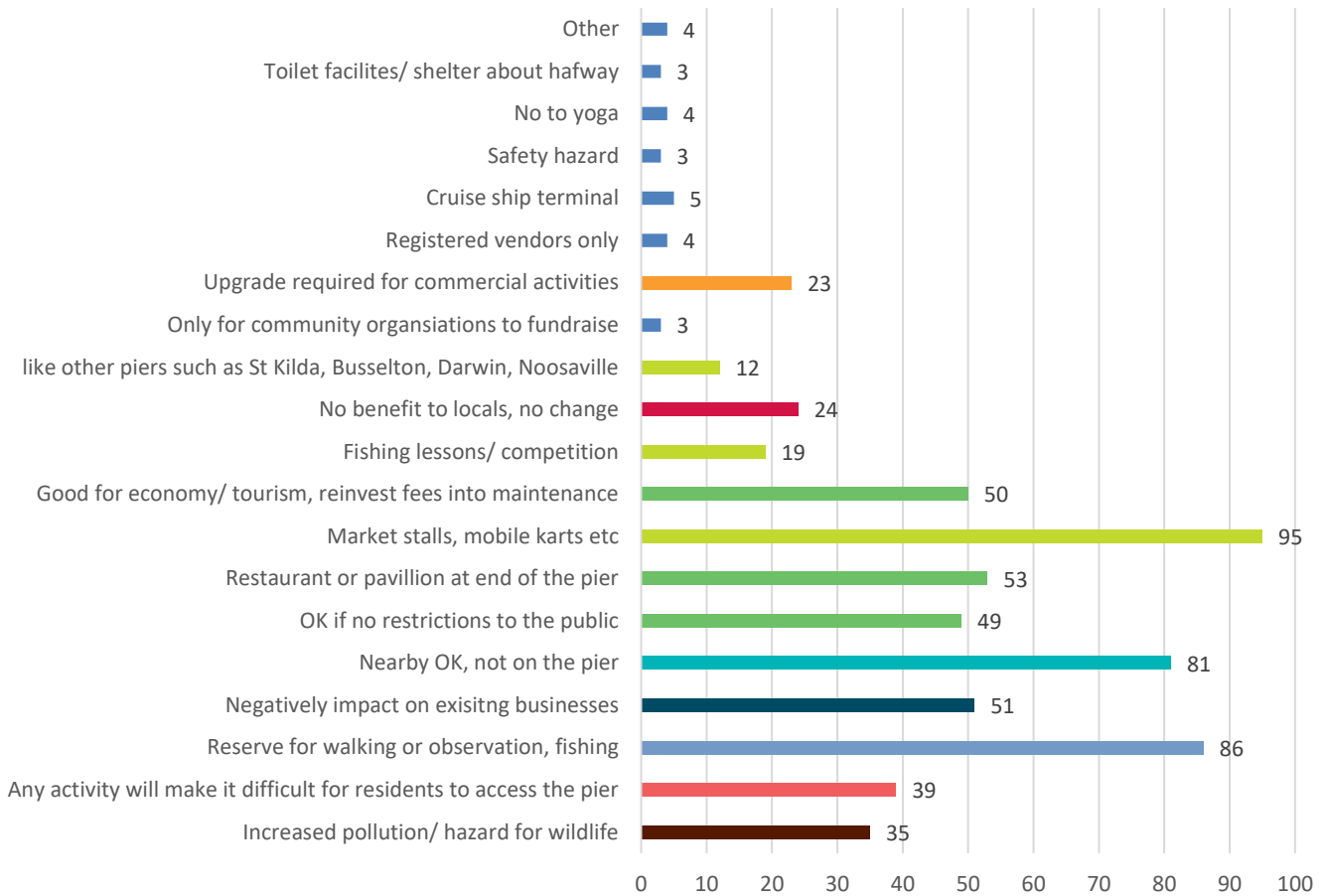
Respondents were given the opportunity to provide further comments or ‘other ‘ options in relation to commercial activities on/ near the Urangan Pier. 408 respondents answered – below is a breakdown of their comments including themes and comment examples – as well as the number of responses against each theme. There was also a small number of comments that either did not relate to the topic of the question or survey and could not be attributed to any theme.

The top themes are tabled below:

- Temporary market stalls, mobile carts would be ok (95)
- Reserve only for walking, fishing, observation (86)
- Nearby would be ok, not on the Pier (81)



Q7 Comments - Urangan Pier: What commercial business activities would you support on/ near the Urangan pier?

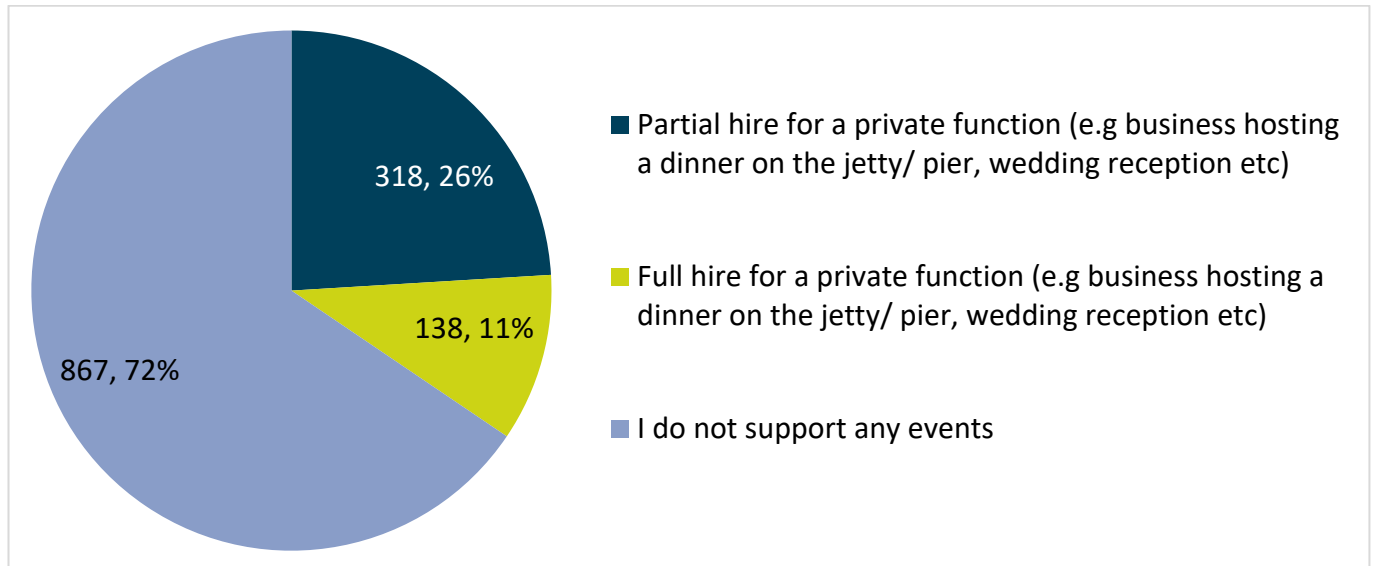


Theme	No. of Responses	Comments/Examples
Temporary market stalls, mobile karts would be ok	95	<p><i>"I would embrace a restaurant/cafe at the end of the pier. During the nice stroll along the pier I could see market stalls, art work, maybe even a pavilion with information about history, flora, fauna, marine life, culture. A pleasure pier comes to my mind but not to the extreme like in America or UK. If the restaurant was a seafood restaurant with local produce and a cafe that is open after 2 pm. Architecture and layout based on our marine life, turtles, whales and dolphins."</i></p> <p><i>"Continuing markets of the pier itself is supported. Visiting photography groups, fishing people and general community use without obstruction to pier by general public."</i></p> <p><i>"I would support the small mobile sales providing they weren't there all the time clogging up the pier"</i></p>
Reserve only for walking, fishing, observation	86	<p><i>"The current use of the locals piers should remain as is. They are iconic and historical and should remain as they are."</i></p> <p><i>"Fishing relaxing and sightseeing only on the piers"</i></p> <p><i>"The pier is almost sacred, leave it alone please"</i></p>
Nearby would be ok, not on the Pier	81	<p><i>"A small kiosk selling coffee and refreshments near the pier would be supported"</i></p> <p><i>"I support businesses/traders near but not on the pier."</i></p> <p><i>"would support traders near the pier but not on the pier. No fixtures or businesses permanently on the pier. Should not impede or limit access to the whole pier"</i></p>
Other Themes/ Comments (between 1-2 responses)		<p><i>Consider ocean swimmers – ensure they have access (1)</i></p> <p><i>Do not allow drone photography off the pier (1)</i></p> <p><i>Dogs should be allowed on the pier (1)</i></p>



Q8 Would you support commercial business events being conducted on and in the vicinity of the Urangan Pier?

The majority of respondents (72%) were opposed to events being conducted on/ near the Urangan Pier. 26% of respondents were supportive of partial hire for a private function and 11% were supportive of full hire. 1208 respondents answered the question and 31 skipped the question.

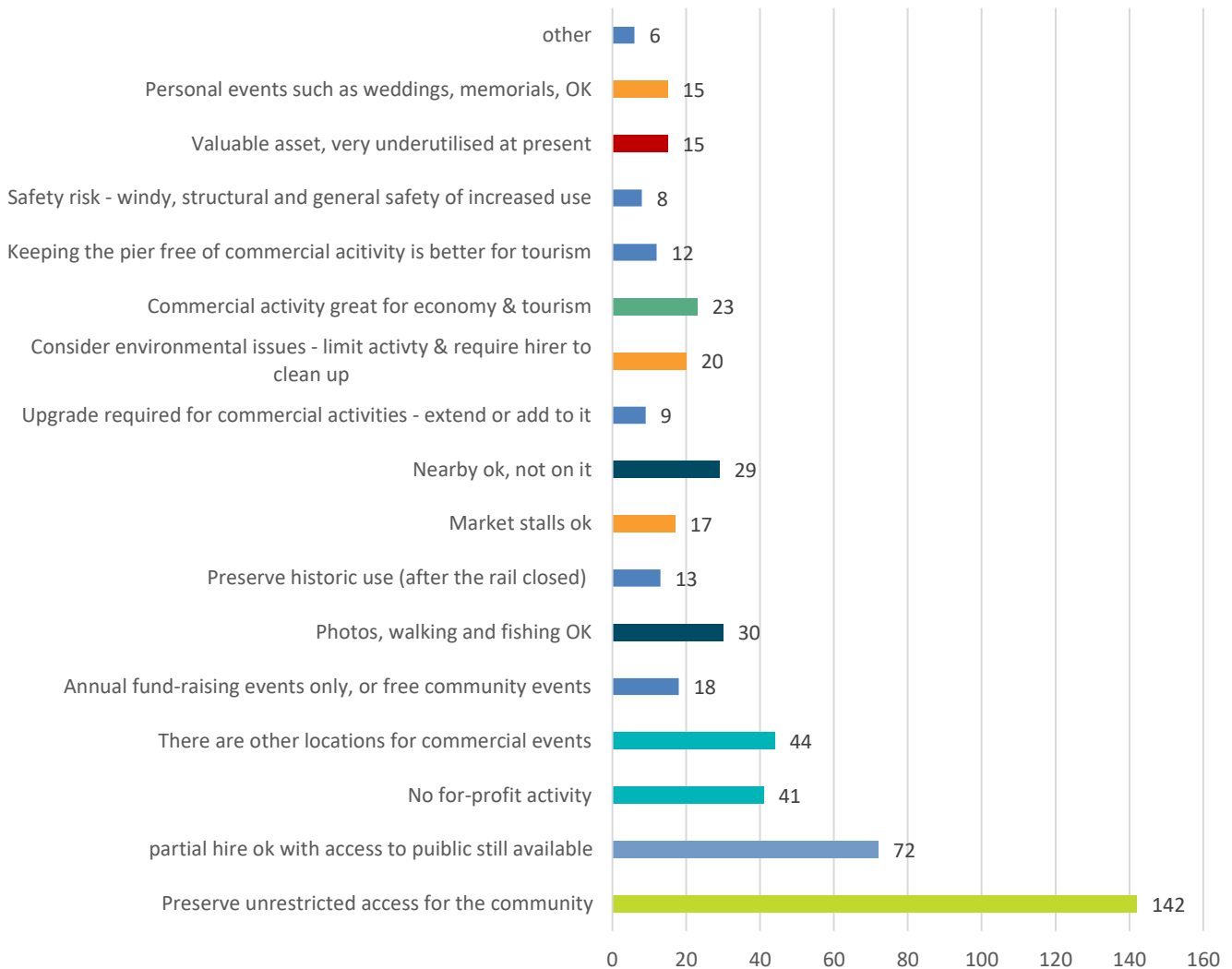


Respondents were given the opportunity to provide further comments or ‘other ‘ options in relation to commercial events on/ near the Urangan Pier. 386 respondents answered – below is a breakdown of their comments including themes and comment examples – as well as the number of responses against each theme. There was also a small number of comments that either did not relate to the topic of the question or survey and could not be attributed to any theme. The top themes were:

- Preserve unrestricted access for the community (no commerce) (142)
- Partial hire ok if public access still available (72)
- There are other locations for commercial activity (44)
- No for-profit activity (41)



Q8 Comments- Urangan Pier: Would you support commercial business events being conducted on and in the vicinity of the Urangan Pier?



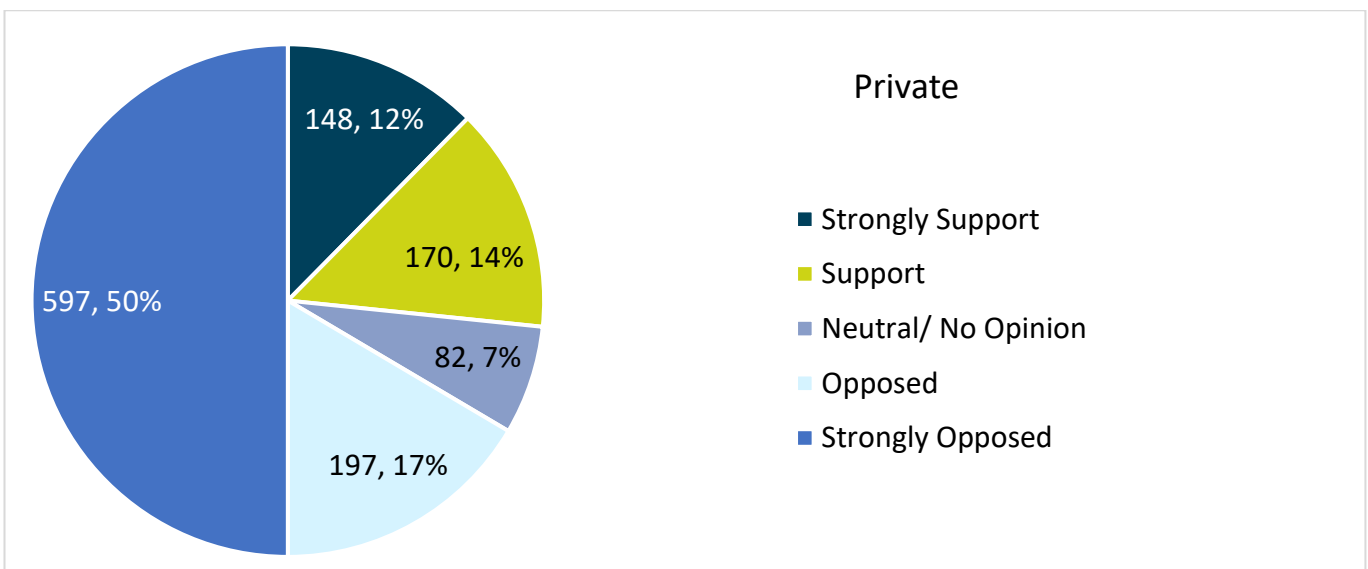
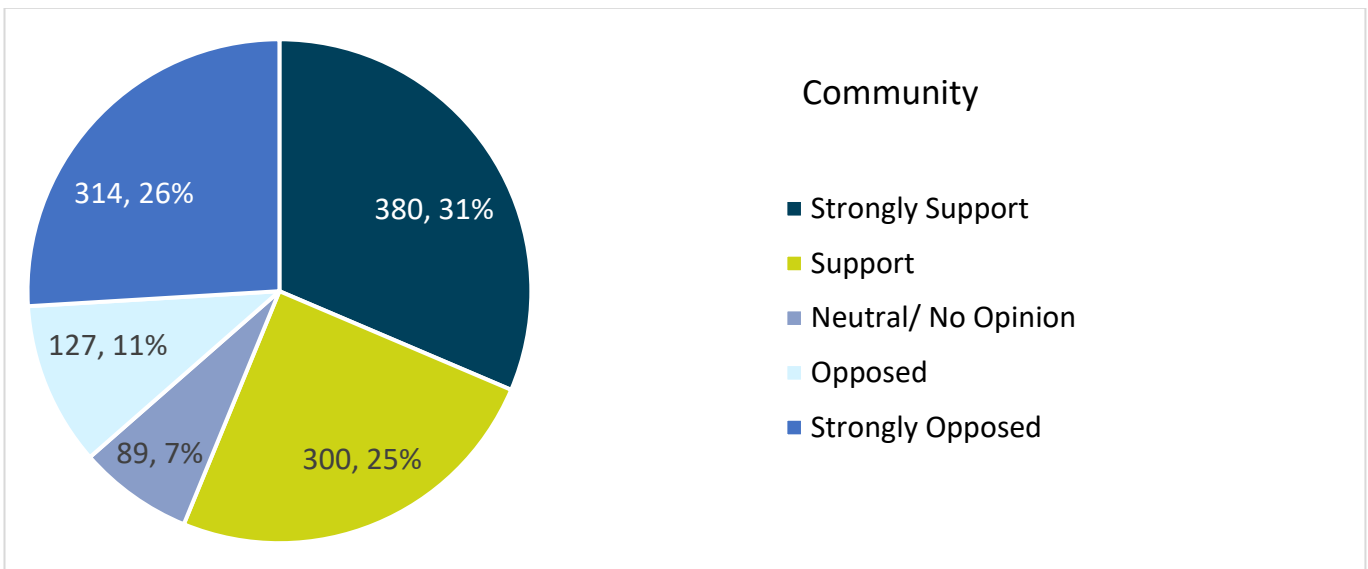
Theme	No. of Responses	Comments/Examples
Preserve unrestricted access for the community (no commerce)	142	<p><i>“These are for public use and should remain open to the public”</i></p> <p><i>“24/7 access”</i></p> <p><i>“Pier should be open to public at all times it’s a great tourist attraction”</i></p>
Partial hire ok if public access still available	72	<p><i>“As long as people can still access it at all times”</i></p> <p><i>“I would support community events that are open to everybody.”</i></p> <p><i>“Must allow general use and not exclude the everyday supporters”</i></p>
There are other locations for commercial activity	44	<p><i>“Plenty of venues already exist onshore for events etc to be located”</i></p> <p><i>“There are plenty of other venues available. If FCRC had forethought there would already be a plan for a conference centre in Hervey Bay.”</i></p> <p><i>“There is plenty of area around the markets ground & stage for formal hosting of events, plus the park around the aquarium”</i></p>
No for-profit activity	41	<p><i>“These events are incompatible with unrestricted public access to the Pier. Since it was rescued from demolition, the Pier has always been and should continue to be a</i></p>



	<p>place that all members of the public can access at all times. The purpose of these proposals is purely profit - for private businesses and/or Council.”</p> <p>“Not at all. Stop commercialising public places. Stop being so money hungry.”</p> <p>“Keep our Piers free of commercial activities so the general public & Tourists can continue to enjoy the open space on the Piers”</p>
Other Themes/ Comments (between 1-2 responses)	<p>Build a conference centre (1)</p> <p>The pier needs more facilities such as toilets and seats (1)</p> <p>No yoga on the Pier (1)</p> <p>Use any Council funds required to upgrade the Pier on something else (1)</p>

Q9 What level of support do you have for private and community events and activities being conducted on and in the vicinity of the Urangan Pier?

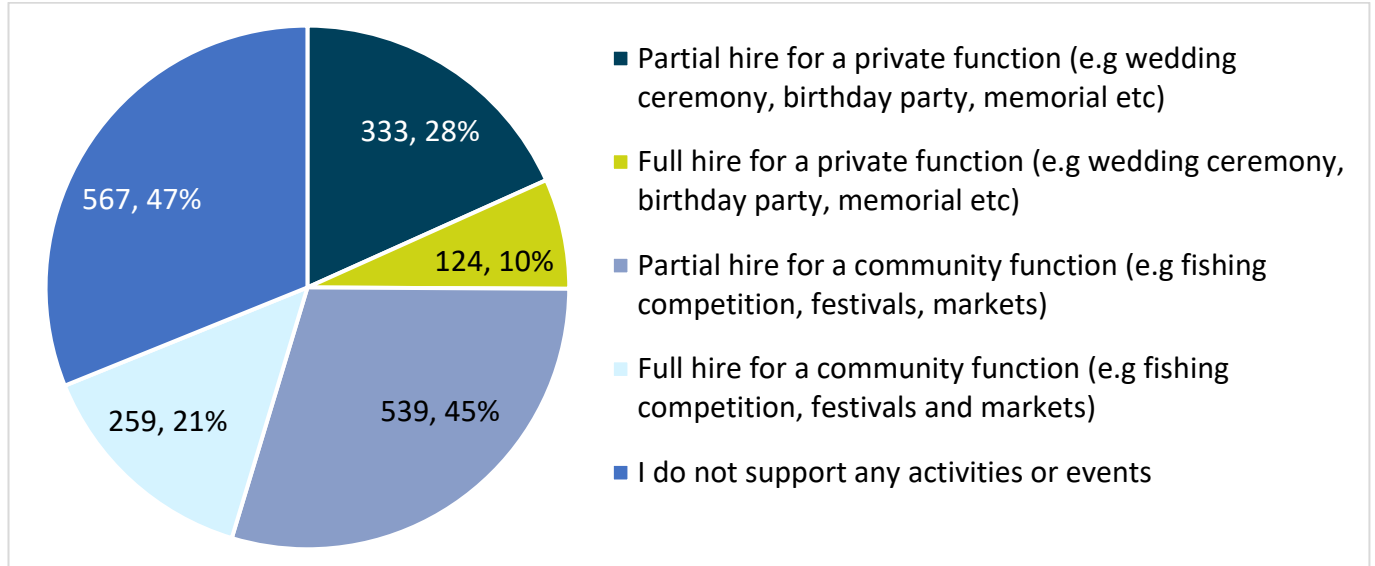
Overall respondents were more in support of community use over private use. 56% of respondents had some level of support for community events and activities. In contrast, 37 % were opposed to community use and 7 % answered ‘neutral/ no opinion’. 67% of respondents had some level of opposition to private use of the pier. It is important to note that 50% answered they had strong opposition to private use. 26% of respondents were in support of private use and 7% answered ‘neutral/ no opinion’.





Q10 What private and community activities and events would you support on/ near the Urangan Pier?

47% of respondents do not support any activities or events on the Urangan Pier. In contrast, those supportive of activities and events were more supportive of community functions over private functions. Respondents were also more supportive of partial hire over full hire of the pier for any activities or events.

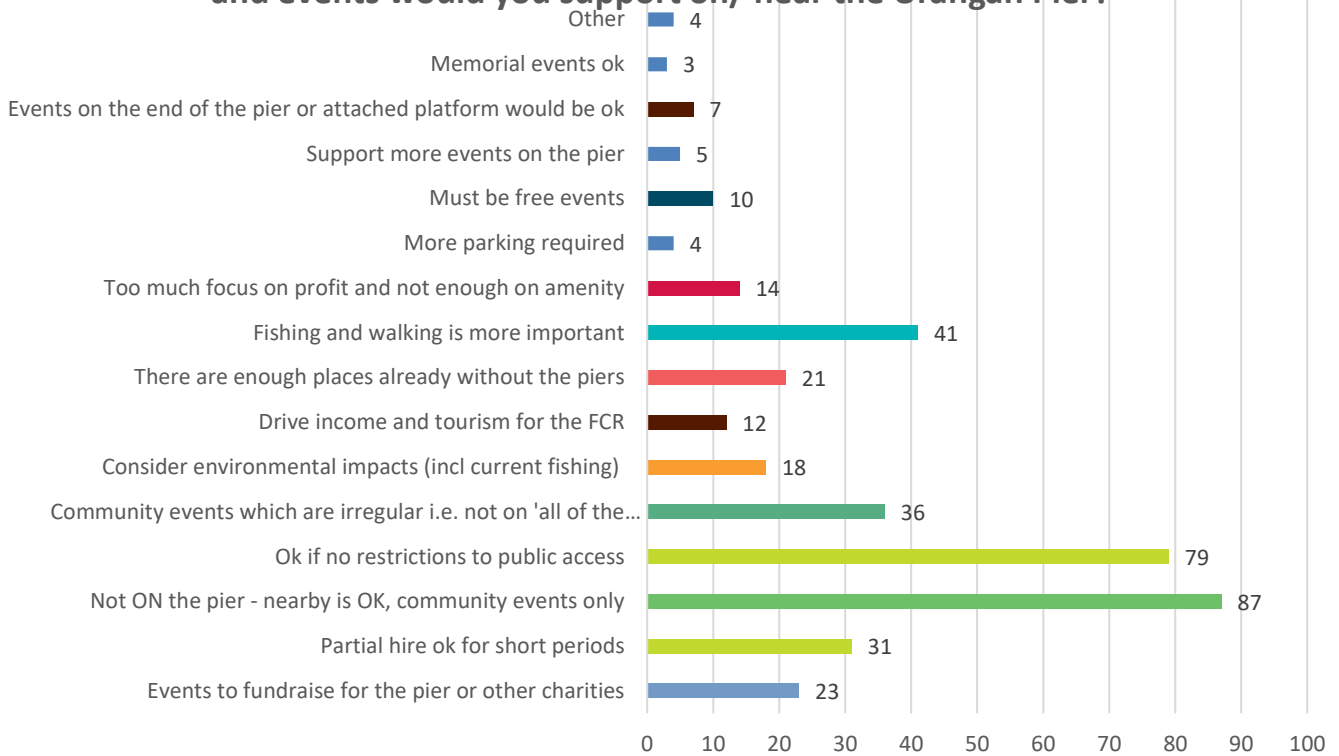


Respondents were given the opportunity to provide further comments in relation to private and community events on/ near the Urangan Pier. 323 respondents answered – below is a breakdown of their comments including themes and comment examples – as well as the number of responses against each theme. There was also a small number of comments that either did not relate to the topic of the question or survey and could not be attributed to any theme. The top themes were:

- Not ON the pier, nearby is Ok, community event OK (87)
- OK if no restrictions to public access (79)
- Fishing and walking is more important (41)



Q10 Comments - Urangan Pier: What private & community activities and events would you support on/ near the Urangan Pier?

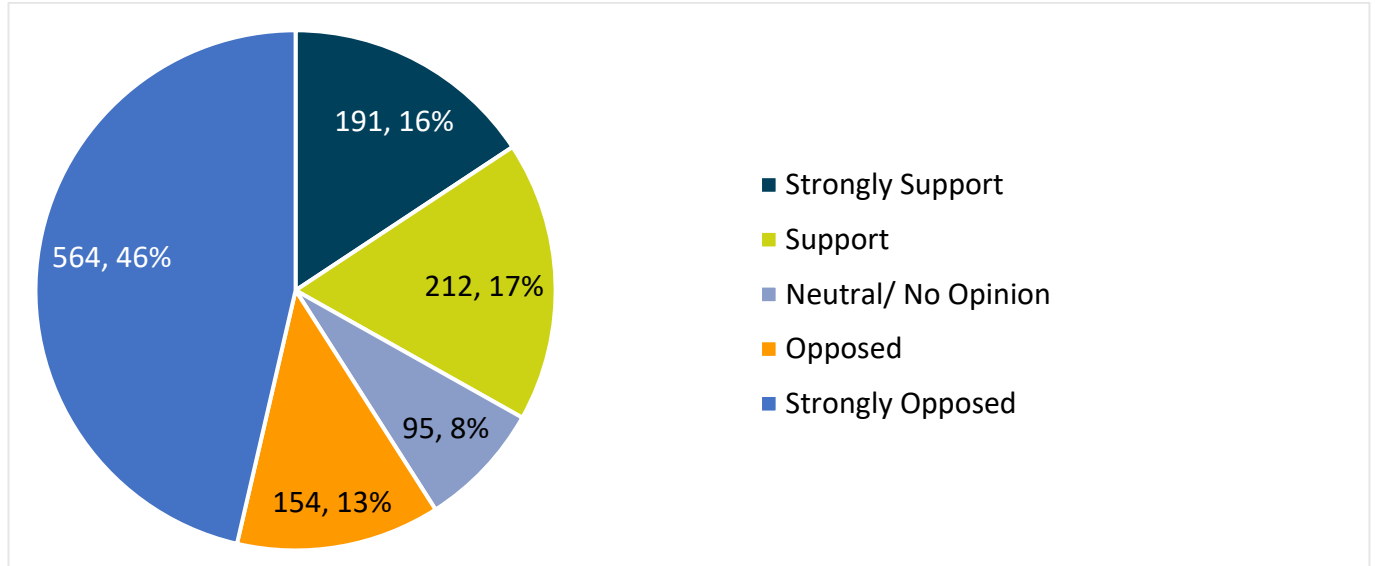


Theme	No. of Responses	Comments/Examples
Not ON the pier, nearby is OK, community event OK	87	<p><i>"Limiter near the pier community events only."</i></p> <p><i>"Would only support activities that are operating near the pier, and not obstructing the use of the pier for general public"</i></p> <p><i>"Are you talking ON or IN THE VICINITY...of course things like the market etc IN THE VICINITY are OK but NOT ON THE PIER"</i></p>
OK if no restrictions to public access	79	<p><i>"Never exclude the public"</i></p> <p><i>"I would not support any activities that closed the pier to the public"</i></p> <p><i>"Provided said event did not prevent non-attendees access/use of the pier without paying an entry fee."</i></p>
Fishing and walking is more important	41	<p><i>"Why change what brings people to the piers for the fishing, sightseeing and peaceful surrounds."</i></p> <p><i>"The pier and jettys are public, they are places for fisherman to fish, people to walk along, etc , leave them be"</i></p> <p><i>"The pier is currently available for the community as is. We are free to walk, fish, enjoy the view etc. As soon as it's booked for a private or so called community function, it is no longer available for the community at large to walk, fish, enjoy the view. Imagine having a pier that is continually booked for functions and no longer available to the public - ridiculous and elitist."</i></p>
Other Themes/ Comments (between 1-2 responses)		<p><i>Prefer commercial use rather than community functions (1)</i></p> <p><i>More detail required (1)</i></p> <p><i>Support undercover area to book (1)</i></p> <p><i>No yoga or fishing (1)</i></p>



Q11 What level of support do you have for commercial business activities being conducted on and in the vicinity of the Scarness and/ or Torquay jetties?

59% of respondents were opposed to commercial business activities being conducted on/ near the Scarness and Torquay jetties. In contrast, 33% of respondents had some level of support for commercial activities and 8% answered 'neutral/ no opinion.



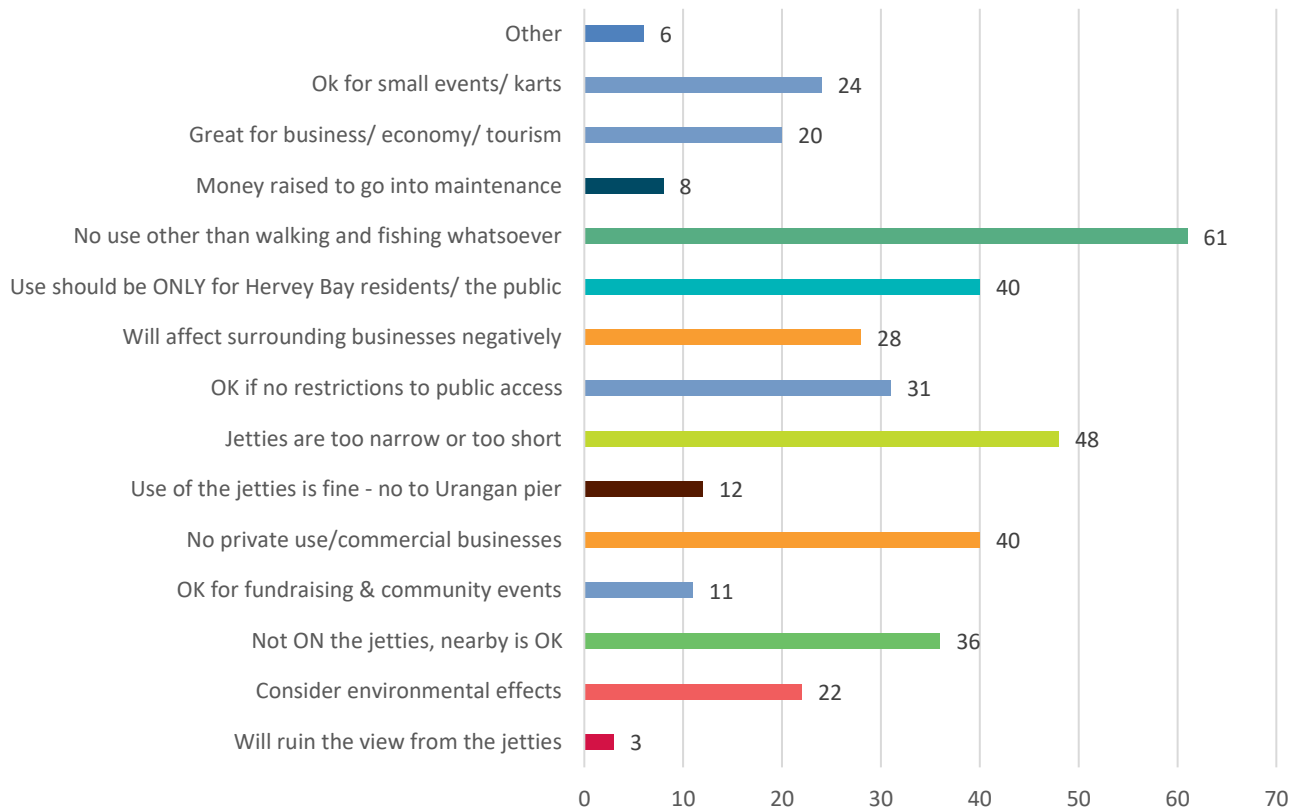
Respondents were given the opportunity to provide further comments in relation to commercial activities on/ near the Scarness and/ or Torquay jetties. 282 respondents answered – below is a breakdown of their comments including themes and comment examples – as well as the number of responses against each theme. There was also a small number of comments that either did not relate to the topic of the question or survey and could not be attributed to any theme. The top themes were:

- No use other than fishing and walking whatsoever (61)
- Jetties are too narrow or too short for commercial business activities (48)
- No private use or commercial activity on the jetties (40)
- Use should ONLY be for Hervey Bay residents/ the general public (40)

See graph on next page for other themes and tabulated examples of comments.



Q11 Comments: Scarness and Torquay Jetties : What level of support do you have for commercial business activities being conducted on and in vicinity of the Scarness and/ or Torquay jetties?

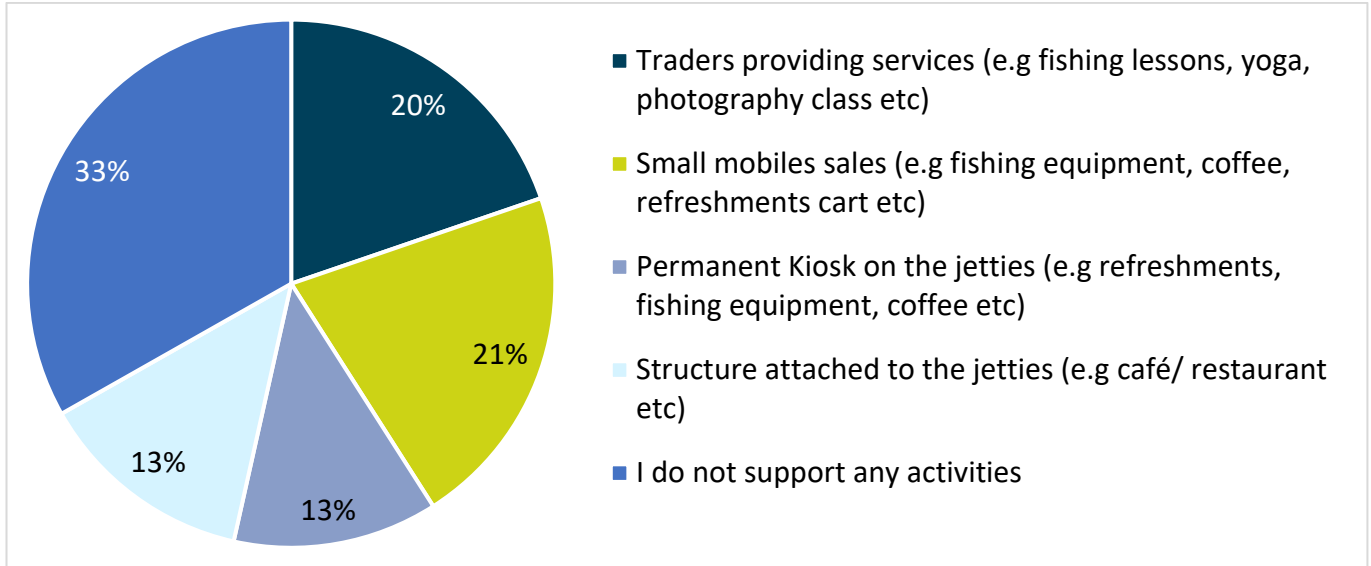


Theme	No. of Responses	Comments/Examples
No use other than fishing and walking whatsoever	61	<p><i>"These piers are for everyone to enjoy at any time they want. Stop bowing down to money"</i></p> <p><i>"Public jetty, people use this everyday for fishing, walking"</i></p> <p><i>"Free public space not for restricted events"</i></p>
Jetties are too narrow or too short for commercial business activities	48	<p><i>"Only short jetties, do not allow room for commercial activities. General public need access at all time"</i></p> <p><i>"Too narrow to be shared by others"</i></p> <p><i>"Plenty of commercial businesses around jetty. Not enough room for business and people fishing and walking along"</i></p>
No private use or commercial activity on the jetties	40	<p><i>"There is ample commercial business available across the street."</i></p> <p><i>"There are plenty of shops and restaurants struggling around the piers, keep commercial entities off our piers"</i></p> <p><i>"Public places are not meant to be for profit makers."</i></p>
Use should ONLY be for Hervey Bay residents/ the general public	40	<p><i>"For Hervey Bay residents"</i></p> <p><i>"Again, of the people and for the people. The common plebes."</i></p> <p><i>"Generally opposed. These are public spaces, owned by the ratepayers. We should always have access."</i></p>
Other Themes/ Comments (between 1-2 responses)		<p><i>Pick ONE jetty (1)</i></p> <p><i>Pontoon would be useful (2)</i></p> <p><i>Would need additional parking (2)</i></p> <p><i>An Adults-only area would be great (1)</i></p>



Q12 What commercial business activities would you support on/ near the Scarness and Torquay jetties?

33% of respondents answered that they did not support any commercial activities on/ near the jetties. In contrast, those supportive of activities being held on/ near the jetties were more supportive of mobile or temporary services over more permanent structure or activities.



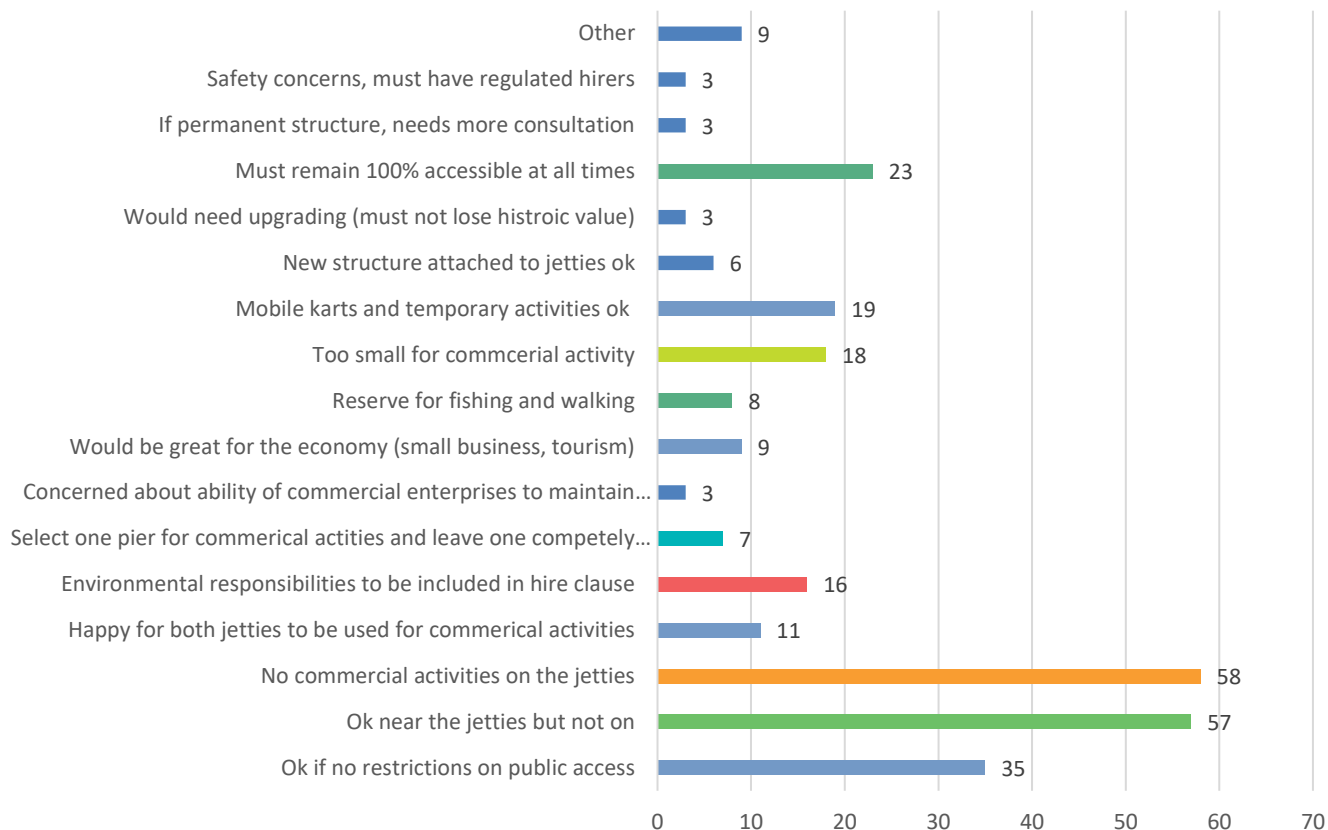
Respondents were given the opportunity to provide further comments or ‘other ‘ options in relation to commercial activities on/ near the jetties. 231 respondents answered – below is a breakdown of their comments including themes and comment examples – as well as the number of responses against each theme. There was also a small number of comments that either did not relate to the topic of the question or survey and could not be attributed to any theme. The top themes were:

- No commercial activities on the jetties (58)
- OK near the jetties but not on (57)
- OK if no restrictions on public access (35)

See graph on next page for other themes and tabulated examples of comments.



Q12 Comments- Scarness and Torquay Jetties: What commercial business activities would you support on/ near the Scarness and Torquay jetties?

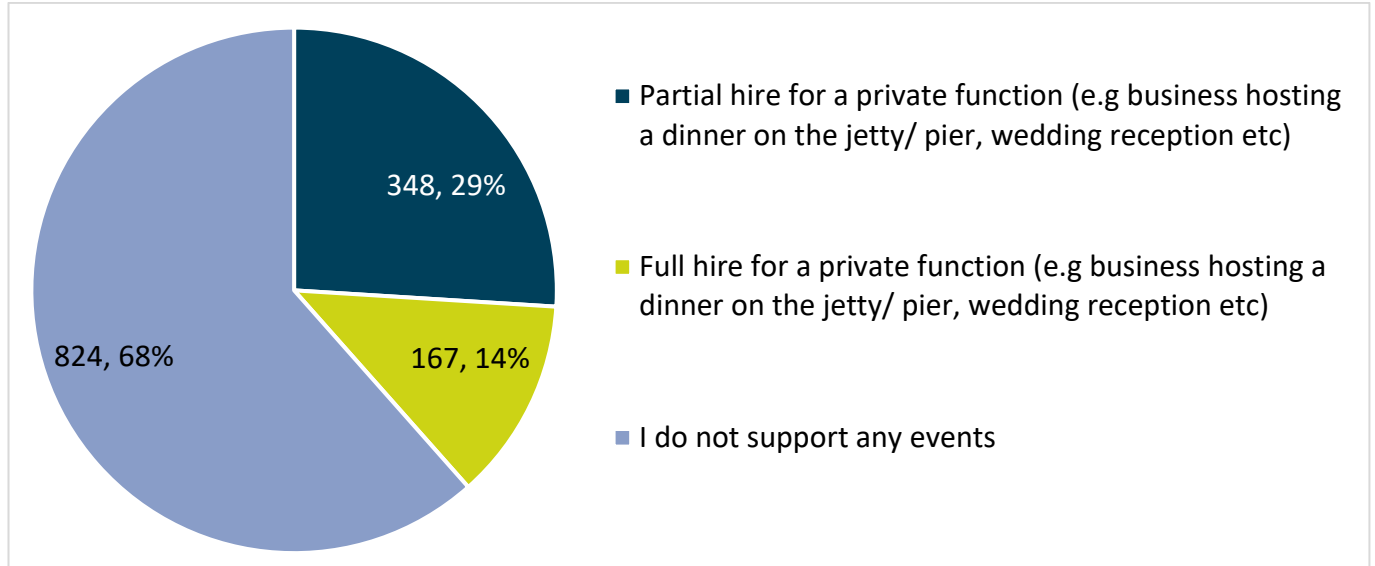


Theme	No. of Responses	Comments/Examples
No commercial activities on the jetties	58	<p><i>"There are already sufficient such commercial activities nearby"</i></p> <p><i>"I DO NOT SUPPORT BUSINESSES BEING ON THESE JETTIES."</i></p> <p><i>"There is a coffee shop every 100 meters along the esplanade and the public is well provided for in that regard. The same applies to restaurants, take away food etc. The jetties are no place for this activity."</i></p>
OK near the jetties but not on	57	<p><i>"The grassed areas used for Yoga, exercise and picnics that don't interrupt public use"</i></p> <p><i>"Obviously NEAR the jetties is OK ie in the park, but NOT ON THE Pier"</i></p> <p><i>"Excludes free use by the public. Put the business NEAR NOT ON"</i></p>
OK if no restrictions on public access	35	<p><i>"Only if they do not restrict access to public"</i></p> <p><i>"But not exclusive use."</i></p> <p><i>"Traders not to monopolise space"</i></p>
Other Themes/ Comments (between 1-2 responses)		<p><i>Commercial entities to build own jetty (1)</i></p> <p><i>Daylight hours only (1)</i></p> <p><i>Netted pool in the ocean (1)</i></p> <p><i>Toilets & shelter nearby (1)</i></p> <p><i>Make it like other jetties & piers (1)</i></p>



Q13 Would you support commercial business events being conducted on and in the vicinity of the Scarness and Torquay jetties?

The majority of respondents (68%) were opposed to events being conducted on/ near the jetties. 29% of respondents were supportive of partial hire for a private function and 14% were supportive of full hire. 1205 respondents answered the question and 34 skipped the question.



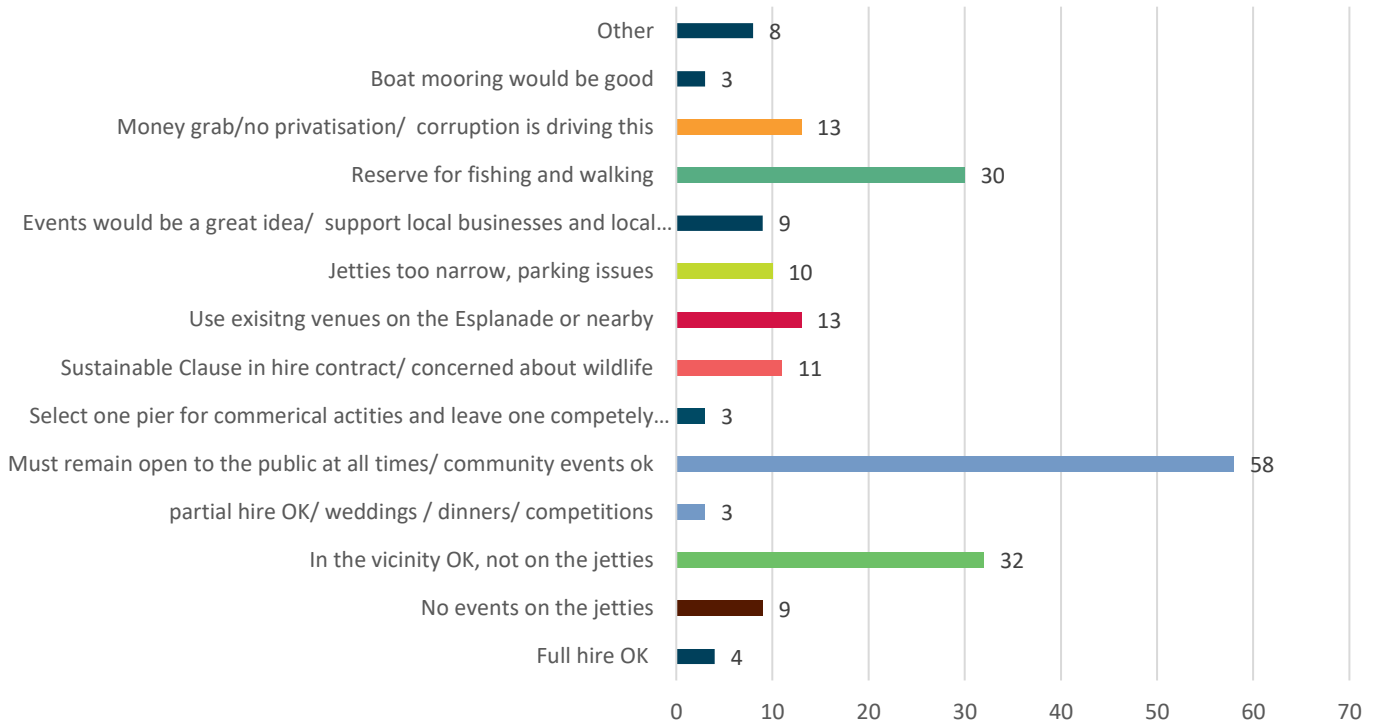
Respondents were given the opportunity to provide further comments or ‘other ‘ options in relation to commercial events on/ near the jetties. 217 respondents answered – below is a breakdown of their comments including themes and comment examples – as well as the number of responses against each theme. There was also a small number of comments that either did not relate to the topic of the question or survey and could not be attributed to any theme. The top themes were:

- Must remain open to the public/ community events ok (58)
- In the vicinity ok, not on the jetties (32)
- Reserve for fishing and walking (30)

See graph on next page for other themes and tabulated examples of comments.



Q13 Comments - Scarness and Torquay Jetties: Would you support commercial business events being conducted on and in the vicinity of the Scarness and Torquay jetties?

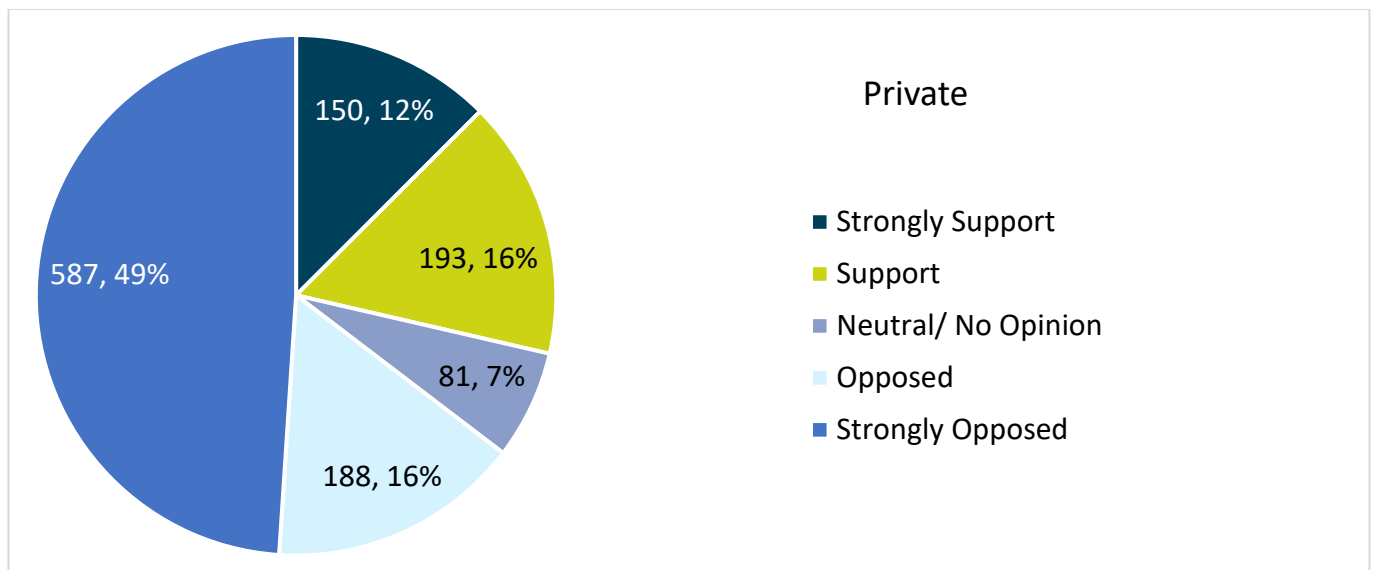
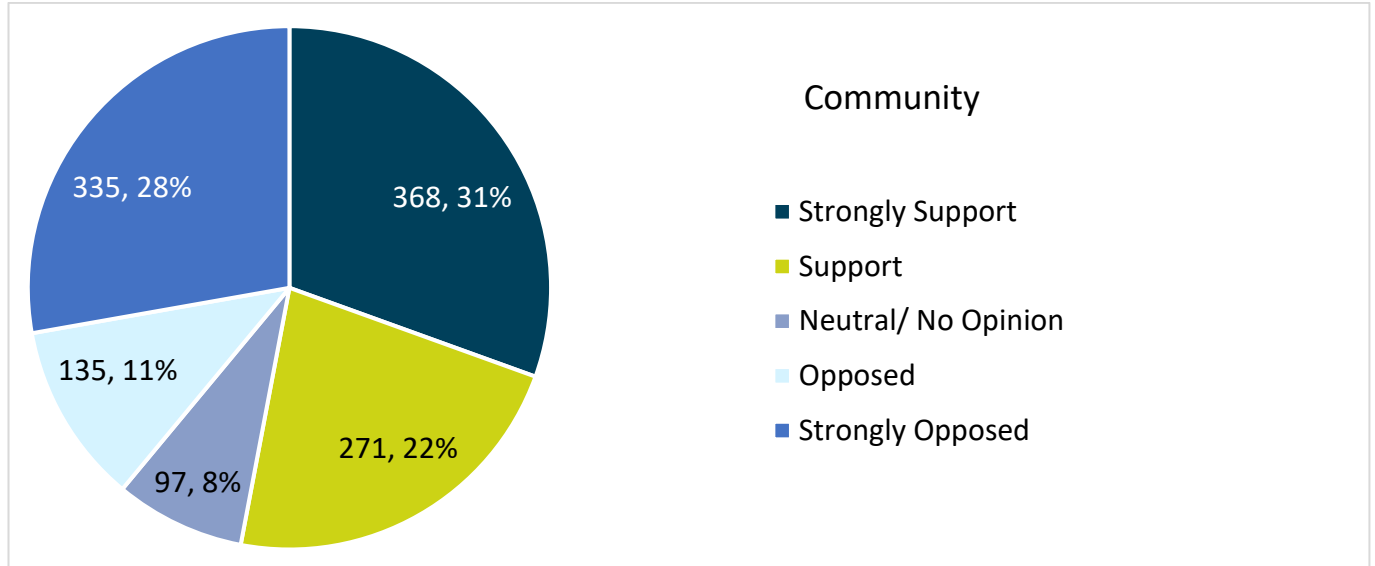


Theme	No. of Responses	Comments/Examples
Must remain open to the public/ community events ok	58	<p><i>“Community Jetty no restrictions to public”</i></p> <p><i>“The piers should be kept as a public attraction for the community only, the piers should have no relationship with monetization / profit / greed, or events that claim their space of the pier i.e setting up of gazebo’s, excluding the general public from entering during an event. Any member of the public should be able to walk the piers at any time.”</i></p> <p><i>“As long as people can still access it at all times”</i></p>
In the vicinity ok, not on the jetties	32	<p><i>“Use our Parklands not our Jetties”</i></p> <p><i>“Partial only as long as NOT ON THE PIER/Jetty Itself.”</i></p> <p><i>“In the vicinity is ok, but not on the jetties”</i></p>
Reserve for fishing and walking	30	<p><i>“Public jetty used to fish and walk along”</i></p> <p><i>“Keep our piers for the locals and tourists alike to enjoy”</i></p> <p><i>“These jetties are for the community to use at their leisure.”</i></p>
Other Themes/ Comments (between 1-2 responses)		<p><i>Very short time periods OK - 30 minutes (1)</i></p> <p><i>Users' hire fees to go towards jetty maintenance (1)</i></p> <p><i>New structure required - would be positive (1)</i></p> <p><i>Salt water swimming area next to one of the jetties.(1)</i></p> <p><i>How would it be monitored?</i></p>



Q14 What level of support do you have for private and community events and activities being conducted on and in the vicinity of the Scarness and Torquay jetties?

Overall the majority of respondents was more supportive of community events and activities over private functions. 53% of respondents had some level of support for community functions whereas only 28% of respondents had support for private functions.



Q15 What private and community activities and events would you support on/ near the Scarness and Torquay jetties?

48% of respondents do not support any activities or events on the Urangan Pier. In contrast, those supportive of activities and events were more supportive of community functions over private functions. Respondents were also more supportive of partial hire over full hire of the pier for any activities or events.

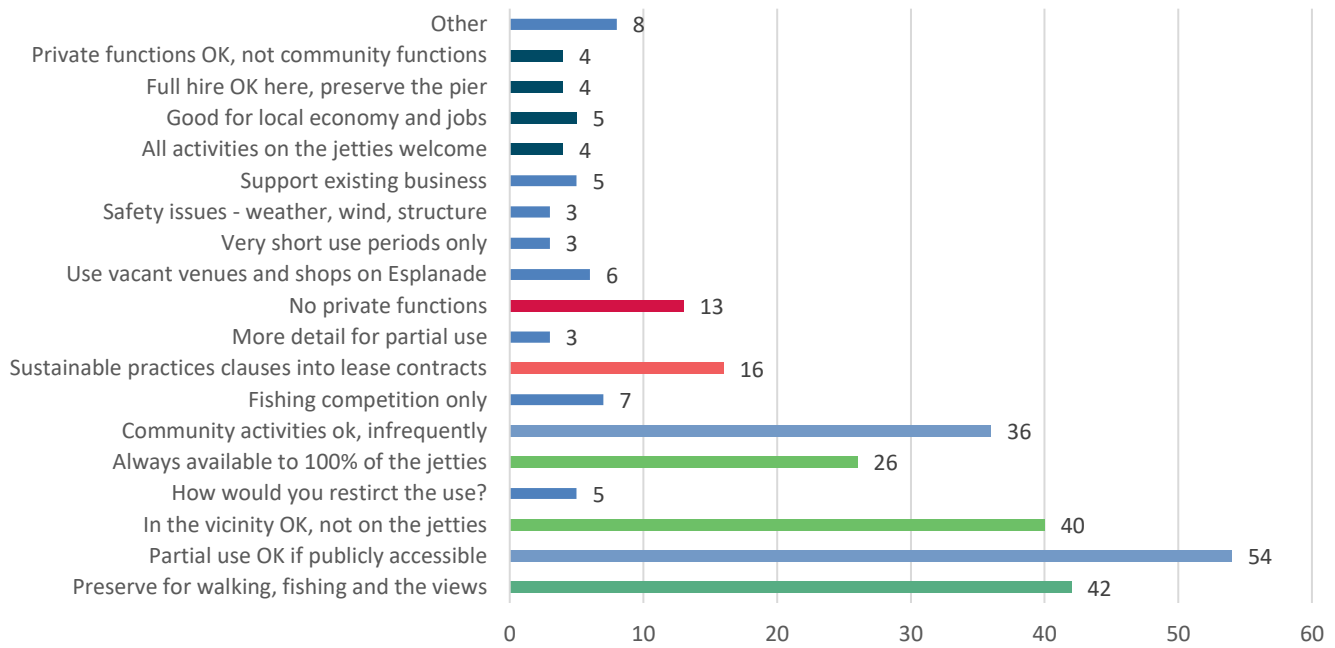


Respondents were given the opportunity to provide further comments in relation to private and community events on/ near the jetties. 242 respondents answered – below is a breakdown of their comments including themes and comment examples – as well as the number of responses against each theme. There was also a small number of comments that either did not relate to the topic of the question or survey and could not be attributed to any theme. The top themes were:

- Partial use ok if publicly accessible (54)
- Reserve for wading, views and fishing (42)
- Nearby ok, not on the jetties (40)
- Community activities Ok, infrequently (36)



Q15 Comments - Scarness and Torquay Jetties: What private & community activities and events would you support on/ near the Scarness and Torquay jetties?



Theme	No. of Responses	Comments/Examples
Partial use ok if publicly accessible	54	<p>"No full hire. Again the goal is access for all."</p> <p>"I would not support any activities that closed the pier to the public"</p> <p>"Provided said event did not prevent non-attendees access/use of the jetty without paying an entry fee."</p>
Reserve for waking, views and fishing	42	<p>"Keep our beautiful assets. They are still able to be enjoyed by wedding parties, photographers, fishing comp entrants and others."</p> <p>"Leave for residents and visitors only."</p> <p>"As long as rubbish bins are supplied for one off community events they are generally good for the community."</p>
Nearby ok, not on the jetties (40)	40	<p>"On and near are quite different- one changes the use of the piers one doesn't."</p> <p>"General Public needs to have access to piers at all times. These are only small piers. Activities near the pier would be acceptable ie fishing hire"</p> <p>"The Scarness and Torquay jetties aren't large enough to host a community event, however the parks surrounding these jetties are more appropriate."</p>
Community activities ok, infrequently	36	<p>"Create some OUT OF THE BOX activities the other locations do not."</p> <p>"I would support partial hire on a one-off short term basis only"</p> <p>"I would support community events on the jetty but would not support private events on the jetty."</p>
Other Themes/ Comments (between 1-2 responses)		<p>Parking would be an issue (2)</p> <p>Jetties are too small (2)</p> <p>Boat moor or pontoon (1)</p> <p>Users' hire fees to go towards jetty maintenance (1)</p> <p>Build own (1)</p> <p>Remove fishing from the pier and jetties (1)</p>



Q16 Do you have any further feedback on relation to the commercial, private and community use of the pier and jetties?

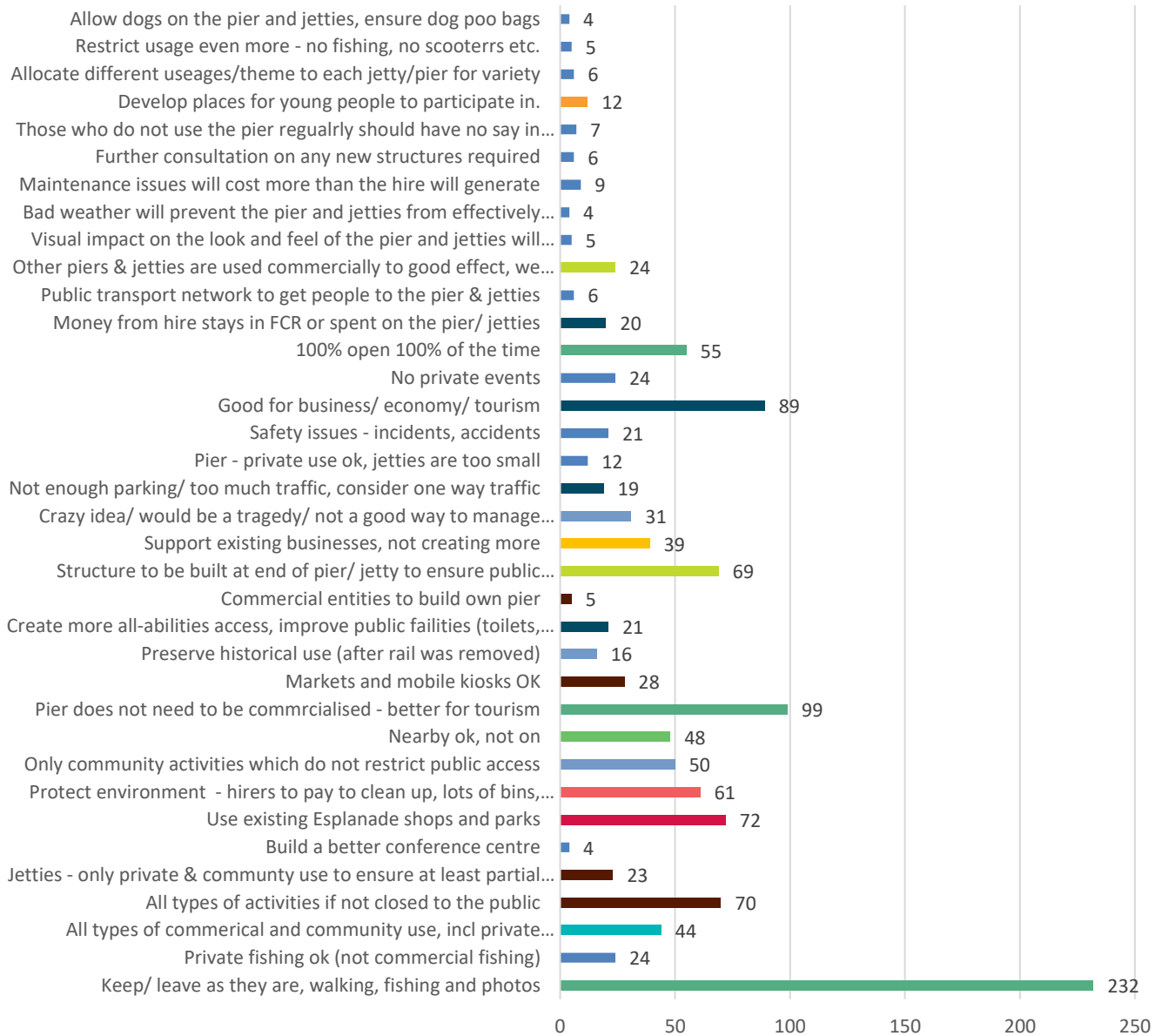
This question was an open response. Respondents were given the opportunity to provide further comments in relation to the commercial, private and community use of the pier and jetties. 654 respondents answered the question. Below is a breakdown of their comments including themes and comment examples – as well as the number of responses against each theme. There was also a small number of comments that either did not relate to the topic of the question or survey and could not be contributed to any theme.

The top themes were:

- Keep/leave as they are for walking, fishing and viewing (232)
- Pier does not need to be commercialised; better for tourism as is (99)
- Commercialisation would be good for local economy, jobs and tourism (89)
- Use existing shops and parks (72)
- Structure to be built at end of pier to ensure public access at all times (69)



Q16 Comment Do you have any further feedback in relation to the commercial, private and community use of the pier and jetties?



Theme	No. of Responses	Comments/Examples
Keep/leave as they are for walking, fishing and viewing	232	<p><i>"Leave the Piers as they are . Available for everyone in Hervey Bay to enjoy. Not a selected few."</i></p> <p><i>"Just leave it alone. This is what part of the magic of Hervey Bay odds all about."</i></p> <p><i>"The piers and jetties are limited in space and people don't want to use them and have to get passed a bottleneck of people while just enjoying a stroll. Plenty of spaces that events can be held along the foreshore. People that go fishing, walking and just taking a relaxing stroll want to be able to do so with out it being crowded. Most ridiculous idea to have anything on these structures."</i></p>



Pier does not need to be commercialised; better for tourism as is	99	<p><i>"Not everything has to become a profit gaining exercise. Some locations should stay simple and not commercialised. I strongly feel the Urangan Pier is one of those locations. If people want cans of coke or hot dogs, they can walk a few hundred metres down the road. People travel from all over the country and globe just to fish off our world famous pier. If they want the kind of experience that is proposed, they can visit the Bunbury Pier in WA. Please leave our Pier alone."</i></p> <p><i>"All these piers are a public place. Stop commercializing Hervey Bay"</i></p> <p><i>"The commercialism of the piers would be the biggest tragedy of Hervey Bay. Keep the heritage values of the piers with the simplicity that they now enjoy. A stroll, a walk or run and a fish for goodness sake everything does not have to be about commercialism"</i></p>
Commercialisation would be good for local economy, jobs and tourism	89	<p><i>"All pop ups are wonderful for the growth of the Fraser coast community."</i></p> <p><i>"I think it would be great for businesses and the community to get more use out of our piers and improve offerings for our local tourists"</i></p> <p><i>"Especially in regard to the Urangan pier, it has untapped potential for tourism. I feel it also deserves its own festival, as it's an incredible structure with vast history. But it's not really utilised, it's just there."</i></p>
Use existing shops and parks	72	<p><i>"Better use of esplanade shop precinct and allocated public space like seafront oval etc would avoid crowding, polluting and change of the peaceful environment we have left."</i></p> <p><i>"There are already more than enough businesses and open spaces to accommodate commercial activities"</i></p> <p><i>"We have many wonderful parklands and activities - as well as sufficient small traders - along the esplanade, foreshore and beaches. As our area is becoming busier, and more built up, and will continue to do so, I believe our piers and jetties should be left open to all residents and visitors to enjoy in relative peace and quiet."</i></p>
Structure to be built at end of pier to ensure public access at all times	69	<p><i>"We would support commercial, community and private use but not at the expense of public access, there needs to be a structure, possibly at the end, to make it work without restricting the public's activities."</i></p> <p><i>"I do support building a restaurant attached to the end of the pier. This would be an amazing attraction and experience"</i></p> <p><i>"I think the Urangan pier would benefit greatly with a permanent kiosk (casual, not overpriced) with something to carry elderly folk out to the end - maybe a small rail carriage able to take wheelchair-bound visitors out there. The surface is way too rough at the moment."</i></p>
Other Themes/ Comments (between 1-2 responses)		<p><i>compliance will be difficult/impossible to enforce (3)</i></p> <p><i>Piers & jetties' current use promotes mental health (2)</i></p>

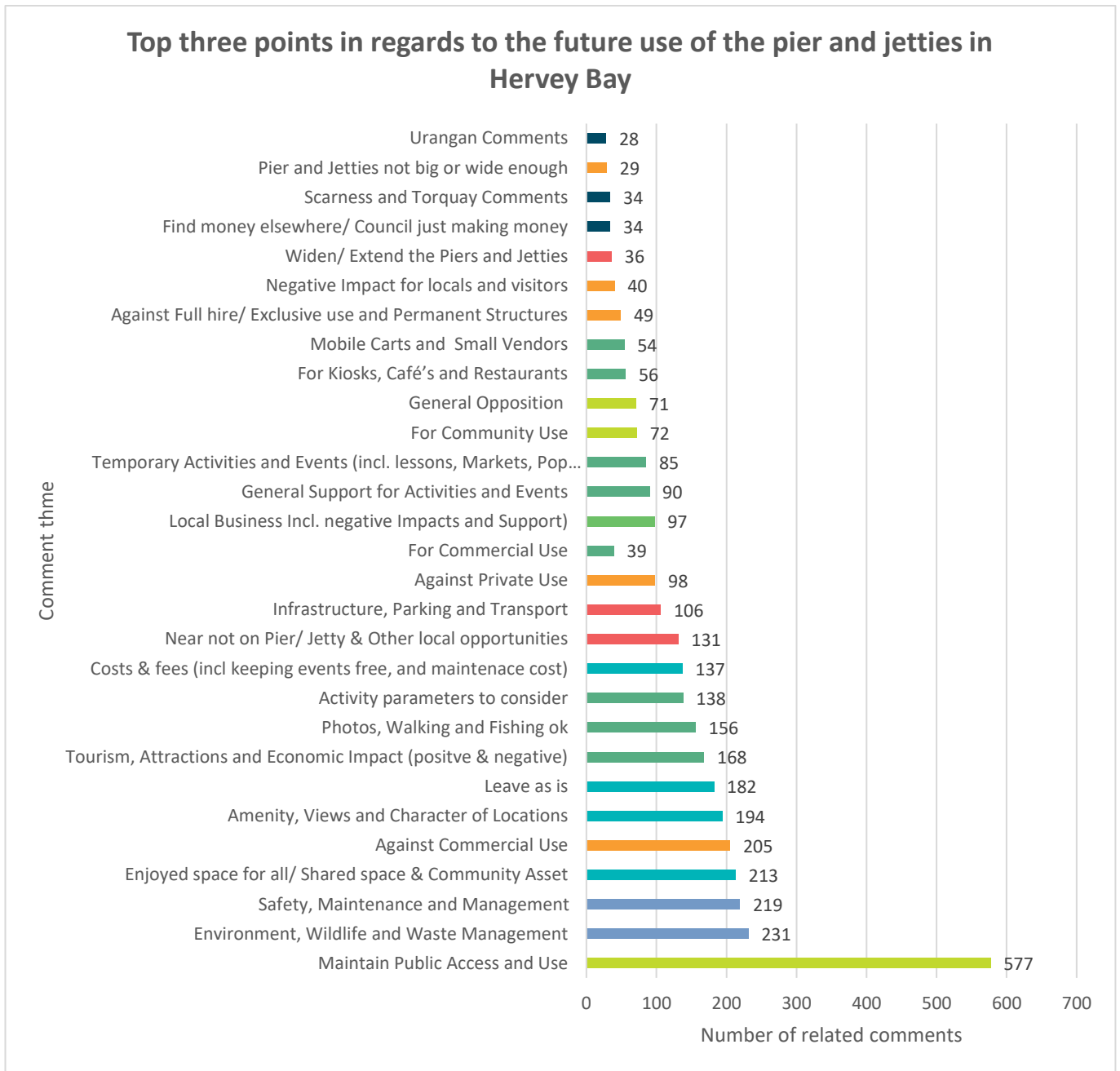
Q17 In relation to all your answers in this survey – what are the top three points in regards to the future use of the pier and jetties in Hervey Bay you would like Council to consider in their decision making?

This question required the respondent to reflect on their answers through the survey and identify what their top three points were in relation to the future use of the pier and jetties in Hervey Bay. All responses were aggregated to arrive at the most 'important' issues. The top themes were:

- Maintain Public Access and Use
- Environment, Wildlife and Waste Management (preservation and protection)



- Safety, Maintenance and Management (concerns and suggestions)



1230 respondents answered the question, creating 3690 answers to be themed. Below is a breakdown of their comments including themes and comment examples – as well as the number of responses against each theme. There was also a small number of comments that either did not relate to the topic of the question or survey, or have 20 or less related comments to a theme.

For a more detailed list of response see [Appendix 8.14](#)

Theme	No. of Responses	Comments/Examples
Public Access and Use	577	<ul style="list-style-type: none"> • Access should be uninhibited by private use • Do not close of public access • Public access should be a priority



Environment, Wildlife and Waste Management	231	<ul style="list-style-type: none"> • Consider how it will affect our wildlife • Don't interrupt the wildlife which use these piers • Consider the natural marine and birdlife we enjoy
Safety, Maintenance and Management	219	<ul style="list-style-type: none"> • Keep them well maintained • Safety of public • Cleaned regularly and maintained
Enjoyed space for all/ Shared space & Community Asset	213	<ul style="list-style-type: none"> • This is a community asset • These areas are for all of us to share and enjoy • Available for the whole community to enjoy
Against Commercial Use	205	<ul style="list-style-type: none"> • Do not support Commercial activities on the Piers • Keep it open to all no commercialisation • Strongly oppose Urangan Jetty commercialisation
Amenity, Views and Character of Locations	194	<ul style="list-style-type: none"> • Residents and visitors love the relaxing seafront • Don't mess with the current laid back vibe • Protect Peacefulness & historical beauty of piers
Leave as is	182	<ul style="list-style-type: none"> • Keep the pier and jetties as they are currently • They need to be preserved • Leave the Pier and Jetty for all to enjoy.
Tourism, Attractions and Economic Impact	168	<ul style="list-style-type: none"> • Tourism increase with business on the piers • Better use to encourage more tourism • Will destroy a major drawcard to this town
Photos, Walking and Fishing ok	156	<ul style="list-style-type: none"> • Fishing, photography, walking riding ONLY • Personal fishing, photography, walking relaxing etc • Walking surface
Suggested Activity Parameters	138	<ul style="list-style-type: none"> • Private functions in evening only on certain days • Ample notice of events (private / commercial) • Have a roster system for equity
Costs and Fees	137	<ul style="list-style-type: none"> • Helps with the costs of the upkeep of these places • Extra costs of maintenance and insurance • Costing would be enormous
Near not on Pier/ Jetty & Other local opportunities	131	<ul style="list-style-type: none"> • Have a function near the pier but not blocked off • Functions near not on the piers • Only use of grass areas near piers
Infrastructure, Parking and Transport	106	<ul style="list-style-type: none"> • More public parking available • Provide some shade • Add toilets and fresh drinking water
Against Private Use	98	<ul style="list-style-type: none"> • They should never be closed for private functions • I do not support exclusive use private events • Never for exclusive PRIVATE use. Must be open
Local Business (incl. Impacts and Support)	97	<ul style="list-style-type: none"> • Not to take away from business from already established • Local business given first preference • Businesses around the pier will suffer



General Support for Activities and Events	90	<ul style="list-style-type: none"> • Done properly should be great for the area • Allowing events beneficial to community and visitors • Opportunity to use our underused assets
Temporary Activities and Events (incl. lessons, Markets, Pop up stalls, etc)	85	<ul style="list-style-type: none"> • Positioning of coffee vans off jetties not perm. • Temporary construction of pop-ups (pending approval) • Pier...long lunch or dinner soirees
For Community Use	72	<ul style="list-style-type: none"> • Certainly allow community festival use • Community events would be good on all • Support Commercial and Community use
General Opposition	71	<ul style="list-style-type: none"> • We said no development previously • I would stop using the jetties if this went ahead • Please listen to the people
For Kiosks, Café's and Restaurants	56	<ul style="list-style-type: none"> • Kiosk or Café • Kiosk at the end of jetty with cover for rain • Café or restaurant would be very popular
Mobile Carts and Small Vendors	54	<ul style="list-style-type: none"> • Mobile vendors ok • Refreshment cart at the Urangan pier is long overdue • Small trolleys selling food/ drinks/ fishing gear
Against Full hire/ Exclusive use and Permanent Structures	49	<ul style="list-style-type: none"> • They should never be exclusive use • Don't want permanent structures built • No permanent structures on the pier
Negative Impact for locals and visitors	40	<ul style="list-style-type: none"> • It will negatively impact residents • Must not impact unnecessary on residents • The mental physical health impact on the town
For Commercial Use	39	<ul style="list-style-type: none"> • I support limited commercial use such as Urangan • Commercial hire would be a draw card • Welcome business to improve these assets
Widen/ Extend the Piers and Jetties	36	<ul style="list-style-type: none"> • Extend both the piers and make the most of them • Extend Urangan pier to full original length • Widen the jetty, to at least into 5 metres wide
Find money elsewhere/ Council just making money	34	<ul style="list-style-type: none"> • Find money in other aspects • Don't make money from community owned places • You don't have to restrict the pier to make money
Scarness and Torquay Comments	30	<ul style="list-style-type: none"> • Leave Scarness and Torquay for community • Some use to the Torquay and Scarness and with classes • Private hire on Torquay and Scarness
Pier and Jetties not big or wide enough	29	<ul style="list-style-type: none"> • Pier and jetties not big enough • There's not enough space to hold market stalls • Not enough room



Urangan Comments	28	<ul style="list-style-type: none"> • <i>Urangan Pier has so much potential use it</i> • <i>Urangan Jetty needs to have extra arm added</i> • <i>Urangan Pier should only be used by pedestrians</i>
<i>Theme & number of related comments</i>		
Other Themes/ Comments (20 or less responses)		<ul style="list-style-type: none"> • Noise, Crime and Vandalism/ Damage to structures _____ 20 • Against Kiosks, Café's and Restaurants _____ 19 • For Private Use _____ 16 • Partial hire ok _____ 16 • For Community benefit _____ 15 • Activities for locals _____ 14 • Further community engagement _____ 13 • Inclusiveness _____ 11 • For pets on the pier and jetties (i.e Dogs) _____ 9 • No bikes or scooters _____ 7 • Against pets on the pier and jetties (i.e Dogs) _____ 7 • Limit fishing _____ 6 • Negative – against Council _____ 6 • Access to Cruise ships from pier _____ 6 • Against Community Use _____ 5 • Public saved the jetty once _____ 3 • Include historical/ area signage _____ 3 • Impact to young people _____ 3 • Pier and Jetties considered separately _____ 3 • Jetties – Casual berthing/ mooring options _____ 3 • Public awareness _____ 1 • Duty of care _____ 1 • Thanks for asking for feedback _____ 1 • Make the process easier _____ 1 • Indigenous activities and businesses _____ 1 • Timeframes (what is the proposed time model?) _____ 1



4.2 SUBMISSIONS

4.2.1 Who contributed

12 submissions were received by individuals and businesses via email and the engagement hub platform. Please note, individual names of residents and businesses have been redacted for privacy and are referenced as 'resident' or type of 'industry/ business'. Please note there were two submissions received by the same person, which have been counted as one submission and listed together below.

4.2.2 Submission Feedback

Below is a summary of the submission responses including comment examples.

Stakeholder/Group	Comments Summary	Date
Resident	<p><i>To Whom It May Concern</i></p> <p><i>I'm opposed to closing piers for private use. The pier is there for everyone's enjoyment and as such I strongly object to the commercialisation of the piers for endeavours such as private functions.</i></p> <p><i>The only change I would like to see is that dogs on leads should be allowed to be walked on the piers.</i></p> <p><i>Dogs are family members. If you can bring your sprog you should be allowed bring your dog.</i></p> <p><i>Many thanks for your consideration.</i></p>	29/03/23
Resident	<p><i>I have read that the council is considering allowing the Urangan Pier to open up the business and vendors. I think it is a great idea.</i></p> <p><i>I am new to the Bay, but it is time to expand and grow. The people are coming. Let's give them something to enjoy.</i></p>	31/03/23
Resident and Business Owner	<p><i>Hi team,</i></p> <p><i>I have been a resident, home owner, business owner and volunteer within our lovely Hervey Bay for 17 years now.</i></p> <p><i>I read the sign on the Torquay jetty, asking if the community thinks we should have commercial activities on the pier and jetties.</i></p> <p><i>Please don't allow this to happen.</i></p> <p><i>In our busy world, the beach offers refreshment, relaxation and an abundance of nature.</i></p> <p><i>Lets keep it as an open, free part of nature to visit.</i></p> <p><i>Lets keep Hervey Bay beautiful.</i></p> <p><i>Too many commercial endeavours have turned other parts of Queensland into places that we'd rather not visit (e.g.: the Gold Coast)</i></p>	04/04/23
Resident	<p><i>It is my thought that the Pier should only be used for people/children walking or riding their scooters/bikes to see the views/fishing from it. Thank you for updating the planks and the lighting.</i></p>	8/4/23



Resident	<i>Totally against private or commercial businesses on Urangan Pier.</i>	12/4/23
Resident	<i>Possible use of Urangan pier for commercial purposes. We strongly object to any commercial use of the Urangan pier as it should be able to be used 24/7 for the enjoyment of the public and that alone.</i>	12/4/23
Resident	<p>Respondent emailed a 40 page submission in regards to Tourism to Council after completing their survey. The respondent referenced pages 16-21 of their submission in regards to this project. Copy of these pages are included in the appendices – see appendix 8.13. (noting the whole document has been passed onto the Economic Development Team)</p> <p><i>“I have completed and submitted the current FCRC survey on the future of the Hervey Bay piers, but found the space allowed for any comments and the questions asked, far too restrictive (maximum 50 and 500 characters) to allow any meaningful and reasoned discussion.</i></p> <p><i>Accordingly, I have attached a discussion paper I wrote some time ago, including some more current updates, on the subject of growth of tourism and further enhancement of our natural and built assets, with their inherent value in growing our region, of which jobs are a critical part, into the future. I believe that all subjects discussed are still acutely and urgently relevant.</i></p> <p><i>I do not have all of the answers, in fact, possibly none, but I submit this as a tool for further discussion and action at a much higher level than me and from which many other initiatives can be born. Detailed comments concerning the HB piers, especially the Urangan Pier, can be found in pp 16 – 21. However, the piers and their interconnection with many other attractions throughout the regions are referenced throughout the paper...”</i></p>	22/4/23
Resident and Business Owner	<p><i>Good morning, I am writing this to council after operating Migaloos for 10 years, and observations from interactions with users of Urangan Pier.</i></p> <p><i>The majority of Local users are fishermen who are fishing not for recreation but sustenance also many of the youth are fishing on Urangan Pier escaping dysfunctional home life’s . I know the majority of these people, I am writing this to you because I fear their Voices will not be heard. For many this is very important from their mental health perspective. Any decisions that council makes please don’t exclude these vulnerable people from accessing the Urangan pier.</i></p> <p><i>From an economic development angle closing Urangan pier during any holiday period would be detrimental for tourism.</i></p> <p><i>Many families come to Herveybay to take advantage of Urangan pier, this is an affordable option for families to introduce their children to the outdoors and fishing for those who cannot afford a boat.</i></p>	24/4/23
Resident	<p>Introduction</p> <p><i>... I have lived on the Fraser Coast for all my 83 years. I contributed the Urangan Pier Fishing Guide to the Hervey Bay Historical Society’s 2017 publication, The Urangan Pier Hervey Bay: Celebrating100 Years, and I was President of the Save the Pier Association Inc. from the mid-1980s to its winding up in 1999. Our members remain extremely proud of the contribution we made to saving the Pier from demolition. Some of our members are no longer with us, but I can assure you that remaining members are vehemently opposed to any commercial use of the Urangan Pier. We are saddened that Council feels compelled to consider the option.</i></p>	26/4/23



The Markets

While most of our association members are not “Market” people, we do recognise that the Markets are popular with a section of the community. Even so we believe that most people appreciate being able to take a stroll on the Urangan Pier to appreciate our area’s natural assets and get away from the noise and crowds associated with the Markets. Why extend the busy Market vibe out onto the Pier? If the Market traders have run out of room, then perhaps the Markets could be extended on the Esplanade to the west of the Pier or be relocated to Dayman Park?

Business Selection Process and Pressure to Expand Commercial Use

Good luck with finding a principled basis for this! Will commercial use be limited to hot dogs and ice cream? Will fishing stores be licensed to sell bait and tackle? If bait and tackle, why not hats and shirts? If fishing shops, why not clothing shops? Can a chemist sell sunscreen and band-aids? Can photographers set up stalls? Can a fishing guide lease the Pier’s seaward end exclusively for their customers? Will I as a solicitor be able to set up a law office and wet a line between client interviews? If you allow just one business onto the Pier the pressure will ramp up from other business owners expecting the same favourable treatment. In 20 years’ time the Pier will become simply an extension of the Markets. Is this the legacy Council wants for our community?

Adjacent Businesses

Local business premises pay rates and other Council and government expenses to operate. Would an increase in competition with lower overheads be fair to these existing businesses?

Environment

Council does its best to keep the Pier tidy and free of rubbish and is to be congratulated for this. If business is allowed onto the Pier, this will generate an unacceptable volume of rubbish that will make its way into waterways and harm local wildlife. Waterbirds and the local Ospreys will be attracted to increased food waste, putting them and people at risk from inappropriate interactions.

Crowding and Safety

When the weather and tides are favourable, the Pier is often crowded already. As well as pedestrians there are mobility wheelchairs, fishing trolleys, the occasional bike and electric cycle (despite formal restrictions), and recently even electric scooters travelling at speeds in excess of 40km per hour! Add business operations and there will be complete chaos that will change the whole Pier experience. The Pier will become unattractive and unsafe for use by an important section of our community, including the very young and the elderly.

Community Events

As has been observed in past attempts to share the use of the Pier with community fun runs, the physical structure of the Pier is too narrow to safely accommodate the run and simultaneously allow public access. Saturdays have long since become a “no go” day for most locals who want unharried access and quiet use of the Pier to walk, enjoy nature, or fish. Markets events consume all available parking. When running events are held this congestion increases, further exacerbating access issues. The Pier should be used in a way that does not restrict access by the general public. Hervey Bay has plenty of space to host community events without further overloading the bottleneck at the Pier.

Conflict

Commercial use of the Pier will bring inevitable conflict between business owners



	<p>and fishers. Crowds will aggravate this. There have been local fishing guide businesses in the past whose attempts to mark out areas of exclusive use with their fishing equipment have led to clashes when crowding occurs or space is insufficient. Surely Council doesn't want visitors to the Bay to share such stories of their Fraser Coast experience?</p> <p>"On the ground" survey Would Council be prepared to conduct a survey of the people "on the ground" as they enter / leave the Pier? The feedback I am getting from regular Pier patrons is that they are overwhelmingly opposed to the proposal, however many of them refuse to complete a detailed online survey. Instead, they will simply vote with their feet, if changes occur, and stop using the Pier.</p> <p>Torquay and Scarness Jetties This submission relates to use of the Urangan Pier. I am not a regular user of the Torquay and Scarness Jetties and prefer to leave comments on these to people who are.</p>	
Resident	<p>Strongly opposed to commercial, private and community use. I do not support any activities. I do not support any events.</p>	27/4/23
Resident	<p>Only a structure such as kiosk near the pier not on it. Classes such as yoga near the pier not on it.</p> <p>Do not support commercial business events</p> <p>Support partial hire for community functions</p> <p>Support kiosk attached/in vicinity of jetties</p> <p>Council needs to stop trying to commercialise every asset it has in the shire. Structures such as the jetties should be left in natural state for R&R.</p> <p>Don't commercialise them. Partial minimal use by community groups. We need natural open spaces to enjoy.</p>	29/04/23
Resident (2 email submissions)	<p>I would not be in favour of having events on these structures. The most worrying aspect of holding events is the pollution. I only have to look around the skate park and close neighbouring parks near the Water Park and the Anzac Memorial Park to see what happens when humans invade the space. At least on land we can try and dispose of garbage but over water is another matter. I take my dog daily for swims at Shelly Beach and would hate to see garbage floating by. I say no.</p> <p>In addition to using the piers for commercial reasons it's a matter of the waterfront being loved to death. It's becoming overcluttered with bikes scooters cars people sporting events car events you name it and the waterfront gets it. A lot of the infrastructure on the waterfront is becoming old and rundown. I think you need to draw people away to other areas. You really need to buy an area that can be developed so people can come and enjoy events. I do see the Developers already getting their hands on good areas to develop into life style villages that could have been useful. I did leave the Sunshine Coast a few years ago to get out of the rat race and I'm afraid I'm seeing this place go the same way.</p>	26/4/23 2/5/23
Previous resident	<p>My view is that the use of the Urangan Pier in particular would be a detriment to area, given the public usage of the pier and residential areas in close proximity.</p>	



4.3 OTHER: COUNCIL FACEBOOK

4.3.1 Who participated

The Fraser Coast media team posted twice on the Council Facebook account encouraging residents to have their say on the future use of the pier and jetties.

It was viewed by 40,107 people and received 7,331 engagements, which includes comments, shares, various reactions such as like, love, angry, laugh or sad, and click throughs.

4.3.2 Feedback - Facebook

There were 417 comments across both posts. These have not been analysed as many were the same individuals and were of similar sentiment. A quick review indicates that sentiment was split similarly to the survey, which was the majority were not keen to see commercialisation of the pier and jetties, but there was some appetite for temporary karts and kiosks, and community events.

Examples of comments are included below

Theme	No. of Responses	Comments/Examples
Leave as is		<p><i>"Leave them as they are, good to see they are being used for recreational use for the community anyway"</i></p> <p><i>"Plenty of coffee shops etc on the way, don't need anything on the pier other than fresh air an maybe garbage bin. NO private functions as it's there for everyone to use."</i></p> <p><i>"No it's public space. So leave it for tourists and locals to use. Next thing that will happen we won't be able to fish there anymore"</i></p>
Some events/development would be welcome		<p><i>"I think a long lunch would look great on one of the piers. One day/evening per year won't kill the locals surely and will be a great draw card for local restaurants and visitors."</i></p> <p><i>"Nothing changes. Same story different day. Selfish locals and always knows best, only to whinge when it doesn't play out to expectations. How many on here whinging about the idea actually utilize the piers I thought so"</i></p> <p><i>"Yes yes yes We have the only Piers in the world with nothing on them. Extend the pier back to original length and Put a cruise ship terminal at the end"</i></p>



4.4 FEEDBACK RESULTS SUMMARY

4.4.1 Feedback – Overview Pier and Jetty Future Use

In summary, the majority of respondents is not in favour of commercial and private usage of the pier and jetties in Hervey Bay (commercial use: 50% strongly opposed, 10% opposed = 60%; private use: 43% strongly opposed + 16% opposed = 59%).

There is significant support for occasional use such as coffee carts and small retail offerings, and for community events which do not impede access to the piers and jetties for local – particularly if the events are free or fundraisers for a cause (43% strongly support, 21% support = 64%).

The main concerns raised for all three structures involved ensuring public access to them, either at all times or at least partial access, as well as safety issues on the age and maintenance of the structures and infrastructure around them such as parking and public transport.

4.4.2 Feedback – Commercial Use

Pier: The majority is opposed to commercial use on the Urangan Pier (49% strongly oppose + 11% opposed = 60%). Many are happy for commercial activity to occur nearby in the parks and also prefer to support existing businesses on the Esplanade.

The main concern mentioned was to preserve a place free of commerce for walking fishing and taking in the view. Other concerns raised included pollution and effects on local sea-based wildlife. “Historical icon” was mentioned a number of times.

Jetties: The majority opposed commercialisation on the jetties (46% strongly opposed + 13% opposed = 59%). As for the Pier, many are happy for commercial activity to occur in the parks nearby, and to support existing business on the Esplanade.

Concerns raised focused on free access to public space and that the jetties would be narrow or short for commercial activity while providing public access. Safety of the structures themselves and lack of parking nearby was also raised.

4.4.3 Feedback – Community Use

Pier: There was majority support for community-based activities on the Urangan Pier (31% strong support + 25% support = 56%).

Jetties: Similarly, there was majority support of community-based activities on the jetties (31% strongly support + 22% support = 53%)

4.4.4 Feedback – Private Use

Pier: As for the commercial activity, there was a majority opposition to private events on the pier (50% strongly opposed + 17% opposed = 67%).

Jetties: There was even more opposition to private events on the jetties than for commercial activity (49% strongly opposed + 16% opposed = 65%).

The main concern was once again the size of the jetties and the limitations around ensuring public access to the structure during private events due to size restrictions.

5 ENGAGEMENT CONCLUSIONS

There are a number of key overarching messages throughout the engagement:



-
- The community has an overall high level of opposition to commercial activity and private events on both the Urangan Pier and the Scarness and Torquay jetties.
 - There is strong appetite for temporary business activity such as mobile carts and services such as fishing lessons.
 - There is a majority support for community events on all three structures if they are infrequent and access to the public is still provided.
 - Main concerns are around providing access to the structures most of, if not all, of the time. There is also a concern to maintain the Urangan Pier as an ‘icon’ of Hervey Bay in its current form.

6 FUTURE STEPS

Council will consider this report in reviewing the future use of the pier and jetties in Hervey Bay.



7 ENGAGEMENT EVALUATION OVERVIEW

The following evaluation overview takes into account the engagement from 29 March – 1 May 2023 - this process will be undertaken again if future engagement is deemed necessary.

IAP2 CORE VALUES

1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.

This was evident through the community engagement commitments of this project (particularly the community's input early in the process to determine sentiment for any changes), as well as Council's overall commitment through Council's Community Engagement Policy and Framework.

2. Public participation includes the promise that the public's contribution will influence the decision.

This has been displayed through the community engagement processes and activities, highlighted by inclusion of the community's ideas, feedback and concerns from this engagement into this report to assist Council in reviewing the future use of the pier and jetties in Hervey Bay.

3. Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers.

The needs and interests of all stakeholders (including Council) were considered during all phases of the project. Analysis was also performed during the planning phase to make sure that all key stakeholders were identified.

4. Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.

This has been highlighted through the process in engaging with key stakeholders and the wider community through all phases of the project.

5. Public participation seeks input from participants in designing how they participate.

Council utilised a variety of community engagement activities through the process.

6. Public participation provides participants with the information they need to participate in a meaningful way.

The community were provided with various pieces of information throughout the engagement to enable them to participate in the process in a meaningful way. For example, for the engagement the community had access to (but not limited to) websites, factsheets, images and posters etc in relation to information about the future use of the pier and jetties.

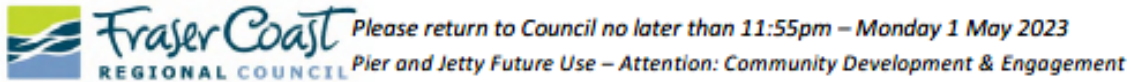
7. Public participation communicates to participants how their input affected the decision

Through this engagement report Council has been able to show the community how their input has been an important part in reviewing the future use of the pier and jetties in Hervey Bay. (It is also important to note that the intention is to communicate with the community once Council has made their decisions in regards to the future use of the pier and jetties).



8 APPENDICES

8.1 SURVEY



Survey - Pier and Jetty Future Use

Fraser Coast residents are encouraged to have their say on the future use of the Urangan Pier, Scarness Jetty and Torquay Jetty.

This survey is open from 29 March until 1 May 2023 (closes 11:55pm).

Your Information *Answer required for survey – all * questions are required

First Name*	
Last Name*	
Organisation Name (Optional/ if applicable)	
Email*	
Phone (Optional)	

Section 1

1. Which of the following best describes your interest in this project? (please choose as many options that apply to you).*

- I am a regular user of the pier/ jetties
- I live near the pier/ jetties
- I have a business in the vicinity of the pier/ jetties
- I have a property in the vicinity of the pier/ jetties
- Visitor to the region
- Business or event organiser interested in using the pier/ jetties

Other (please specify)

2. How often do you visit the Urangan Pier?*

- Daily
- Weekly
- Monthly
- A few times a year
- Once a year
- I don't currently visit the pier

3. How often do you visit the Scarness and Torquay jetties?*

- Daily
- Weekly
- Monthly
- A few times a year
- Once a year
- I don't currently visit the jetties

If you do visit/ use the jetties – which one do you visit/use? (please tick both if you visit/use both)

- Scarness
- Torquay

4. How do you currently use the pier and jetties? (please choose as many options that apply to you).*

- Fishing
- Sitting/ relaxing
- Walking
- Photography
- Scenic Views
- I don't currently use/ visit the pier or jetties

Other – please specify:

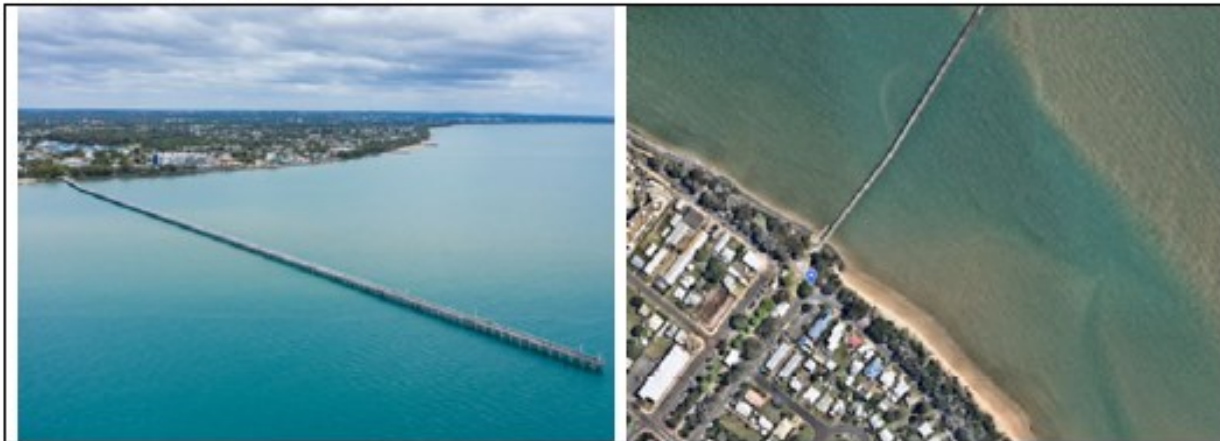


5. What level of support do you have overall for the commercial, private and community use of the pier and jetties?* (Please choose one option from each line)

- **Commercial** – for profit activity – i.e selling goods or services (e.g business hosting an event, coffee or refreshments cart/ kiosk, yoga class, fishing lessons).
- **Private** – occasional and special activities and events where family, friends and people known to the hosts are invited to attend (e.g wedding ceremony, birthday party, memorial).
- **Community** – social, fun or entertainment events and activities - that are of civic, political, public or educational in nature. (e.g markets, festivals, fishing competition, fundraising activity).

	Strongly Support	Support	Neutral / No Opinion	Opposed	Strongly Opposed
Commercial Use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private Use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 2 - Urangan Pier (optional)



6. What level of support do you have for commercial business activities being conducted on and in the vicinity of the Urangan Pier?

Strongly Support	Support	Neutral / No Opinion	Opposed	Strongly Opposed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

7. What commercial business activities would you support on/ near the Urangan pier? (Please choose as many options that apply to you. Please note the examples listed below are not limited to these options)

- Traders providing services (e.g fishing lessons, yoga, photography class etc)
- Small mobile sales (e.g fishing equipment, coffee, refreshments cart etc)
- Permanent Kiosk on the pier (e.g refreshments, fishing equipment, coffee etc)
- Structure attached to the pier (e.g café/restaurant)
- I do not support any activities

Comments/ Other – please specify



8. Would you support commercial business events being conducted on and in the vicinity of the Urangan Pier?
 (Please choose as many options that apply to you. Please note the examples listed below are not limited to these options)

- Partial hire for a private function (e.g business hosting a dinner on the jetty, wedding reception)
- Full hire for a private function (e.g business hosting a dinner on the jetty, wedding reception)
- I do not support any events
- Comments/ Other – please specify

9. What level of support do you have for private & community events and activities being conducted on and in the vicinity of the Urangan Pier? (Please choose one option per line)

	Strongly Support	Support	Neutral / No Opinion	Opposed	Strongly Opposed
Private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. What private & community activities and events would you support on/ near the Urangan Pier? (Please choose as many options that apply to you. Please note the examples listed below are not limited to these options)

- Partial hire for a **private function** (e.g wedding ceremony, birthday party, memorial etc)
- Full hire for a **private function** (e.g wedding ceremony, birthday party, memorial etc)
- Partial hire for a **community function** (e.g fishing competition, festivals, markets)
- Full hire for a **community function** (e.g fishing competition, festivals and markets)
- I do not support any activities or events
- Comments/ Other – please specify

Section 3 – Scarness and Torquay Jetties (optional)





Fraser Coast
REGIONAL COUNCIL

Please return to Council no later than 11:55pm – Monday 1 May 2023

Pier and Jetty Future Use – Attention: Community Development & Engagement



11. What level of support do you have for commercial business activities being conducted on and in the vicinity of the Scarness and/ or Torquay jetties?

Strongly Support	Support	Neutral / No Opinion	Opposed	Strongly Opposed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

12. What commercial business activities would you support on/ near the Scarness and Torquay jetties? (Please choose as many options that apply to you. Please note the examples listed below are not limited to these options)

- Traders providing services (e.g fishing lessons, yoga, photography class etc)
- Small mobile sales (e.g fishing equipment, coffee, refreshments cart etc)
- Permanent kiosk on the jetties (e.g refreshments, fishing equipment, coffee etc)
- Structure attached to the jetties (e.g café/restaurant)
- I do not support any activities

Comments/ Other – please specify

13. Would you support commercial business events being conducted on and in the vicinity of the Scarness and Torquay jetties? (Please choose as many options that apply to you. Please note the examples listed below are not limited to these options)

- Partial hire for a private function (e.g business hosting a dinner on the jetty, wedding reception)
- Full hire for a private function (e.g business hosting a dinner on the jetty, wedding reception)
- I do not support any events

Comments/ Other – please specify



14. What level of support do you have for private & community events and activities being conducted on and in the vicinity of the Scarness and Torquay jetties? (Please choose one option from each line)

	Strongly Support	Support	Neutral / No Opinion	Opposed	Strongly Opposed
Private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. What private & community activities and events would you support on/ near the Scarness and Torquay jetties? (Please choose as many options that apply to you. Please note the examples listed below are not limited to these options)

- Partial hire for a **private function** (e.g wedding ceremony, birthday party, memorial etc)
- Full hire for a **private function** (e.g wedding ceremony, birthday party, memorial etc)
- Partial hire for a **community function** (e.g fishing competition, festivals, markets etc)
- Full hire for a **community function** (e.g fishing competition, festivals, markets etc)
- I do not support any activities or events
- Comments/ Other – please specify

Section 4

16. Do you have any further feedback in relation to commercial, private and community use of the pier and jetties? (Please limit your response to 500 characters – which is approximately 100 words)

17. In relation to all your answers in this survey – what are the top three points in regards to the future use of the Urangan Pier, Scarness Jetty and Torquay Jetty you would like Council to consider in their decision making? (Please limit your answers to 150 characters per point – approximately 25-30 words)*

Point 1	
Point 2	
Point 3	

Section 5 - All About You

18. Age*

- 17 and Under
- 25-34
- 45-54
- 65-74
- 18-24
- 35-44
- 55-64
- 75 and Over

19. Gender*

- Female
- Male
- Self-identify
- Prefer not to say
- Other (please specify):



20. What is your suburb/ locality? *

- | | |
|---|--|
| <input type="checkbox"/> Aldershot | <input type="checkbox"/> Oakhurst |
| <input type="checkbox"/> Bauple - Gundiah - Glenwood | <input type="checkbox"/> Owanyilla – Antigua – Mungar |
| <input type="checkbox"/> Boonooroo - Maaroom – Tuan | <input type="checkbox"/> Poona – Tinnanbar |
| <input type="checkbox"/> Booral - River Heads | <input type="checkbox"/> St Helens – Dundathu District |
| <input type="checkbox"/> Burrum Heads | <input type="checkbox"/> Sunshine Acres – Walligan – Takura District |
| <input type="checkbox"/> Craignish - Dundowran - Dundowran Beach | <input type="checkbox"/> Tiaro |
| <input type="checkbox"/> Fraser Island - Great Sandy Straits | <input type="checkbox"/> Tinana |
| <input type="checkbox"/> Hervey Bay area (incl. Point Vernon to Urangan –
Urraween to Wondunna – and all those in between) | <input type="checkbox"/> Toogoom |
| <input type="checkbox"/> Howard - Torbanlea - Pacific Haven District | <input type="checkbox"/> Yengarie |
| <input type="checkbox"/> Maryborough area (incl. Granville) | <input type="checkbox"/> Other (please specify) |

21. How did you hear about this engagement?

- Through Facebook
- Corflute signage (near pier/ jetty)
- Postcard (small flyer)
- Council's 'Weekly News' (Email Newsletter)
- Fraser Coast Engagement Hub
- Council email or letter
- Fraser Coast Regional Council Website
- Other (please detail) _____

Thank you for completing this community survey about the future use of the Urangan Pier, Scarness Jetty and Torquay Jetty. We appreciate your contribution to this consultation. To keep up to date with the project follow this link and click on the "Follow Project" button. <https://frasercoast.engagementhub.com.au/hb-pier-jetty-use>

If you have any questions about this engagement please do not hesitate to contact:

- **Community Development & Engagement Team** – P: 1300 79 49 29 E: community@frasercoast.qld.gov.au
(enquiries relating to engagement, including survey or technical difficulties with engagement website)
- **Economic Development Team** – P: 1300 79 49 29 E: enquiry@frasercoast.qld.gov.au
(enquiries relating to the future use of the pier and jetties)

Please return your completed survey no later than 11:55pm – Monday 1 May 2023:

POST	Attention: Pier and Jetty Use Review – Survey Community Development & Engagement PO BOX 1943, Hervey Bay QLD 4655
EMAIL	Attention: Pier and Jetty Use Review – Survey Community Development & Engagement community@frasercoast.qld.gov.au
IN PERSON TO CUSTOMER SERVICE CENTRE	Attention: Pier and Jetty Use Review – Survey Community Development & Engagement 77 Tavistock Street, Hervey Bay 211-213 Adelaide Street, Maryborough



8.2 ENGAGEMENT HUB (PROJECT WEBPAGE)

Home Projects

Commercial and Community use of Pier and Jetties in Hervey Bay

Building better communities together.

LOGIN REGISTER TO HAVE YOUR SAY Facebook Twitter YouTube Plus 18 Back View All Projects

Pier and Jetty Future Use

Follow Project

Project Overview



Commercial and Community use of Pier and Jetties in Hervey Bay

The pier and jetties in Hervey Bay are an important and well-loved feature of the Esplanade for residents and visitors.

Over many years there has been a lot of interest from community and businesses in relation to commercial and event activities on the pier and jetties.

In the past it was resolved that these activities were not permitted under our local laws due to restrictions and prohibitions on both commercial activities and other uses on the pier and jetties.

Recently Council has received renewed interest in the use of the pier and jetties for commercial and community activities & event use.

In response Council resolved to engage with the community at its January 2023 Meeting to obtain feedback on allowing potential commercial and community activities to be undertaken on or near the pier and jetties in Hervey Bay.

The survey closed 11:55pm - Monday 1 May 2023.

Engagement Parameters

This engagement is only to measure community interest/ appetite in using the structures for activities and events.

If there is positive support to change the future use of the pier and jetties - Council will then consider further engagement with the community around what that may look like.

There are structural, environmental and community concerns that need to be taken into consideration when changing the use of the pier and jetties including the local laws.

Document Library

Fact Sheet



Media Releases



Latest News

Survey Now Closed

Fraser Coast REGIONAL COUNCIL

Category: Latest News

Survey Now Closed

Survey Now Closed. Council is now reviewing the survey submissions a report will go to Council in the coming months. Please follow the project page to stay up to date with information.

Read More

Survey Submissions Open Now!

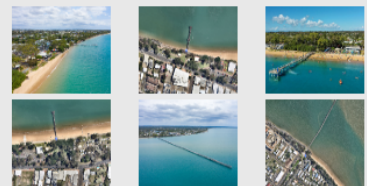
Have your say on the future use of the pier and jetties in Hervey Bay!

Fraser Coast REGIONAL COUNCIL

Survey Now Open!

Survey is now open - Have Your Say on the future use of the Pier and Jetties in Hervey Bay. Survey closes 11:55pm, Monday 1 May 2023.

Gallery



View all

Contact Information

Department

Community Development & Engagement Team - (Enquiries relating to engagement, including survey or technical difficulties with engagement website).

Phone | Email

1300 79 49 29

community@frasercoast.qld.gov.au



Category: [Latest News](#)

[Read More](#)


Department


Economic Development Team - (Enquiries relating to the future use of the pier and jetties).

Phone | Email

1300 79 49 29 enquiry@frasercoast.qld.gov.au

CONTACT US

 1300 794 929

 PO Box 1943 Hervey Bay QLD 4655



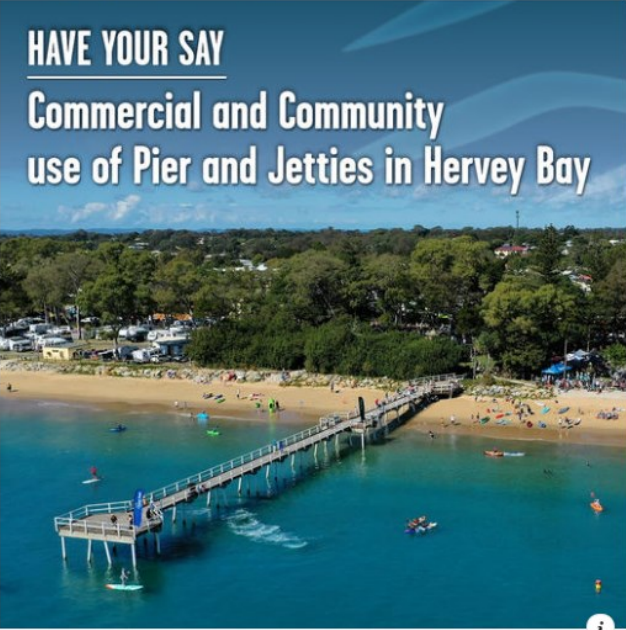
8.3 SOCIAL MEDIA

Fraser Coast Regional Council
March 29 · 🌐

HAVE YOUR SAY!

In response to renewed interest, Council would like to obtain community feedback on the idea of allowing commercial and event activities on the Urangan Pier and Torquay/Scarness jetties.

Examples might include - small mobile sales (coffee cart, ice cream or fishing equipment); permanent kiosk or café; lease for private functions or community events (weddings, festivals, funding raising activities or fishing competitions).... See more



HAVE YOUR SAY
Commercial and Community use of Pier and Jetties in Hervey Bay

FRASERCOAST.ENGAGEMENTHUB.COM.AU
Engagement Hub Platform
Engagement Hub Platform




Learn more

👍👎 59 131 comments 14 shares

Fraser Coast Regional Council
April 12 · 🌐

How do you feel about the Urangan Pier and Scarness / Torquay jetties being used for commercial activities or private and community events?

Complete the online survey before Monday 1 May to have your say - <https://frasercoast.engagementhub.com.au/nb-pier-jetty-use>



👍👎 175 178 comments 18 shares



8.4 MEDIA RELEASE



MEDIA RELEASE

29 March 2023

Have your say – stalls or events on piers and jetties

The Fraser Coast Regional Council wants feedback on the idea for market stalls or other types of businesses and community events on the Urangan Pier or the jetties at Scarness and Torquay.

“Council occasionally receives requests from people interested in setting up businesses or holding community events on the Urangan Pier or jetties at Torquay and Scarness,” Cr David Lee said.

“I’d like to know what residents think of the idea.

“Ideas floated include businesses setting up stalls, or possibly using mobile carts to sell items or restaurants or wedding organisers using the piers and jetties for functions.

“The same would apply for sporting and community groups being able to close off the pier to hold an event such as a fishing competition or maybe a market or fundraising event.

“Calling for feedback does not mean that Council will accept any offers, it only means we want to know what people think about the idea and what types of businesses or events they think could be operated on the pier or jetties.

“The Urangan Pier especially, is a Fraser Coast icon. It is a drawcard for tourists and a fantastic facility which locals love and cherish.”

To have your say go to the Council Engagement Hub <https://frasercoast.engagementhub.com.au/hb-pier-jetty-use>

Feedback closes at 11.55pm on May 1.

ENDS

www.frasercoast.qld.gov.au

Approved by CEO 09/03/23

Docs #4746310



8.5 MEDIA COVERAGE

Hervey Bay Advertiser – 19/4/23

<https://www.herveybayadvertiser.com.au/news/have-your-say-stalls-or-events-on-piers-and-jetties>

Have your say – stalls or events on piers and jetties

Apr 19 2023 | Updated April 19, 2023 | Hervey Bay Advertiser

1 min read

Share article    



THE FRASER Coast Regional Council wants feedback on the idea for market stalls or other types of businesses and community events on the Urangan Pier or the jetties at Scarness and Torquay.

"Council occasionally receives requests from people interested in setting up businesses or holding community events on the Urangan Pier or jetties at Torquay and Scarness," Cr David Lee said.

"I'd like to know what residents think of the idea.

PRIMEAGENTS
www.primeagents.com.au

SELL YOUR HOUSE WITH US
CALL US TODAY ON 4194 1754

"Ideas floated include businesses setting up stalls, or possibly using mobile carts to sell items or restaurants or wedding organisers using the piers and jetties for functions.

"The same would apply for sporting and community groups being able to close of the pier to hold an event such as a fishing competition or maybe a market or fundraising event.

"Calling for feedback does not mean that Council will accept any offers, it only means we want to know what people think about the idea and what types of businesses or events they think could be operated on the pier or jetties.

"The Urangan Pier especially, is a Fraser Coast icon. It is a drawcard for tourists and a fantastic facility which locals love and cherish."

To have your say go to the Council Engagement Hub <https://frasercoast.engagementhub.com.au/hb-pier-jetty-use>

Feedback closes at 11.55pm on May 1.



Fraser Coast considers commercial use for Hervey Bay's historic pier and jetties

ABC Wide Bay / By Lucy Loram and Grace Whiteside
Posted Fri 31 Mar 2023 at 8:32am



The Urangan Pier is one of three in Hervey Bay being considered for commercial use. (ABC Wide Bay: Lucy Loram)

Help keep family & friends informed by sharing this article



[abc.net.au/news/hervey-bay-pier-jett...](https://www.abc.net.au/news/hervey-bay-pier-jett...)

[COPY LINK](#)

[SHARE](#)

As the sun warms up the footpath and glistens off the waters at Hervey Bay, three hours north of Brisbane, vendors begin to file into the Urangan Pier Park to set up their market stalls.

It is early on a weekday morning but the esplanade is coming to life in one of Queensland's fastest-growing beachside towns.

Aaron Edwards has lived in Hervey Bay for almost 30 years, regularly selling fresh fruit and vegetables at the markets on Wednesday and Saturday mornings.

But as Mr Edwards looks across to the 106-year-old Urangan Pier nearby, stretching a kilometre into the ocean, he can't help but think of the historic landmark's wasted business potential.

Key points:

- Small businesses are calling on the Fraser Coast Regional Council to allow commercial usage of Hervey Bay's piers and jetties
- Market stalls, food vendors, and weddings are some of the uses being considered
- The public has until May 1 to offer feedback to the council



Aaron Edwards says allowing trade on local piers would be great for the region. (ABC Wide Bay: Grace Whiteside)

"I would open up the Urangan Pier for business so they could trade on it. Hot dog stands, ice creams, that sort of thing," he said.

"There's currently a block on that, so businesses cannot trade.

"It is something that can just be changed on a bit of paper."

[Want more local news? Sign up to ABC Wide Bay's weekly email newsletter.](#)

Council comes to the table

Mr Edwards is among several small businesses pushing for the Fraser Coast Regional Council to consider the economic benefits of letting vendors trade on the pier.

Heeding the call, the council is now looking for public feedback on the pier's commercial or community use, as well as the smaller Torquay and Scarness jetties that line the Hervey Bay shoreline.

"We've actually opened up the engagement hub on council's website ... the deadline is midnight May 1," Councillor David Lee said.

"We are really keen to hear from members from the community about what they think about the idea of weddings, restaurants, mobile carts or markets being conducted on the pier or jetties."



The Urangan Pier is 106 years old and stretches 1km into the ocean. (Supplied: FCRC)

Mr Lee said although the commercial use of Hervey Bay's popular landmarks had been considered in the past, it was the right time to table the project once again.

"The last time we did such a survey was back in 2011, so that's quite some time ago," he said.

"We think it's important to revisit that and see what the community feels about this opportunity."

According to census data, Hervey Bay's population has increased by about 30 per cent since 2011, climbing from 48,904 to more than 63,000 in 2021.



Mr Lee said although the commercial use of Hervey Bay's popular landmarks had been considered in the past, it was the right time to table the project once again.

"The last time we did such a survey was back in 2011, so that's quite some time ago," he said.

"We think it's important to revisit that and see what the community feels about this opportunity."

According to census data, Hervey Bay's population has increased by about 30 per cent since 2011, climbing from 48,904 to more than 63,000 in 2021.

"The trigger [to seeking community feedback] has been that we are going through and doing a comprehensive review of our bylaws," Councillor Lee said.

"If there is overwhelming support for the idea, then this is something that can be incorporated into our review."

Councillor Lee said the public feedback would also give consideration to concerns that precluded the commercial use of jetties and piers in the past.



The pier was originally used to export coal and sugar on cargo trains. (Supplied: FCRC)

"One would be the potential safety concerns with narrow access to the pier," he said.

"Also, whether or not there are environmental concerns with conducting commercial activities on or around the piers.

"Obviously, if we get overwhelming community feedback to proceed, there needs to be appropriate mechanisms put in place with respect to permits that would make requirements for the safety and care for [the operator's] immediate environment."



The public have until May 1, 2023 to submit feedback. (ABC Wide Bay: Lucy Loram)

Mr Edwards says the possible business expansion onto piers and jetties would celebrate what people love most about Hervey Bay.

"We originally moved here because of the beach. My mum liked the sound of the water running over the shells," he said.

"The main reason I like living here is the people you meet, that's why I have the job that I do – fruit and veg."



COUNCIL WEEKLY

HAVE YOUR SAY on commercial and community use of pier and jetties in Hervey Bay



JOIN THE COMMUNITY WE ARE INTERESTED IN YOUR FEEDBACK

Pier and Jetty Future Use

HAVE YOUR SAY
Survey ends 1 May

READ MORE »



Commercial and Community use of Pier and Jetties in Hervey Bay

HAVE YOUR SAY



8.7 LETTER TO RESIDENTS/ BUSINESSES



30 March 2023

PO Box 1943
Hervey Bay Qld 4655

T 1300 79 49 29
F (07) 4197 4455
E enquiry@frasercoast.qld.gov.au
www.frasercoast.qld.gov.au

Dear Property Owner/ Resident,

RE: Commercial and Community Use of Pier and Jetties in Hervey Bay

Council is writing to invite you to provide your feedback in relation to allowing commercial and event use on the Urangan Pier, Scarness Jetty and Torquay Jetty. We are writing to you as a resident, property owner or business who is in close proximity to the pier or jetties.

Background

The pier and jetties in Hervey Bay are important and well-loved features of the Esplanade for residents and visitors.

Over many years there has been a lot of interest from community and businesses in relation to commercial and event activities on the pier and jetties.

In the past it was resolved that these activities were not permitted under our local laws due to restrictions and prohibitions on both commercial activities and other uses on the pier and jetties.

Recently Council has received renewed interest in the use of the pier and jetties for commercial and community activities and event use.

In response Council resolved to engage with the community at its January 2023 meeting to obtain feedback on allowing potential commercial and community activities to be undertaken on or near the pier and jetties in Hervey Bay.

Community Engagement Parameters

This engagement is only to measure community **interest/ appetite** in using the structures for activities and events.

If there is positive support to change the future use of the pier and jetties - Council will then consider further engagement with the community around what that may look like. There are structural, environmental and community concerns that need to be taken into consideration when changing the use of the pier and jetties including the local laws.



How can I be involved?

To facilitate this engagement Council will be conducting a variety of activities, including a survey. The survey submission process will run for four weeks, **concluding 11:55pm Monday 1 May 2023.**

The community are encouraged to visit the project page for more information on the engagement activities and provide their feedback: <https://frasercoast.engagementhub.com.au/hb-pier-jetty-use>

Future Stages

Council will consider the engagement report in their decision making in relation to the future use of the pier and jetties in Hervey Bay. The report is due to go to Council in the coming months. Residents are encouraged to register on the Engagement Hub and follow the project page to stay up to date with the most current information.

Who do I contact?

Should you have any enquiries about this project please contact:

- **Community Development & Engagement**
(enquiries relating to the engagement, incl. survey or engagement website)
1300 79 49 29 or via email community@frasercoast.qld.gov.au
- **Economic Development**
(enquiries relating to the project, incl. future use of the pier and jetties)
1300 79 49 29 or via email enquiry@frasercoast.qld.gov.au

We thank you for your time in contributing to this project.

Yours faithfully

Gerard Carlyon
Director Development and Community

Contact: community@frasercoast.qld.gov.au
Phone: 1300 79 49 29
Docs Reference: #4757288



8.8 FACT SHEET



Pier and Jetty Future Use FACT SHEET

1

Background

The pier and jetties in Hervey Bay are important and well-loved features of the Esplanade for residents and visitors. Over many years there has been a lot of interest from community and businesses in relation to commercial and event activities on the pier and jetties. In the past it was resolved that these activities were not permitted under our local laws due to restrictions and prohibitions on both commercial activities and other uses on the pier and jetties.

Why is Council engaging with the community about the pier and jetties?

Council resolved to engage with the community at its January 2023 meeting to obtain feedback on allowing potential commercial and community activities to be undertaken on or near the pier and jetties in Hervey Bay. This is due to recent renewed interest in the use of the pier and jetties for commercial and community activities and event use.

What are the engagement parameters for this project?

This engagement is only to measure community **interest/ appetite** in using the structures for activities and events. If there is positive support to change the future use of the pier and jetties - Council will then consider further engagement with the community around what that may look like. There are structural, environmental and community concerns that need to be taken into consideration when changing the use of the pier and jetties including the local laws.

How is Council going to engage with the community for this project?

The engagement will run for four weeks, **concluding 11:55pm 1 May 2023**. The process will involve online engagement through Council's engagement platform, Engagement Hub, which will include survey submissions as well as hard copy survey forms (upon request). Council staff will also visit the sites and talk to community and businesses during the engagement period. Corflute signs will also be put up in the three locations with information for the community as well as hard copy material available from Council's customer service and library centres.

What is the purpose of the engagement?

The purpose is to ensure the community has an opportunity to provide feedback on what they believe in relation to allowing commercial and event use on the Urangan Pier, Scarness Jetty and Torquay Jetty.

Future Steps

Council will consider the engagement report in their decision making in relation to the future use of the pier and jetties in Hervey Bay. The report is due to go to Council in the coming months (June/ July 2023 tbc).



Contact Information

Community Development & Engagement Team:

Enquiries relating to engagement, including survey or technical difficulties with engagement website.

community@frasercoast.qld.gov.au

1300 79 49 29

Economic Development Team:

Enquiries relating to the future use of the pier and jetties

enquiry@frasercoast.qld.gov.au

1300 79 49 29

For more information visit

<https://frasercoast.engagementhub.com.au>

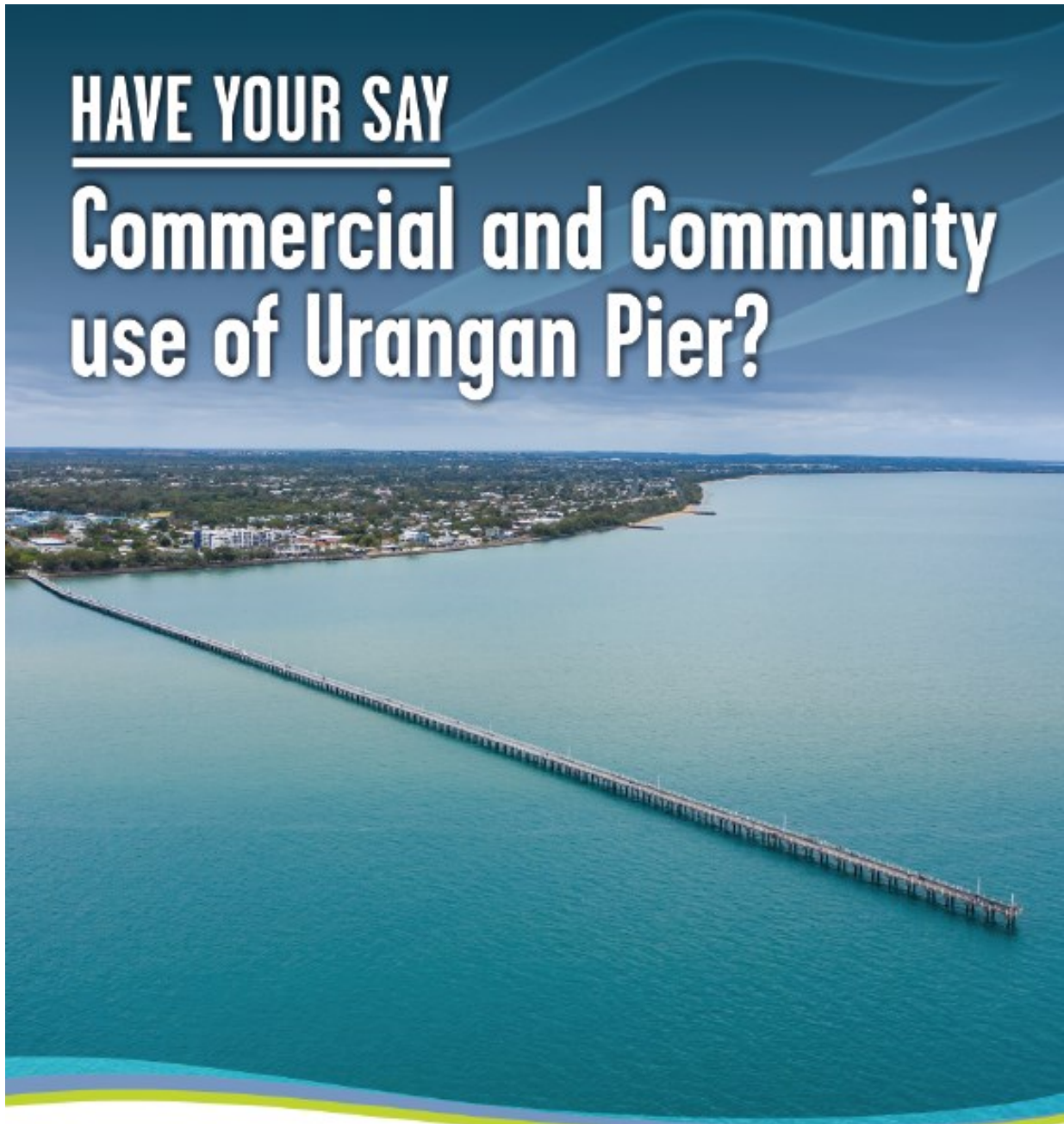


Building better communities.



8.9 CORFLUTE/ POSTER

Corflutes were placed at the Urangan Pier, Scarness Jetty and Torquay Jetty for the duration of the consultation.



HAVE YOUR SAY Commercial and Community use of Urangan Pier?

How do you feel about our pier and jetties being used for commercial activities or private and community events?

Fill in the online survey before
1 May 2023



Building better communities *together.*



HAVE YOUR SAY

Commercial and Community use of Scarness Jetty?



How do you feel about our pier and jetties being used for commercial activities or private and community events?

Fill in the online survey before
1 May 2023



Building better communities together.



HAVE YOUR SAY Commercial and Community use of Torquay Jetty?



How do you feel about our pier and jetties being used for commercial activities or private and community events?

Fill in the online survey before
1 May 2023



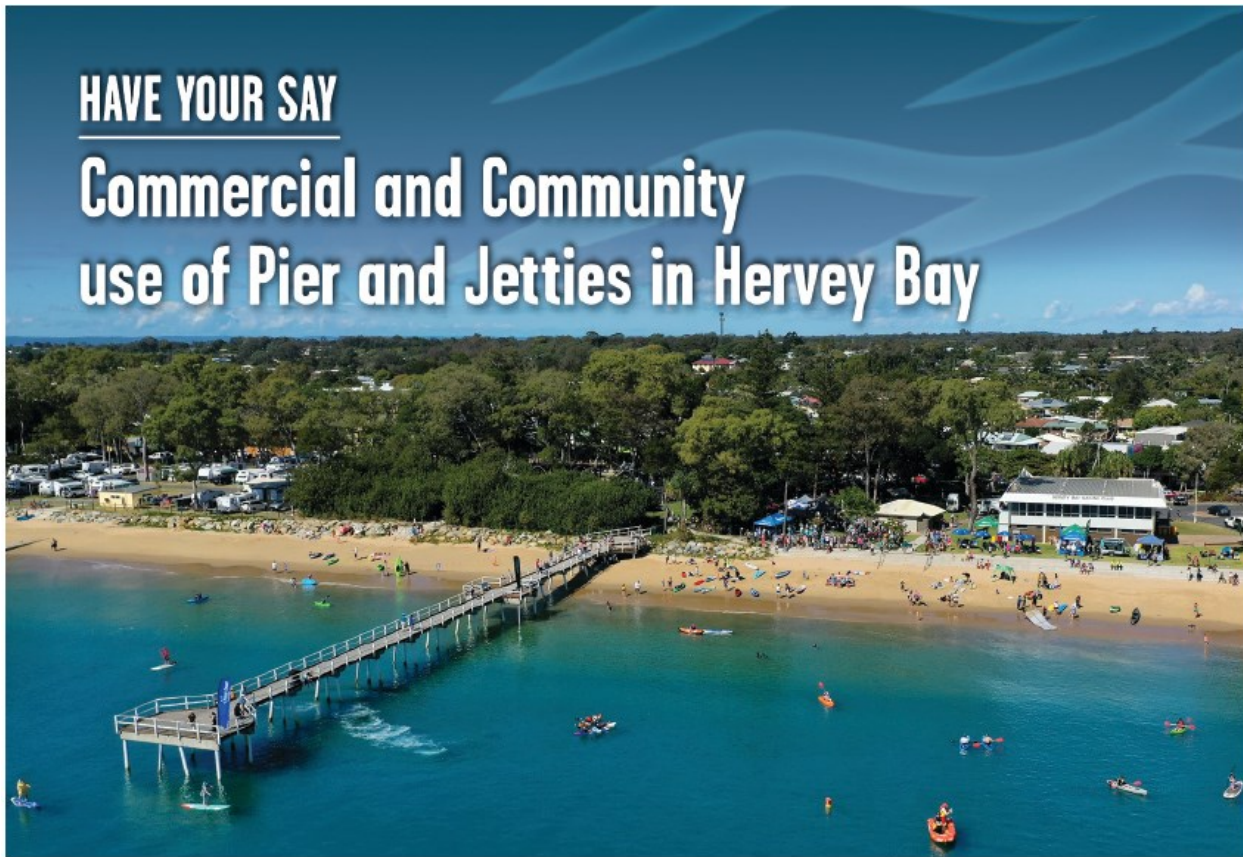
bit.ly/hb-pier-jetty
SCAN QR
CODE FOR
SURVEY



Building better communities together.



8.10 POST CARD



HAVE YOUR SAY

Commercial and community use of pier and jetties in Hervey Bay

How do you feel about the Urangan Pier and Torquay/Scarness jetties being used for commercial activities or private and community events?

Fill in the online survey before
1 May 2023



Building better communities together.



SCAN QR
CODE FOR
SURVEY



bit.ly/hb-pier-jetty




8.11 ADVERTISEMENT


Advertisement placed in the Hervey Bay Advertiser and Maryborough Sun – 6 April 2023.

HAVE YOUR SAY | **Commercial and Community use of Pier and Jetties in Hervey Bay**

How do you feel about Urangan Pier and Scarness/Torquay jetties being used for commercial activities or private and community events?

Fill in the online survey before 1 May 2023.

 *Building better communities together.*


bit.ly/tb-pier-jetty
SCAN QR CODE FOR SURVEY



8.12 COMMUNITY LED SIGNS & CUSTOMER SERVICE CENTRE SCREENS

HAVE YOUR SAY

Commercial and Community use of Pier and Jetties in Hervey Bay



How do you feel about our pier and jetties being used for commercial activities or private and community events?

Fill in the online survey before 1 May 2023
frasercoast.engagementhub.com.au



SCAN QR CODE FOR SURVEY

Building better communities together.



HAVE YOUR SAY

Commercial and Community use of Pier and Jetties in Hervey Bay



frasercoast.engagementhub.com.au



8.13 LARGE SUBMISSION - DETAILED

Copy of detailed submission pages directly relating to the Urangan Pier from respondent who submitted 40 page document in relation to Tourism on the Fraser Coast. Noting the document was prepared in 2016. The respondent noted pages 16-21 in email to Council for reference to this consultation.

POSSIBLE CAPITAL PROJECTS WITH PUNCH AND PAYBACK

Some possible capital projects that would rapidly return millions in jobs, tourism and economic benefits are suggested below:

1. Extension of Urangan Pier – (Great Sandy Biosphere)

It is noted that our celebrated Fraser Coast Urangan Pier celebrated its centenary in 2017 and that some wonderful celebrations were planned, such as a historical talk by the Deputy Mayor, now Mayor, and a kids' jumping castle at the end of the pier on the Saturday afternoon. Some people did dress up in period costume.

In my opinion, by far the best birthday present for the pier and for the entire Fraser Coast would have been a grand opening of its refurbishment back to its original length and terminal buildings, adapted for tourism. Included would also be a number of out-hanging suspended platforms along its length for increased recreational fishing and observation areas and increased safety (from flying hooks and sinkers) for pier patrons walking along the pier. Some shaded areas would also make it more sun smart and user friendly. The present "half a pier" is not a pier and the action of a previous local council which knocked the end off was very short-sighted and ill-conceived. It is there, so why wouldn't we try to maximise its asset value? The cost of lengthening and refurbishment would certainly be cheaper than many other published council dream projects both individually and



collectively and would be far more cost beneficial. I support such an initiative far above many other Council “Priority Projects” which have been promoted with seemingly little thought for the future well-being, recognition and growth of the whole Fraser Coast. It would be of infinitely more value to our region than a heavenly toilet in Maryborough.

In conjunction with the adjacent long proposed Urangan Harbour development, which I believe is fully supported all over the region, a viable and desirable tourist destination/marine precinct would be created which would be to the benefit of the entire Fraser Coast.

There is a strong likelihood that commercial money could also be attracted, even with limited naming rights (eg., “Smiths Fishing Platform”, “Atoyot Underwater Viewing Enclosure”, “Granny Smith Overseas Terminal” – all part of the Great Sandy Biosphere – example of commercial environmental contribution to sustainability)

Some advantages of a refurbished Urangan Pier:

- . **Longest public pier in Queensland (?)**. We can claim it anyway.
- . **Secure its relevance as a major iconic attraction** into the next hundred years of Fraser Coast history.
- . **Enhanced use by people from all over the Fraser Coast**, as a local icon for recreational visits and recreational fishing – international pier fishing competition?
- . **Relatively deep water berth for smaller cruise ships with passenger processing** (permanent jobs, large influx



of tourist spending and visiting overflowing to other Fraser Coast tourism destinations providing more permanent jobs throughout the region). Some dredging may be necessary (spoil could be used to refurbish or build up local beaches), but most other ports regard dredging as an inevitable cost of doing business. Has anyone offered a pier alternative to cruise companies? Why are we allowing Bundaberg to become the major port for the Wide Bay as per comment by a previous Deputy Mayor on behalf of Council, at a Chambers of Commerce briefing. Maybe an industrial/export port (Economic Hub????) at Bundaberg can be justified, but we should be able to claim the tourist/international boatie first port of call terminal. Most small yachts/boats sailing across the Pacific skirt the Great Barrier Reef because of the inherent dangers. Hervey Bay is an ideal location to welcome them to Australia – customs post, resupply, Tourism Economic Hub? This is big business. I was really shocked at his lack of vision and lie-down acceptance of a stagnating Fraser Coast, including future jobs in rural and regional areas.

- **Commercial monorail or chairlift type system from end of pier direct to shore**, over water (tourists, cruise passengers, diners, etc)
- **More Hervey Bay business and tourism opportunities** (permanent jobs for tourist type shops, fishing tackle/bait shops, food shops, etc)
- **First port of call for international sailors** – pier and harbour – requiring customs and immigration facilities (international recognition, jobs)



- . **Largely paid for by State and/or Federal Government money, eg RDA.**
- . **Many construction jobs for at least 12 months, then permanent maintenance jobs, plus hundreds of permanent indirect jobs.**
- . **Create a major marine tourist precinct at Urangan** inclusive of a rejuvenated pier with proposed harbour development, Reefworld, shops, etc.
- . **Build an interpretive beach/board walk connecting pier and Urangan harbour.**
- . **Encourage a passenger ferry/taxi service** from southern coastal villages, River Heads (access to Fraser Island) to Fraser Island, Big Woody Island, the boat harbour, pier, and northern beaches to Burrum Heads, and return, as a major tourist attraction. **There is no current mooring facility for boats for the entire length of the pier, nor at any of the other piers dotted along the HB foreshore.**
- . **Whale watching, coral reef snorkelling trips, river, and sunset Great Sandy Strait cruise pick-up point.**
- . **A commercial/research underwater viewing observatory** built under the pier at an appropriate location, probably near the ocean end, to highlight the local wild marine population (reverse aquarium – fish looking in at people????)
- . **Scuba diving paradise** for learner and advanced divers.
- . **A great grouping of marine attractions for the internationally proclaimed Great Sandy Biosphere.**
- . **High class restaurant plus café/kiosk** at pier end.
- . **Huge attraction for recreational fishers and families,** both local and at least national.



- . **Naval warship/s, maybe others (decommissioned cruise liner as high-class accommodation?) permanently moored to pier** as major tourist attractions
- . **Mobile kiosk and tackle/bait van** to patrol the pier.
- . **Shade and seating areas** along the pier.
- . Support from a wide range of Fraser Coast residents.
- . **Commercial pier enterprises (some mobile)** to support tourists, fishers, pier walkers, on-leash pet walkers, everyone – refreshments (cold, hot), food, fishing supplies, as above.
- . **Other:** Many – use imagination

Disadvantages: Nil

Recommend serious cost analysis, business case and feasibility study as soon as possible. Busselton Pier in Western Australia could be taken as a comparable role model. **It is believed that the capital cost would have payback well within 5 years.**

2. **Upgrade and refurbish Urangan Boat Harbour voted as a Priority Project by a previous Council regime and the community-based Fraser Coast Regional Council Pillar Group some years ago.** (The concept, allegedly costing more than \$600 Million, although keenly supported, seems to have died.) Restaurants, tourist type outlets, walks around the marina, fish processing factory and fishing boat tours, a major Great Sandy Biosphere



Interpretive Centre, and departure/arrival point for local boating tours would be an enormous attraction. In conjunction with refurbished Urangan Pier, a marvellous international standard, compact and unique Biosphere “Marine Precinct” could be established. (GSB)

3. **Upgrade and promote Big Woody Island as a major tourist attraction only 10 minutes from the Urangan Harbour and Pier** – part of the Great Sandy Marine Park, basic camping, accessibility destination, walking trails, fishing, historic lighthouses, World War II gun emplacements, 1865 historic quarantine station, “Paradise on the Fraser Coast”. (GSB)
4. **International Freshwater Research and Interpretive Centre – at Tiaro.** Incorporating Centre of Excellence research, conservation and interpretive facilities including interactive and walk-through aquaria, wildlife rehabilitative and veterinary research hospital, freshwater animal/fish breeding centre, public and school educational centre, family picnic and leisure area, kiosk, restaurant. Both the Federal Government, in its decision against the State proposed Traveston Crossing Dam and the Queensland Government, in its planning for the dam, acknowledged the urgent need for research information on the endangered and threatened animals of the Mary River, including the Mary River Turtle, the White Throated Snapping Turtle, the Queensland Lungfish, the Mary River Cod, the Giant Barred Frog.



8.14 DETAILED RESPONSES TO Q17 – TOP THREE PRIORITIES

Theme	No. of Responses	Comments/Examples
Public Access and Use	577	<ul style="list-style-type: none"> • <i>Public access remains</i> • <i>Shared public use for all</i> • <i>The pier and jetties should remain public space</i> • <i>Access should be uninhibited by private use</i> • <i>Do not close of public access</i> • <i>Public access should be a priority</i> • <i>Always free access</i> • <i>Keep ALL the piers free and open to everyone</i> • <i>Public access to be maintained under all options</i> • <i>Full public access maintained at all times</i> • <i>Ensure public access</i> • <i>Full time public access</i> • <i>Public access only</i> • <i>Must be able to be used by all</i> • <i>For all community to use at all times</i> • <i>Access should not be restricted</i> • <i>Ensure its not too busy</i> • <i>Free use for all without closures</i> • <i>Keep our jetties uncongested</i>
Environment, Wildlife and Waste Management	231	<ul style="list-style-type: none"> • <i>Environmental consideration</i> • <i>limit littering (eg glitter, confetti, balloons)</i> • <i>protection of wildlife</i> • <i>Must not pollute</i> • <i>Pollution with on jetty business</i> • <i>Environmental impact, i.e avoiding creation of litter</i> • <i>Damage to the environment – rubbish blown off</i> • <i>Disregard to the environment</i> • <i>Consideration of the environment and surroundings</i> • <i>Environmental responsibility removal of rubbish</i> • <i>Consider the environment</i> • <i>Environmental concern re: waste management</i> • <i>Rubbish/ waste</i> • <i>Wildlife needs freedom of movement and protection</i> • <i>More danger to our beautiful wildlife</i> • <i>Additional noise which impacts wildlife</i> • <i>Impact on wildlife</i> • <i>Consider how it will affect our wildlife</i> • <i>Don't interrupt the wildlife which use these piers</i> • <i>Consider the natural marine and birdlife we enjoy</i>
Safety, Maintenance and Management	219	<ul style="list-style-type: none"> • <i>Safety of all users 24/7</i> • <i>Crowding of piers</i> • <i>Safety of structures</i> • <i>More security cameras in place for public safety</i> • <i>Safety for participants</i> • <i>Keep them well maintained</i> • <i>Safety of public</i> • <i>Cleaned regularly and maintained</i> • <i>Maintain them to a high standard for safety</i>



		<ul style="list-style-type: none"> • <i>Well maintained</i> • <i>Not safe to supervise small children in crowd</i> • <i>Cleaned regularly and maintained</i> • <i>Maintenance and upkeep due to extra use/ costs</i> • <i>Users should help with the upkeep of the pier</i> • <i>Who will manage/ police events, Overcrowding etc</i> • <i>More patrols from rangers/ police</i> • <i>More angel rings/ floatation (P.F.D's) for safety</i>
Enjoyed space for all/ Shared space & Community Asset	213	<ul style="list-style-type: none"> • <i>These areas are for all of us to enjoy</i> • <i>They are very much enjoyed as they are</i> • <i>They are a community asset to be enjoyed by all</i> • <i>These are spaces for all to use and enjoy</i> • <i>Shared public use for all</i> • <i>It's for all the community to share</i> • <i>Must be a shared location</i> • <i>That out piers and jetties are a community asset</i> • <i>This is a community asset</i> • <i>These areas are for all of us to share and enjoy</i> • <i>Available for the whole community to enjoy</i>
Against Commercial Use	205	<ul style="list-style-type: none"> • <i>No commercial trading</i> • <i>No commercial use at all</i> • <i>No commercial activity. Keep them free!</i> • <i>Object to take-over by commercial interests</i> • <i>No commercial/ business ON the pier</i> • <i>Don't install any permanent businesses.</i> • <i>Do not support Commercial activities on the Piers</i> • <i>Keep it open to all no commercialisation</i> • <i>Strongly oppose Urangan Jetty commercialisation</i> • <i>No commercial use or hire</i> • <i>Stop any commercial development</i> • <i>No commercial use</i> • <i>Keep the pier and jetties commercial free</i> • <i>No commercial business on any jetty or pier</i> • <i>Does not need to be commercialised</i>
Amenity, Views and Character of Locations	194	<ul style="list-style-type: none"> • <i>A 'switch off' zone</i> • <i>The sheer beauty of the area</i> • <i>Improve the appearance add charm</i> • <i>Activities should be in keeping with the bay vibe</i> • <i>People regularly visit these piers to 'escape'</i> • <i>The residents of Hervey Bay want to keep the ambience</i> • <i>Residents and visitors love the relaxing seafront</i> • <i>Don't mess with the current laid back vibe</i> • <i>Protect Peacefulness & historical beauty of piers</i> • <i>Visitors love the tranquillity of the bay</i> • <i>they're our showpieces, brand, history, not 4 sale</i> • <i>Keep the things that give HB a point of difference</i> • <i>Residents/ tourists enjoy the undiluted beauty</i>
Leave as is	182	<ul style="list-style-type: none"> • <i>Leave as they are for people to use as they wish</i> • <i>Leave them as it is</i> • <i>Keep the pier and jetties as they are currently</i>



		<ul style="list-style-type: none"> • They need to be preserved • Leave the Pier and Jetty for all to enjoy. • Keep as is • NEVER CHANGE THEIR CURRENT USE • Just leave the pier as it is • Just leave the jetties be as they are • Leave it alone • People love exercise, Leave as is • Leave as is • Pier – leave well alone • Leave the pier as it is • Leave them as they are • Preserving the existing structures
Tourism, Attractions and Economic Impact	168	<ul style="list-style-type: none"> • Promote & use our iconic jetty's & beautiful beach • Making visitors return to our area • Create an iconic tourist attraction • Attract Tourism with new exhibits • Bringing tourism industry back to the bay • Tourism increase with business on the piers • Better use to encourage more tourism • Will destroy a major drawcard to this town • They are significant tourism drawcards • Don't let your greed stuff p our tourism • Reducing this freedom will hurt Tourism • Restriction in use will harm tourism • No need for additional attractions on the piers • It's one of the attractions of Hervey Bay • Locals and tourists all love sightseeing on them • Keep pristine and attraction for tourists • Revenue being generated to benefit local economy • good for business • bring more tourists • Boost to Economy • Employment opportunities for locals • Expand local economy and wellbeing
Photos, Walking and Fishing ok	156	<ul style="list-style-type: none"> • Fishing to continue • Personal fishing to continue • Photography • Continue to allow hobbies fishing, photography • I think fishing, yoga, photography is a good idea • Fishing, photography, walking riding ONLY • Personal fishing, photography, walking relaxing etc • Walking surface • Available for walking or fishing • Impact on recreational fisherman • Preserve the jetties for relaxation and recreation
Suggested Activity Parameters	138	<ul style="list-style-type: none"> • Ensure all events are advised well in advance • Can't be booked out every weekend • Family friendly • Limit per month • Private functions in evening only on certain days • Ample notice of events (private / commercial) • No structures attached



		<ul style="list-style-type: none"> • <i>Frequency – not very day / weekend</i> • <i>No permanent occupation</i> • <i>Whatever is decided upon MUST enhance no eyesores</i> • <i>Food vendors on the pier long time coming</i> • <i>Fundraising for good cause... absolutely</i> • <i>Annual review</i> • <i>Ensuring no one enterprise takes control</i> • <i>Don't allow too many traders</i> • <i>Have a roster system for equity</i> • <i>Loss of bond deposit for littering</i>
Costs and Fees	137	<ul style="list-style-type: none"> • <i>Events to include funding council clean up</i> • <i>The enjoyment on the facilities should be free</i> • <i>Appropriate fees for commercial and private use</i> • <i>Keep them free no cost</i> • <i>Cost to maintain additional structures</i> • <i>How much will it cost?</i> • <i>Reinvest permit fees from commercial activities</i> • <i>Helps with the costs of the upkeep of these places</i> • <i>Extra costs of maintenance and insurance</i> • <i>Costing would be enormous</i> • <i>Cost for additional work needed by Council employees</i> • <i>Cost of such development that would arise</i> • <i>No cost to ratepayers</i> • <i>Make money from hire</i> • <i>Cost benefit analysis</i> • <i>Don't make money from community owned places</i>
Near not on Pier/ Jetty & Other local opportunities	131	<ul style="list-style-type: none"> • <i>Amenable to activities in the vicinity</i> • <i>Restrict businesses to general vicinity</i> • <i>Functions should remain on the foreshores</i> • <i>Focus on areas currently available near piers</i> • <i>Commercial, Business activities to remain in Parks</i> • <i>Use the surrounding areas to host events</i> • <i>Have a function near the pier but not blocked off</i> • <i>Functions near not on the piers</i> • <i>Only use of grass areas near piers</i> • <i>Only public activities in the parks near the piers</i> • <i>Community activities can be held near the piers</i> • <i>Using space near the pier highly recommended</i> • <i>Commercial use in the area not on the jetty</i> • <i>Use existing vacant shops/ premises nearby instead</i> • <i>Leave activities in parklands</i> • <i>Plenty of beachfront ashore</i>
Infrastructure, Parking and Transport	106	<ul style="list-style-type: none"> • <i>Adequate parking near pier</i> • <i>Parking availability</i> • <i>More public parking available</i> • <i>Constant hiring would impact parking</i> • <i>Car parking is not sufficient</i> • <i>Public transport to access them</i> • <i>Look at family friendly transport on calendar events</i> • <i>Provide some shade</i> • <i>Shade the pier</i>



		<ul style="list-style-type: none"> • Covered areas on the pier • Comfortable seating • Need to think about infrastructure on Piers • Infrastructure around the piers is inadequate • Surrounding infrastructure would not cope • Build wider extensions for kiosks etc • size or length of jetty allow further use • Better lighting at night • Add toilets and fresh drinking water • Lights on all Jetties & Pier
Against Private Use	98	<ul style="list-style-type: none"> • Don't Close them off for private functions • No private use at all • No private functions that close piers for hours • Do not support private usage / hire of the piers. • They should never be closed for private functions • I do not support exclusive use private events • Never for exclusive PRIVATE use. Must be open • No private functions • Don't close them off for private functions • No private/ community functions • Private hire is inappropriate
Local Business Incl. Impacts and Support)	97	<ul style="list-style-type: none"> • Consider the businesses and owners • Consider the current owners expenses already • Loss of business for existing business, cafes etc • Business will be taken away from other businesses • Not to take away from business from already established • Local business given first preference • Businesses around the pier will suffer • Existing businesses would suffer • Loss of business to surrounding cafes etc • Established businesses don't need anymore competition • Need to focus on supporting current businesses • Detrimental to current businesses • Support existing businesses
General Support for Activities and Events	90	<ul style="list-style-type: none"> • Make them a feature like the piers in the UK • Done properly should be great for the area • Allowing events beneficial to community and visitors • Opportunity to use our underused assets • Beautification for the bay • See more use of the piers by the public • Allow an already great attraction to be used • Don't shut down with red tape all great ideas • Create activity and engagement on the Esplanade • Bring in Tourism from SEQ – esp. Brisbane • I love these ideas
Temporary Activities and Events (incl. lessons, Markets, Pop up stalls, etc)	85	<ul style="list-style-type: none"> • Pop up not permanent. • Special functions through out the year. • Use for Markets • Positioning of coffee vans off jetties not perm. • Temporary construction of pop-ups (pending approval) • Pier...long lunch or dinner soires



		<ul style="list-style-type: none"> • <i>may be some private weddings/events but not to regular</i> • <i>Nothing permanent on them as they belong to everyone</i> • <i>Music on the piers would be fabulous</i> • <i>Occasional events only</i> • <i>Fishing competitions</i> • <i>Consider all types of events , seems you have :)</i>
For Community Use	72	<ul style="list-style-type: none"> • <i>Preference to public events over private</i> • <i>Create more community events</i> • <i>More community events based a these areas</i> • <i>Partial community use only</i> • <i>Community events but with free access</i> • <i>Certainly allow community festival use</i> • <i>Community events would be good on all</i> • <i>Community events</i> • <i>Support Commercial and Community use</i> • <i>Ok for community use</i> • <i>Business and community use can be good</i> • <i>Community use first</i> • <i>Community functions but not political</i> • <i>Dinners and community functions for fundraising</i> • <i>Local community use only</i> • <i>Community event use ok from time to time</i>
General Opposition	71	<ul style="list-style-type: none"> • <i>No use No use No use</i> • <i>Oppose activities on the jetty</i> • <i>Take the residents of Hervey Bay concerns seriously</i> • <i>Hervey Bay does not want to become another Noosa</i> • <i>Don't agree with profiteering from public assets.</i> • <i>We don't want something like the Brighton Pier</i> • <i>We said no development previously</i> • <i>I would stop using the jetties if this went ahead</i> • <i>Please listen to the people</i> • <i>Once contaminated our piers cannot be restored</i>
For Kiosks, Café's and Restaurants	56	<ul style="list-style-type: none"> • <i>Kiosk on Urangan Pier</i> • <i>Kiosk or Café</i> • <i>Kiosk at the end of jetty with cover for rain</i> • <i>Build wider extensions for kiosks</i> • <i>Café/ restaurant at the end of Urangan pier</i> • <i>Café or restaurant would be very popular</i> • <i>Build a café or Restaurant on or attached to the pier</i> • <i>A jetty restaurant would be highly sought</i> • <i>Restaurant over the water would be great</i> • <i>More restaurants good</i>
Mobile Carts and Small Vendors	54	<ul style="list-style-type: none"> • <i>Mobile food & drink Vendors</i> • <i>Refreshments on Urangan Pier would be good</i> • <i>Only small mobile carts</i> • <i>Mobile refreshment/ icecream cart on jetties</i> • <i>Mobile coffee cart/ ice cream cart only</i> • <i>Mobile vendors ok</i> • <i>Refreshment cart at the Urangan pier is long overdue</i> • <i>Small trolleys selling food/ drinks/ fishing gear</i> • <i>Small traders</i>



		<ul style="list-style-type: none"> • <i>Fishing supplies would be great</i>
Against Full hire/ Exclusive use and Permanent Structures	49	<ul style="list-style-type: none"> • <i>I don't support exclusive use private events</i> • <i>No exclusive use</i> • <i>No exclusive use should be allowed</i> • <i>They should never be exclusive use</i> • <i>Don't want permanent structures built</i> • <i>No permanent structures</i> • <i>No permanent structures on the pier</i> • <i>No full hire of any structure</i> • <i>No full hire of the piers</i> • <i>Don't want 'full hire' that limits public access</i>
Negative Impact for locals and visitors	40	<ul style="list-style-type: none"> • <i>It will negatively impact residents</i> • <i>Need to consider the impact to locals and visitors</i> • <i>Must not impact unnecessary on residents</i> • <i>Community impact</i> • <i>The mental physical health impact on the town</i> • <i>Must not impact on public activities</i>
For Commercial Use	39	<ul style="list-style-type: none"> • <i>Allow bars/ venues</i> • <i>More cafes would benefit locals and tourists</i> • <i>Use for restaurant services</i> • <i>Commercial Business Events</i> • <i>Allow commercial activities open for everyone</i> • <i>Cafe or restaurant would be very popular</i> • <i>Some commercial use would add value for users</i> • <i>Piers all around the world have commercial use</i> • <i>I support limited commercial use such as Urangan</i> • <i>Commercial hire would be a draw card</i> • <i>Commercial benefits for Council and businesses</i> • <i>Enhance the experience through commercial services</i> • <i>Welcome business to improve these assets</i>
Widen/ Extend the Piers and Jetties	36	<ul style="list-style-type: none"> • <i>Extend both the piers and make the most of them</i> • <i>Extend pier</i> • <i>Extend and widen the Urangan pier</i> • <i>Extend Urangan pier to full original length</i> • <i>Widen the jetty, to at least into 5 metres wide</i> • <i>Build wider extensions for kiosks etc</i>
Find money elsewhere/Council just making money	34	<ul style="list-style-type: none"> • <i>Should not be a money grab for council</i> • <i>Not another money grab</i> • <i>Not everything has to be a money grab</i> • <i>Money grab by Council</i> • <i>Find money in other aspects</i> • <i>Don't make money from community owned places</i> • <i>You don't have to restrict the pier to make money</i> • <i>Stop trying to make money off everything</i>
Scarness and Torquay Comments	30	<ul style="list-style-type: none"> • <i>Leave Scarness and Torquay for community</i> • <i>Some use to the Torquay and Scarness and with classes</i> • <i>Private hire on Torquay and Scarness</i> • <i>Scarness and Torquay jetty too short for activities</i>



		<ul style="list-style-type: none"> • Minimise Torquay Scarness disruptions • Not Scarness No to Torquay • I do not support any exclusive use of Scarness • Scarness and Torquay could be used for photography • Leave Scarness and Torquay jetties alone • Scarness and Torquay Events and Mobile Vendor
Pier and Jetties not big or wide enough	29	<ul style="list-style-type: none"> • Jetty's are not wide enough for market stall crowd • Pier and jetties not big enough • There's not enough space to hold market stalls • Not enough room • Jetty's don't seem big enough for any of these ideas • Not big enough
Urangan Comments	28	<ul style="list-style-type: none"> • Urangan Pier area needs major upgrading • Urangan Pier is an iconic place to visit • Kiosk on the Urangan Pier • Length of Urangan Pier suits activities • Retain Urangan as primarily community access • Leave Urangan Pier as an open area • Little train on special days on Urangan Pier • Urangan Pier has so much potential use it • Urangan Jetty needs to have extra arm added • Urangan Pier should only be used by pedestrians
Other Themes/ Comments (between 1-20 responses)		<p>Theme & number of related comments:</p> <ul style="list-style-type: none"> • Noise, Crime and Vandalism/ Damage to structures _____ 20 • Against Kiosks, Café's and Restaurants _____ 19 • For Private Use _____ 16 • Partial hire ok _____ 16 • For Community benefit _____ 15 • Activities for locals _____ 14 • Further community engagement _____ 13 • Inclusiveness _____ 11 • For pets on the pier and jetties (i.e Dogs) _____ 9 • No bikes or scooters _____ 7 • Against pets on the pier and jetties (i.e Dogs) _____ 7 • Limit fishing _____ 6 • Negative – against Council _____ 6 • Access to Cruise ships from pier _____ 6 • Against Community Use _____ 5 • Public saved the jetty once _____ 3 • Include historical/ area signage _____ 3 • Impact to young people _____ 3 • Pier and Jetties considered separately _____ 3 • Jetties – Casual berthing/ mooring options _____ 3 • Public awareness _____ 1 • Duty of care _____ 1 • Thanks for asking for feedback _____ 1 • Make the process easier _____ 1



		<ul style="list-style-type: none">• Indigenous activities and businesses _____ 1• Timeframes (what is the proposed time model?) _____ 1
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