

Toondah Harbour Community Engagement Report

Prepared
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Disclaimer

As part of the Toondah Harbour Priority Development Area project residents were invited to provide comment on a number of questions via surveys and public forums. These comments were submitted via hard copy forms, the internet and through facilitated conversations and reproduced verbatim. Council is publishing them for community information and reporting purposes only. The publication should not be construed as endorsement by Council of any of the comments contained herein.

1. Toondah Harbour Community Engagement – Phase 1

Redland City Council is undertaking a broad range of community and stakeholder engagement activities as part of a joint-process with Economic Development Queensland to create a Development Scheme for the Toondah Harbour Priority Development Area (PDA).

During Phase 1 of its community and stakeholder engagement program (July 2013 – late 2013), Council is seeking to gain community and stakeholder input on the key constraints and opportunities to help inform the creation of a draft Development Scheme.

Engagement activities being undertaken during this phase include:

- Three Open Houses (Community Information Sessions) at Toondah Harbour and on Stradbroke Island.
- Briefings and workshop with industry
- Meetings with stakeholders
- Letters to residents within and adjacent to the PDA
- Letters to North Stradbroke Island and South Moreton Bay Island residents
- Online and paper-based survey on opportunities and constraints
- Newspaper advertising
- Poster displays on island ferries
- Advertising in local media
- Articles in *Our Redlands* magazine and Council's Economic Development e-newsletter
- Media releases.

2. Overview of Community Engagement Report

This report integrates community and stakeholder input gathered through two sources:

1. Online Community Engagement Survey
2. Three Open Houses (community information sessions).

3. Input Gathered

Input was gathered via the following means:

- Online Survey
- Open Houses
 - Structured Comment Forms including a PDA map, photos of potential uses and the following questions;
 - What does Redlands need at Toondah Harbour?
 - Circle what types of activities, services and development you would prefer at Toondah Harbour. Explain why. Please tell us why you chose the above.
 - What would you like to improve?
 - How can we integrate new and existing uses at Toondah Harbour?
 - What is the best way to pay for new infrastructure or services?
 - Open-ended Comment Forms
 - Comment Wall (Staff wrote comments from attendees on A1 post-it notes on the wall)
 - Attendance Register (including option to register for e-newsletter on Toondah Harbour PDA)
 - Postcards (registering for updates on Redland initiatives)

Raw data is provided in Appendices 2 – 8.

3.1. Key Themes / Learnings

- **Better Car Parking:** Car parking was seen as the greatest issue/constraint. The community raised the problem of car parking for both visitors and island residents currently, and wanted to ensure that any additional development and tourism would not compromise the existing level of free car parking or secure parking at a reasonable cost. Suggestions included multi-level car parking, underground car parking, car hire schemes, and the desire for parking to remain free.
- **Preferred Uses:**
 - There was greatest preference for:*
 - Barge and ferry services
 - Tourism
 - Car parking
 - Cafes and restaurants
 - Parks and open spaces
 - Boardwalks and bikeways.
 - There was some support for:*
 - Apartments
 - Commercial developmentHowever several people made comments that apartment and commercial development should be (a) low-rise and (b) that residents and commercial uses should be separated to manage noise complaints. This is counterbalanced by those opposed in particular to apartments and commercial uses.
- **The purpose of Toondah Harbour** – There was diversity of opinion in whether Toondah Harbour’s primary purpose is either a destination or a transport hub. Feedback from community information sessions held on the mainland was focused on the potential for Toondah Harbour as a tourism and lifestyle hub, and feedback from those on North Stradbroke Island was focused on Toondah Harbour as a transport hub to the Island.
- **Balance development with ecological values:** There is significant recognition and love for the ecological value of the Bay (including water, wetlands, wildlife and sea grasses) and that any development should be mindful of this.
- **Potential for greater access to the waterfront and the water:**– Toondah Harbour’s waterfront location was seen as an asset which would be enhanced by the inclusion of better fishing amenities, swimming pools, over-water restaurants, convention centres, boardwalks, sandy beaches etc.
- **Tourism opportunities:** There was strong support for incorporating tourism facilities into any Toondah Harbour development to create local jobs, to embrace its waterfront location, and in recognition of its ecological values. Facilities to support tourism operators were suggested.

Toondah Harbour

Priority Development Area

- **New uses suggested for Toondah Harbour to enhance locals' lifestyle and tourism:** Suggestions included fishing facilities, netted seawater pools extending into the Bay, car parking to support day trippers and Island visitors, sustainable tourism ventures, more cafes and dining. Many of the suggestions would provide amenity to both locals and tourists.
- **Separation of residential and commercial:** The need for separation between residential and commercial (including ferry uses) to minimise noise complaints for future residents.
- **Embrace, enhance and protect the waterfront location:** Development should embrace and take advantage of the waterfront location, whilst maintaining the views and breezes, and protecting the local marine and land-based ecology.
- **Impact on North Stradbroke Island:** Island residents were concerned about the impact on free car parking on the mainland, as well as the impact of increased tourism on the Island. North Stradbroke Island residents raised many concerns about car parking, ferry services, congestion and difficulties of shared usage at the North Stradbroke Island terminal. While the issues within the Toondah Harbour PDA boundaries, residents noted that if Toondah Harbour development brought more tourists to the Island, there would need to be greater investment and infrastructure at the drop-off side and on the Island.
- **Invest in North Stradbroke Island as well or instead of Toondah Harbour:** Island residents wished to see greater investment on North Stradbroke Island.
- **Maintain off-leash dog park:** There is high community use of the GJ Walter Park, its off-leash dog area, and its recreational uses for families, local community groups and residents.
- **Cafes and dining:** There was generally good support for cafes and dining either within a low-rise development, at the waterfront or in the park. There was more support from Cleveland-based residents than Island residents.
- **Preference for low-rise development:** Where height was mentioned, comments were related to supporting low-rise over high-rise, or rejecting high-rise.
- **Marine development:** Any marina or marine development should have no significant impact on the ecology of the area. Suggestions ranged from berths for small and large boats, through to cafes and dining, through to facilities to encourage wildlife.
- **Maintain ferry and barge services:** There was strong support for maintaining ferry and barge services, along with dredging required supporting these services. There was also support for ensuring multiple operators were encouraged to avoid a monopoly for a provider.
- **Aboriginal cultural heritage:** The Aboriginal Cultural Heritage Act 2003 requires Council to exercise due diligence and reasonable precaution that activity does not harm Aboriginal cultural heritage. The views of the Quandamooka people through their recognised cultural body, the Quandamooka Yoolooburrabe Aboriginal Corporation (QYAC), are key in assessing and managing any activity likely to excavate, relocate, remove or harm Aboriginal cultural heritage.

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Priority Development Area

- **Native Title:** QYAC is making two further Native Title claims covering both land and sea that may impact on the Toondah Harbour PDA. QYAC was unable to provide any details of those claims at this stage.

Quandamooka Community Plan: Through this plan the Quandamooka Nation has articulated its desire to establish a centre at Toondah Harbour supporting cultural, educational and environmental tourism on North Stradbroke Island. QYAC said the Toondah Harbour PDA is an opportunity for traditional owners to realise this ambition.

3.2. Issues and Constraints

Key issues and constraints raised were:

- Access
- Car Parking
- Construction
- Dredging
- Environment
- Ferries and Barges
- Fishing
- GJ Walter Park
- Green Space
- Height
- Impact on North Stradbroke Island
- Lifestyle
- Marketing
- Neighbours
- No development
- Noise
- Quality of amenity
- Residential development
- Tourism
- Traffic flow
- Under-utilised land.

Key Issue / Constraint	Details
Access	- Development here would require more access where is that to be?
Car Parking	<ul style="list-style-type: none">- Lack of capacity.- Need for more free parking.- Car parking spaces to stop parking across driveways.- Additional development would increase the need for more car parking.- Need for free trailer/boat parking.- At the moment, area is choked by parking. Need to create more open space.- At present, visitor parking is very limited for those travelling to North Stradbroke Island for a day's outing.- There is a severe lack of parking at both sides Cleveland and Dunwich. Need central arrival point at Dunwich also.- Current proposal looks 'favourable', however if parking allocation was compromised, it would cause numerous permanent residents to potentially

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	relocate off the Island due to further economic/logistic stress and inconvenience, on top of already escalating barge/taxi costs.
Construction	<ul style="list-style-type: none"> - Requires non-invasive access for commercial vehicles during construction phase. - Concerned that construction traffic has a big impact on current residents and will disturb the "status quo".
Dredging	<ul style="list-style-type: none"> - Continued dredging needed to maintain ferry and barge services. - Continue dredging plans preserving environmental issues.
Environment	<ul style="list-style-type: none"> - Maintain sea grass beds. - Maintain fishing habitat. - Sea habitat is important constraint. - Natural environment is an asset. - There should be limited building over the water and definitely no reclaiming of the Bay in front of the GJ Walter park. - Stay off the mangroves to the south. - Must protect current open space, sea grass beds and mangroves.
Ferries and Barges	<ul style="list-style-type: none"> - Ferry and barge service providers should remain, ensuring no monopoly. - Any changes to sandmining will change barge usage.
Fishing	<ul style="list-style-type: none"> - Lack of fishing amenities such as cleaning areas and mooring for small boats.
GJ Walter Park	<ul style="list-style-type: none"> - GJ Walter Park is well used by cricketers, young kids and local school (Star of the Sea), and Probus picnic events twice a year. - Dog owners use the park regularly please retain dog off - leash areas.
Green Space	<ul style="list-style-type: none"> - Development should concentrate on tarmac area not pinch the green space. - Need to balance between population and open space.
Height	<ul style="list-style-type: none"> - Concerns that five-storey dwellings would detract from current amenity. - High-rise creates noise and should not be in the water. - Development kept below tree level not like the Gold Coast. - No high-rise on the marina walls. Prefer no buildings on the marina wall that follows the current shipping channel will spoil views and outlook for local residents. - No high - rise on the foreshore.
Impact on North Stradbroke Island	<p>A number of issues related to the ferry terminal area on North Stradbroke Island were also recorded. They fall outside the PDA boundaries, however, they relate to the PDA (a) if development of Toondah Harbour promotes more tourists to come to North Stradbroke Island, it will put more pressure on existing infrastructure (b) a desire for investment to be put into North Stradbroke Island rather than Toondah Harbour.</p> <p>Issues raised:</p> <ul style="list-style-type: none"> - Need for more car parking at terminal, Jenner St, and One Mile - Investment on North Stradbroke Island rather than Toondah Harbour - Septic runoff - Need for better infrastructure (water, sewerage) at North Stradbroke Island - Dangerous and difficult situation with high volume and cross-over of cars, buses and pedestrians around One Mile ferry terminal - Why encourage more people to come to North Stradbroke Island when there's not enough infrastructure (water and sewerage) to support them? - Also need to have a central arrival point on Straddie. No point having a fabulous departure point at Cleveland and then arrive at Dunwich to a third-world terminal - If the attraction of an enhanced Gateway to Stradbroke does result in an increase in visitors to the Island (eg: the last official figures estimated annual visitations at 500,000), development planning must include expansion of the landing points on the Island.
Lifestyle	<ul style="list-style-type: none"> - Value the quiet lifestyle.

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	<ul style="list-style-type: none"> - Keep the sea breezes. - Currently strong sense of community.
Marketing	<ul style="list-style-type: none"> - Need for better marketing and signage of area. - Clear signage for visitors to discover areas of Toondah Harbour Cleveland Point and Oyster Point.
Neighbours	<ul style="list-style-type: none"> - People have bought here to enjoy the views and the breeze. - If the water channel is made deeper, need to consider impact on waterfront properties to the north and south (eg. would Council or residents be responsible for raising retaining walls if required)?
No development	<ul style="list-style-type: none"> - We do not need more retail or dining areas. This project is short-term placation of developers not a good idea. - No mixed development on CSIRO site. - Certainly no canal development. - No development of hotels or apartments within 3-5km of shoreline to maintain our beautiful scenery and natural advantage over other areas. - No cafes and fine dining Cleveland Point area has enough. - Apartments definitely not. - No office space. Office space, hotels etc have no place within 3-5km of shore keep it natural. - Don't want to see a hotel. - It does not need more than one shop or restaurant. - Who needs more shops when the businesses in Cleveland are already struggling?
Noise	<ul style="list-style-type: none"> - Impact of noise from ferries and other boats on residential areas. - Noise during construction. - Increased residential development will increase complaints about noise from ferries. - Noise impact of marina - there is noise from smaller boats now which is not being addressed.
Quality of amenity	<ul style="list-style-type: none"> - Standard of the current buildings. - Anything would have to be an improvement to existing facilities. - Better café environment.
Residential development	<ul style="list-style-type: none"> - Current good buffer between residents and ferries. This is an important constraint to factor into future development. - Who is going to buy apartments? - No apartment or large business building.
Tourism	<ul style="list-style-type: none"> - Redlands suffers from lack of hotel accommodation - this is a great opportunity.
Traffic flow	<ul style="list-style-type: none"> - Keep car traffic and people separate as much as possible. - Better pedestrian/vehicle integration.
Under-utilised land	<ul style="list-style-type: none"> - Need development that encourages and promotes tourism. - Development for the enjoyment of tourism and local population. This will create jobs for locals and improve the local economy. - Better layout of existing area. - Upgrade the area.

3.3. Preferred Uses

Based on the structured comment forms,

There was greatest preference for:

- Barge and ferry services
- Tourism
- Car parking
- Cafes and Restaurants
- Parks and open spaces
- Boardwalk and Bikeway.

There was some support for:

- Apartments
- Commercial development.

There was limited support for:

- Bus interchange.

Opposition to development

Based on open-ended comments on the comment forms and comment walls, it should be noted that there was some opposition to high-rise development, particularly along the waterfront. There was also some opposition to apartments, commercial development and cafes.

Generally, opposition to apartments was based on potential marketability or concerns about how new residents would cope with the noise from the ferries and barges. Generally, opposition to commercial development was linked to height, and its potential impact on Cleveland CBD. Generally, opposition to cafes and dining was related to marketability and noise.

In addition, those who opposed any development were concerned about (a) how to provide car parking or access for additional visitors particularly given the lack of parking and access now (b) development should be kept away from the waterfront (c) market demand (d) a belief that Toondah Harbour's primary function should only be as a transport hub for North Stradbroke Island, and (e) that investment should be put into North Stradbroke Island rather than Toondah Harbour.

For instance, community comments recorded at the North Stradbroke Island Open House included: "Why proceed with this when you have no plans to fix the Stradbroke side. Put in a bridge save money"; why do we need a range new uses? Toondah is the step-off point to North Stradbroke Island, and should retain that concept as its main purpose. No new uses".

3.4. Suggested Ideas

In addition, to their preferred uses, community members offered the following ideas and solutions for Toondah Harbour:

Tourism
Clear signage for visitors to discover areas of the Toondah Harbour Cleveland Point and Oyster Point.
Tourism so people actually are drawn to the area.
A reasonable tourism development incorporating low-rise hotel and convention centre, tourist shops and cafes and marina, and low-rise apartments.
Opportunity for decent convention centre accessible by water and land.
Opportunity for caravan destination and other tourism activities.
Potential to improve Toondah (and educational tourism) to North Stradbroke Island.
Opportunity to create local tourism jobs.
An area for people to meet a nice hotel.
Opportunity for convention centre and alfresco dining. This will encourage local employment and economy.
Local tourism that gets people on boats to see different vistas maybe take them down the coast to Coochiemudlo. Eg. Granville Island in Vancouver has small electric boats that hold 5-10 people. Skipper takes them on small tour from pontoon. This bay is very flat (like our bay).
Tourism to encourage weekend visitors to Cleveland and Stradbroke.
Wave machine like at Hervey Bay. Water play parks on the foreshore. Pool in the bay water on the foreshore with a net (like Brighton Le Sands in Sydney).
Link to the Bay Islands. Should cater for tourism and local recreational needs.
Markets once a month.
Day trips/afternoon trips/breakfast on smaller ferries to enjoy scenery eg. trips on weekend, Cleveland to Victoria Point route – Coochiemudlo.
Smaller tourist information centre directing visitors and assisting with available activities at North Stradbroke Island/Toondah.
Tourism visitor information centre at Toondah Harbour plus marina, bar, restaurants.
Sustainable tourism.
Development to encourage and promote tourism.
A reasonable tourism development incorporating low-rise hotel and convention centre, tourist shops and cafes and marina, and low-rise apartments.
A mix of development including low-impact tourism ventures.
Marine education centre.
Conference centre.
Tourist information.
Car and 4x4 hire.

Toondah Harbour

Priority Development Area

A wave machine.
Shops would also be added bonus for tourism even just to look out at the vessels from Cleveland.
Prudent use of open areas for festivals, concerts, plays, recitals, markets (a little more "upmarket" than the Cleveland markets) that also celebrate Redlands produce. A structured programme of one festival per month would assist in commercial interest.
Recreational
Bike path and walkway.
Change should entice families to area for recreational activities.
Enclosed swimming area like Wynnum wading pool.
Opportunity to improve amenity for families.
Sandy areas either side of boat ramp potential to bring families into the area to visit and live.
Nice sidewalks.
Decent boat ramp (existing one is underused).
BBQs, swings etc.
Marine bollards.
Maybe a park incorporating a couple of cafes.
Space under cover with plenty of trees would provide picnic areas for locals and visitors.
Better public amenities and more covered BBQ areas.
Fishing
The construction of a fish cleaning facility at the boat launching ramp at Toondah Harbour .
Recreational fishing.
Decent fishing jetty with fishing cleaning facilities – people currently going to Victoria Point and Redland Bay Cleveland Point too windy.
A fish cleaning facility for the 11,800 boaties and shore fishermen/women residents in the Redland Council area.
Decent fishing jetty with fish cleaning facilities.
Fishing jetty.
Cafes and Restaurants
Locals love to have restaurants and dining on the waterfront supported by others.
Have restaurants something lovely that will bring people here.
Opportunity for restaurant precinct like Portside.
Nice to have fine dining as well as more casual restaurants that go over the water like the Lighthouse Restaurant .
Cafes and fine dining to enjoy the scenic waters of Moreton Bay.
A café/wine bar.

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Priority Development Area

Some café, retail (small).
Some cafes and/or restaurants.
Boardwalk and Bikeway
Improve path to Oyster Point and ensure wildlife is maintained. Time-limited car parking near ferry terminal (long-stay parking should be located further back from terminal).
Like the idea of boardwalk that brings people to waterfront – similar to what's at South Bank.
Encourage cycling and small vehicles, eg. scooters.
Boardwalk link to park (out front of Grand View Hotel) to terminal ferry.
Any boardwalk or cycling facilities to have minimal impact on surrounds
Bike and segway hire.
Examples/Descriptions of Preferred Development
What is "good" development? <ul style="list-style-type: none"> - not higher than five-storeys - allows for view corridors - respect the incredible bay - should allow the eye to travel not blocked by massive walls. This is important to lift the mood of the people living there. People want to feel good about where they live.
Hillaries in Perth has something for everyone this content is applicable to Toondah.
Raby Bay is a viable commercial development.
Development should maintain good residential/commercial separation; include open space, and be well-constructed with an aesthetic design.
Development should maintain character of the area.
Should be classy.
Eg. Amalfi Coast (Italy) swimming, boating, all activities in the one area. Also Hervey Bay features local artists and street art.
Area is appropriate for development could be similar style to Hope Island.
The types of development described in various brochures focuses on shopping, entertainment, first -class accommodation, a marina for boaties who live on the mainland.
This PDA is a once in a generation opportunity for council to develop something "great".
Personal safety should be high on Council's agenda for the development. Lots of security cameras and well-lit.
San Francisco's "Pier 39" would be a fantastic starting template. It is an amazing place they have enticed seals as their native fauna something similar would be great (I know we do not have seals in the bay).
Apartments
Townhouses, villas and homes with a marina such as Raby Bay, with cafes, fine dining, boardwalk and bikeways.
To promote tourism and housing.

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Ferry and Barge

Sheltered areas for people to stand when waiting for taxi (water) and barge.

Direct ferry service to Brisbane and Toondah Harbour.

Ramp to board ferries and water taxi.

Ferry service to Brisbane through an upgraded ferry terminal.

Upgrade ferry terminals.

Dredging of all areas to enable a reliable water taxi service to and from the island.

Car parking

Development needs to accommodate car parking – maybe a multi-deck car park?

Opportunity to meet parking needs for visitors to North Stradbroke Island this is essential to a successful design.

Have parking off-site and people walk into the area.

Car parking should be underground or on west side of development well away from water.

Secure, affordable parking for islanders who have a town car more development will bring more cars.

Car parking use GoGetz and 'sell' the concept to islanders this is a cheaper, more efficient alternative than owning a car for occasional use.

Free parking (this was stated many times).

Tour bus parking.

High-rise parking facilities.

Equivalent or greater capacity for free vehicle parking that is currently provided in this area.

Increased parking mostly underground while maintaining as much of the natural beauty of the area as possible.

Free car parking for Island residents.

Allocated parking for Island residents.

I expect to be able to continue to park securely after development at a reasonable price.

Environmental

Protection of the local biodiversity and the promotion of its assets and seagrass beds, mangroves, koala habitat etc.

Protect mangroves and sea grass beds for the dugongs and the turtles.

Promotion of the environmental assets offered by Moreton Bay.

A link to the migratory bird species that arrive every year. At the moment, there are only small signs at the park and down to Oyster Point. This link should be expanded upon (possibly on the annual basis) and should be celebrated. This can be used as an education tool for conservation, education and highlights the richness of birdlife in the area. It may underpin a festival for the area and be a point of difference for Cleveland from other areas of Brisbane.

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Traffic

Transport efficiency (including one road access, especially for access for emergency vehicles).

Suitable drop-off zone.

Need to make area "human friendly" with separate foot and vehicle traffic.

Public Transport

Coordinate train and bus.

Lobby for Go Card facility (but can only have one provider).

Marina

Marina would add value to area provided it does not have a significant ecological impact.

Marina, cafes, fine dining, boardwalk, bikeway, apartments, tourism.

Boat dock.

Shops for boaties and public.

Deeper water required (dredging).

Mega yacht berths, chandlery, marina, passenger ferry and charter vessel departure buildings, all-weather berths.

Refuelling facilities.

Sewage disposal facilities.

Small repair facility and travel lift.

Have harbour for small boats to moor and go to restaurants.

A deep water harbour that provides for inter - island ferry services. Marina complex that provides for private boat owners and small business operators.

A marina development would be best management concept for this area with deep water access for barges, water taxis: and commercial trade vessels. Toondah's primary purpose is servicing tourism to the Islands in a modern transit centre. There is plenty of room for a marina which would easily offset any cost in development of this area over time.

Landscaping

Encourage ecological diversity by planting diversity of food trees this builds on current open space.

Keep it simple and natural. We don't need manicured parks in the Redlands.

Minimise run-off and pollution so that the seabirds can thrive.

Only plant native Redlands trees, shrubs and undercover.

Shady trees.

Waterfront

Create more opportunity for people to interact with water.

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Priority Development Area

Need to respect broad thrust of community plan especially regarding "embracing the bay".

Rock protection walls.

Commercial Development

Relocate government offices to Cleveland.

Maybe office space.

Specialty shops.

Limited retail (particularly given the decline in Cleveland CBD retail).

North Stradbroke Island

In addition to Toondah Harbour, look at: 1. One Mile free car parking extend into caravan park/high school area. Better bus interchange facility. Stop unnecessary parking police at One Mile; 2. Dunwich extend public car park on Jenner St onto park area.

Build a bridge to Straddie (could be a toll bridge?). Too much hassle with the ferries. Make it easier for visitors to go to Straddie.

1. Parking at One Mile more free spaces (either extend into caravan park or use the existing high school park).
2. Parking at Jenner St more free spaces (extend existing parking outside police station).
3. Council to stop issuing parking fines at One Mile until extra spaces are provided.

Also need to have a central arrival point on Straddie. Ferry -terminal on North Stradbroke Island should be of a similar standard to that at Cleveland.

Bikeway around North Stradbroke Island.

3.5. Integration of New and Existing Uses

Existing uses raised by the community included:

- As a transport hub to and from the Islands
- As a recreational area – particularly GJ Walter Park. Others used the café or walked the area as a way to socialise or exercise
- Car parking
- Residential.

Suggestions on how to integrate new and existing uses included:

- Linking with existing paths nearby
- Ensuring continued flow of sea breezes
- Ensuring the local residents are kept informed and involved in community engagement
- Landscaping that uses native Redland trees and shrubs and groundcover plants
- Moving the existing café and ticket office to the water's edge
- Good planning
- Injecting income through tourism.

3.6. Funding Options

Generally, the community suggested a mix of funding from Redland City Council, State Government and the private sector.

Some provided more details, including:

- Council to pay for universal services
- Developers to pay contributions
- Tourism operators to provide user-pays services
- Income from tourism operations
- Government/private enterprise agreements to achieve initial funding and construction
- Ferry operators to upgrade and maintain their own facilities
- Paid parking (although North Stradbroke Island and local residents want free parking)
- Port charges for barge traffic
- Passenger levies
- Dedicated marina facilities for personal berths, and commercial use
- Truck levy based on tonnage
- Fees/levies /taxes on tourists
- Marina development
- Berth fees.

4. Structure of Online Survey

4.1. Objectives

To gain input on a series of structured questions, and to provide an opportunity for input from people unable to attend one of the Open Houses (Community Information Sessions).

4.2. Questionnaire

1. What should be retained in any development in this area?
2. How do you currently use this area?
3. What would make this area great? What are your big ideas on what this area could look like?
4. Consider. What this land is currently used for and how this could be accommodated for in the future.
5. How can your vision be achieved? Consider: How can business be a part of your concept? What other organisations could help make your vision happen? Ultimately, how will your plan be paid for?

5. Structure of Open Houses (Community Information Sessions)

5.1. Objectives

Three Open Houses (Community Information Sessions) were held to educate the community about the Toondah Harbour PDA process, and to gather input from the community on constraints and opportunities for Toondah Harbour, to help inform the creation of a draft Development Scheme. The draft will be subject to a further round of community and stakeholder engagement to gain feedback before a final draft is developed and submitted for approval.

5.2. Times and Locations

Three Open Houses (Community Information Sessions) were held:

1. Friday 9 August, 2-4pm Toondah Harbour at the Island View Cafe, Toondah Harbour, Cleveland
2. Saturday 10 August, 2-4pm Toondah Harbour at Island View Cafe, Toondah Harbour, Cleveland
3. Saturday 17 August, 2-4pm Dunwich Town Hall, North Stradbroke Island

5.3.Format

Each session included:

5.2.1. Display Boards – A series of display boards which explain the Toondah Harbour process, current and potential land uses, and key constraints. Council staff were situated amongst the display boards to explain the Toondah Harbour PDA process.

The following information boards were displayed:

- What is a PDA?
- Toondah Harbour PDA
- Community Engagement Process
- Current and Potential Uses
- Environmental Constraints
- Transport and Infrastructure Constraints
- A1 map of the PDA and its uses
- Examples from NZ and Cairns.

5.2.2. Methods to Gather Input

The following methods were used:

- Structured Comment Forms. The forms included a PDA map, photos of potential uses and the following questions -
 - What does Redlands need at Toondah Harbour?
 - Circle what types of activities, services and development you would prefer at Toondah Harbour. Explain why. Please tell us why you chose the above. (Photos: Barge and ferry services; tourism).
 - What would you like to improve?
 - How can we integrate new and existing uses at Toondah Harbour?
 - What is the best way to pay for new infrastructure or services?
- Open-ended Comment Form
- Comment Wall (Staff wrote comments from attendees on A1 post-it notes on the wall)
- Attendance Register (including option to register for e-newsletter on the PDA).

Toondah Harbour

Priority Development Area

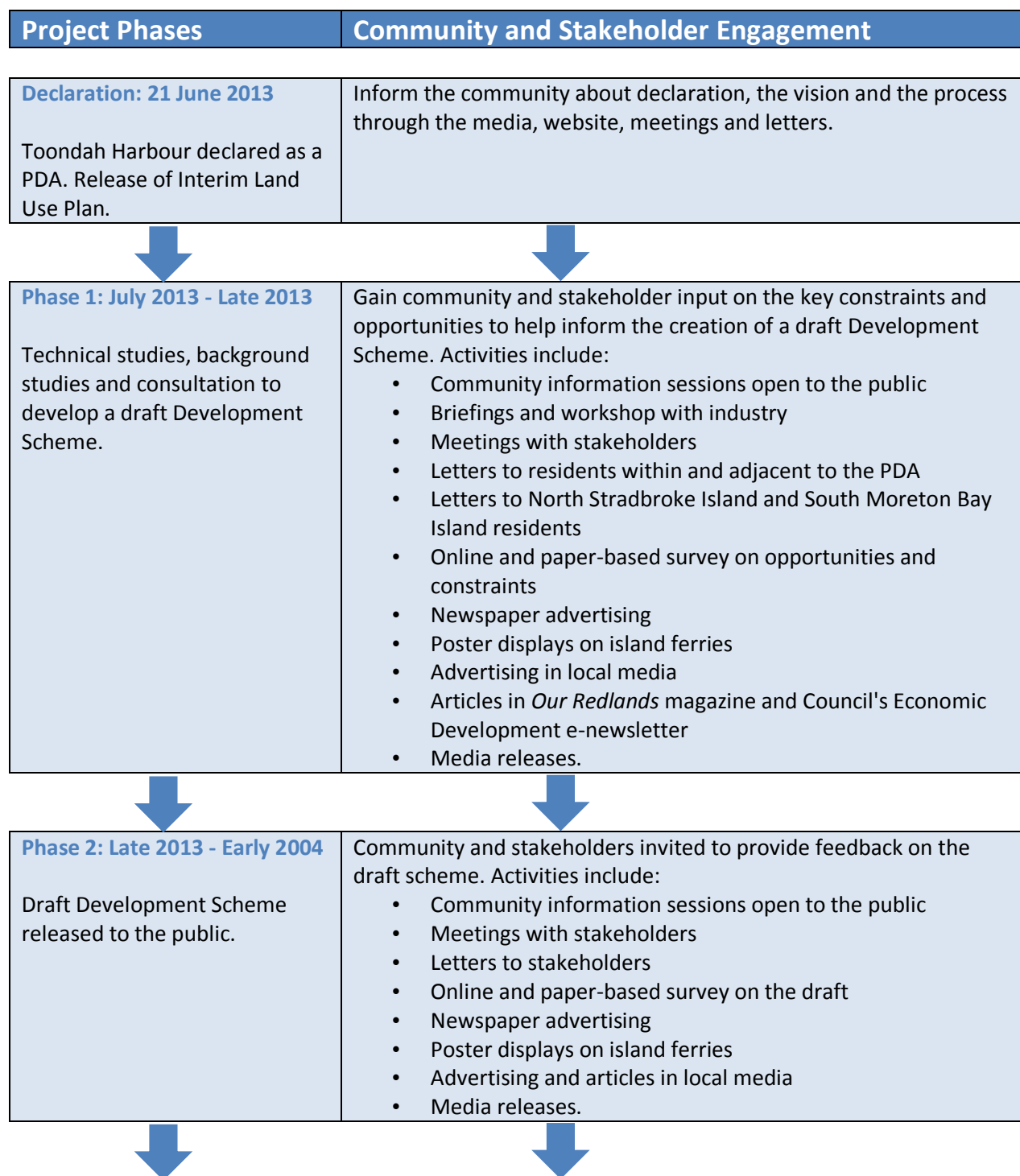
- Postcards (registering for updates on other Redlands initiatives).

5.2.3. Additional Information Materials

Additional information materials were provided for the community:

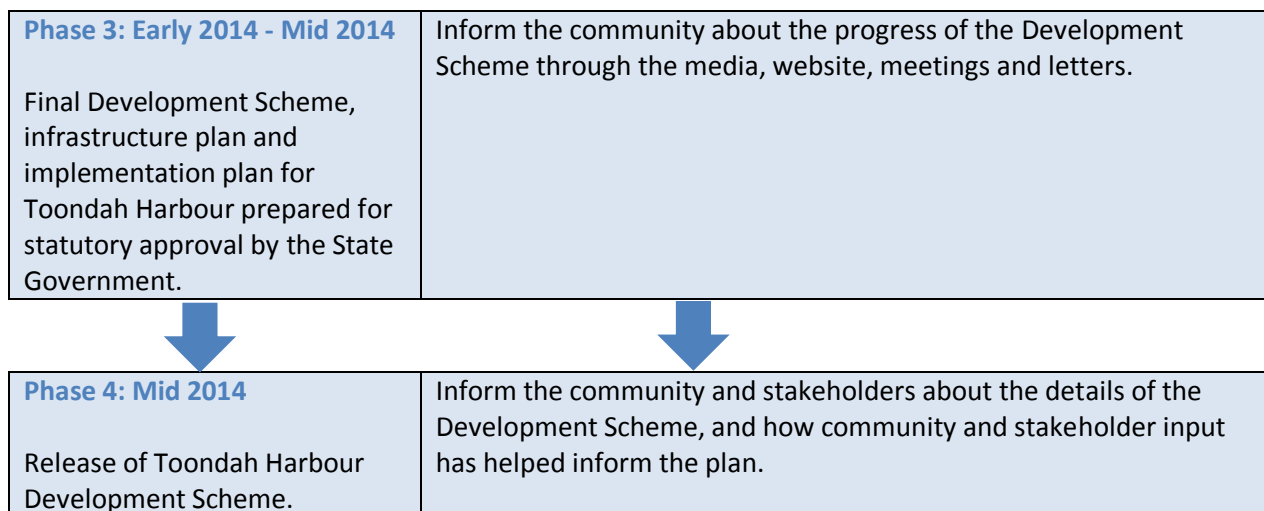
- Fact sheet on Toondah Harbour
- Fact sheet on dredging at Toondah Harbour
- Copies of the Interim Land Use Plan
- Redlands brochures on Council services, local tourism etc.

6. Appendix 1: Community and Stakeholder Engagement Process



Toondah Harbour

Priority Development Area



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7. Appendix 2: Structured Comment Forms – From Toondah Harbour Sessions

Please note: Some sections below have no text since these questions were not completed on the comments form.

What does Redlands need at Toondah Harbour?	Preferred Uses	What would you like to improve?	How can we integrate new and existing uses at Toondah Harbour?	What is the best way to pay for new infrastructure or services?
<p>Markets once a month.</p> <p>Day trips/ afternoon trips/breakfast on smaller ferries to enjoy scenery, eg. trips on weekend, Cleveland to Vic Pt route – Coochiemudlo.</p> <p>Small tourist information centre directing visitors and assisting with available activities at North Stradbroke Island/Toondah.</p>	<p>Ferry and barge services</p> <p>Tourism</p> <p>Boardwalk and bikeway</p> <p>Cafes and dining</p> <p>Apartments</p> <p>Tourism to encourage weekend visitors to Cleveland and Stradbroke.</p> <p>Boardwalk linking Park (out front GV Hotel) to terminal ferry.</p> <p>Cafes and fine dining to enjoy the scenic waters of Moreton Bay.</p>	<p>Marketing</p> <p>Ferry terminals</p> <p>Clear signage for visitors to discover areas of the Toondah Harbour Cleveland Point and Oyster Point.</p>	<p>Update neighbours on progress of harbour changes. Advertising of integration at library, train station, bus stops, local newspaper.</p>	<p>State and local government funds.</p>
		<p>Car parking -use GoGetz and "sell" the concept to Islanders.</p> <p>Cheaper, more efficient than owning a car for occasional use.</p>		
<p>Better use of land. Development for the enjoyment of tourism and local population. This will create jobs for locals and improve the local economy.</p>	<ul style="list-style-type: none"> Ferry and barge services Tourism - boardwalk and bikeway Cafes and dining Car parking Apartments 	<p>Better use of under-used area of land.</p> <p>Development to encourage and promote tourism.</p>	<p>Planning and development which will inject income into the area i.e. tourism, cafés, restaurants.</p>	<p>Private investment;</p> <p>Council contribution;</p> <p>State Government contribution;</p> <p>developer contribution.</p>

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What does Redlands need at Toondah Harbour?	Preferred Uses	What would you like to improve?	How can we integrate new and existing uses at Toondah Harbour?	What is the best way to pay for new infrastructure or services?
	<ul style="list-style-type: none"> • Bus Interchange • Parks and open space. <p>Let's get these improvements moving forward.</p>			
		Standard of the current buildings improved car parking facilities.	A mix of development including low impact tourism ventures. Maybe office space. I don't want to see a hotel. No high-rise please. More parking facilities, BBQs, swings etc.	Joint venture private enterprise / Council for community projects.
Tourism visitor information centre at Toondah Harbour, marina, bar, restaurants.		<p>Dredging for Straddie Flyer.</p> <p>Tourism so people actually are drawn to the area.</p>		Developers.
Marina, cafes, fine dining, boardwalk, bikeway, apartments, tourism.	<ul style="list-style-type: none"> • Tourism • Boardwalk and bikeway • Cafes and dining • Apartments • Parks and open space <p>To promote tourism and housing.</p>		I would like to see townhouses, villas and homes with a marina such as Raby Bay, with cafes, fine dining, boardwalk and bikeways.	
A tourist development.		A reasonable tourism development incorporating low - rise hotel and convention centre, tourist shops and cafes and marina, and low-rise apartments.	Should not be difficult with the right planning.	Joint arrangement with State Government, Council and private enterprise.

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What does Redlands need at Toondah Harbour?	Preferred Uses	What would you like to improve?	How can we integrate new and existing uses at Toondah Harbour?	What is the best way to pay for new infrastructure or services?
A fish cleaning facility for the 11,800 boaties and shore fishermen/women in the Redland Council area.	Car parking. At present, visitor parking is very limited for those choosing travelling to North Straddie for a day's outing.	1. The construction of a fish cleaning facility at the boat launching ramp at Toondah Harbour. 2. Increased free car parking 3. Free trailer/boat parking.		From Council rates or charges for access and parking fees to be paid from non-Council residents.
	Parks and open space. Keep off-leash dog area.			
No high-rise on the marina walls. Prefer no buildings on the marina wall that follows the current shipping channel will spoil views and outlook for local residents.	<ul style="list-style-type: none"> Ferry and barge services Tourism Boardwalk and bikeway Cafes and dining Parks and open space. <p>Car parking should be underground or on west side of development well away from water.</p> <p>Who is going to buy apartments? Already proposed in Cleveland CBD.</p>			
	<ul style="list-style-type: none"> Ferry and barge services Tourism Boardwalk and bikeway Cafes and dining Car parking Apartments Bus Interchange Parks and open space. 	Recreational fishing.	Boat dock deeper water (dredging) Shops for boaties and public.	Commercial development.

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What does Redlands need at Toondah Harbour?	Preferred Uses	What would you like to improve?	How can we integrate new and existing uses at Toondah Harbour?	What is the best way to pay for new infrastructure or services?
	<ul style="list-style-type: none"> Ferry and barge services Tourism Boardwalk and bikeway Cafes and dining Parks and open space. <p>Wave machine like at Hervey Bay. Water play parks on the foreshore. Pool in the bay water on the foreshore with net. (like Brighton Le Sands in Sydney).</p>			
A café/wine bar. Nice sidewalks.		Car parking spaces to stop parking across driveways.		
	<p>Car parking.</p> <p>Secure parking for the Islanders that have a town car but not at a big cost to Islanders.</p> <p>More development will bring more cars.</p>			
Better layout of existing area.	<ul style="list-style-type: none"> Ferry and barge services Tourism Boardwalk and bikeway Bus Interchange Parks and open space. 	<p>Bike path and walkway.</p> <p>Sheltered areas for people to stand when waiting for taxi (water) and barge.</p> <p>Keep car traffic and people separate as much as possible.</p>	<p>Link existing paths nearby.</p> <p>Shift café and ticket office to edge of water.</p> <p>Marine education centre.</p>	Council and tourism operators and State Government.

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What does Redlands need at Toondah Harbour?	Preferred Uses	What would you like to improve?	How can we integrate new and existing uses at Toondah Harbour?	What is the best way to pay for new infrastructure or services?
<p>Upgrade the area.</p> <p>Sustainable tourism.</p> <p>Conference centre.</p>	<p>Ferry and barge services</p> <p>Tourism</p> <p>Boardwalk and bikeway</p> <p>Cafes and dining</p> <p>Car parking</p> <p>Bus Interchange</p> <p>Parks and open space.</p> <p>Link to the Bay Islands.</p> <p>Should cater for tourism and local recreational needs. No apartment or large business building.</p>	<p>Direct ferry service to Brisbane and Toondah Harbour.</p>	<p>Upgrade ferry terminals</p> <p>Marine shop themes</p> <p>Some café, retail (small)</p> <p>No high-rise on the foreshore</p> <p>Marine bollards</p> <p>Local art</p> <p>Fishing jetty</p> <p>Restaurants</p> <p>Sustainable tourism.</p>	<p>Parking fees, investors, not rates.</p> <p>Some Council funding.</p>
<p>Must protect current open space, sea grass beds, and mangroves.</p>	<p>Boardwalk and bikeway.</p> <p>Parks and open space.</p>	<p>Dredge flyer terminal.</p>		
<p>Decent fishing jetty with fish cleaning facilities</p> <p>Decent boat ramp (existing one is underused) with sandy sides.</p> <p>Any boardwalk or cycling facilities to have minimal impact on surrounds, e.g. Eddie Santaguiliana Way.</p>	<ul style="list-style-type: none"> Ferry and barge services Tourism Boardwalk and bikeway Car parking Parks and open space (provided they maintain the wildlife corridor and have minimum impact on surrounds). <p>No cafes and fine dining</p> <p>Cleveland Point area has enough.</p> <p>Apartments definitely not.</p> <p>No office space.</p> <p>Office space, hotels etc have no place within 3-</p>	<p>Ramp to board ferries and water taxi.</p> <p>Improve path to Oyster Point maintaining wildlife.</p> <p>Time-limited car parking near ferry terminal (long-stay further back).</p>	<p>Keep it simple and natural. We don't need manicured parks in the Redlands.</p> <p>Minimise run-off and pollution so that the seabirds can thrive.</p> <p>Only plant native Redlands trees, shrubs and ground cover plants</p>	<p>User pays for infrastructure and development.</p> <p>Council pays for universal amenities with fees for use.</p> <p>State Government has a role in improving infrastructure.</p>

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What does Redlands need at Toondah Harbour?	Preferred Uses	What would you like to improve?	How can we integrate new and existing uses at Toondah Harbour?	What is the best way to pay for new infrastructure or services?
	5km of shore keep it natural.			

Toondah Harbour

Priority Development Area

8. Appendix 3: Structured Comment Forms – From NSI Session

What does Redlands need at Toondah Harbour	Preferred Uses (circled plus comments)	What would you like to improve?	How can we integrate new and existing uses at Toondah Harbour	What is the best way to pay for new infrastructure or services
Protection of the local biodiversity and the promotion of its assets and seagrass beds, mangroves, koala habitat, etc. It does not need more than one shop or restaurant.	Protect mangroves and seagrass beds for the dugongs and the turtles.	Promotion of the environmental assets offered by Moreton Bay. We do not need more retail or dining areas. This project is short-term placation of developers not a good idea.	Why encourage more people to come to Straddie when there are not enough infrastructures (water and sewerage) to support them, e.g. Amity Campgrounds capped for three years. If tourism is encouraged then need to provide for it.	Tax the tourists.
Why proceed with this when you have no plans to fix North Stradbroke Island side. Put in a bridge save money.				
	Car Parking need car parking.			
Cycle tracks. Cafes at ferry terminal.	Ferry and barge services boardwalk, bikeway and car parking. There is a severe lack of parking at both sides - Cleveland and Dunwich. Need central arrival point at Dunwich also.	Parking. Also need to have a central arrival point on Straddie. No point having a fabulous departure point at Cleveland and then arrive at Dunwich to a third-world terminal.	Anything would have to be an improvement to existing facilities.	

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What does Redlands need at Toondah Harbour	Preferred Uses (circled plus comments)	What would you like to improve?	How can we integrate new and existing uses at Toondah Harbour	What is the best way to pay for new infrastructure or services
	Car parking.	<ol style="list-style-type: none"> 1. Transport efficiency (including one road access, especially for access for emergency vehicles) 2. Car Parking 3. Suitable drop off zone 4. Coordinate train and bus (same for Straddie side and One Mile). 	Any changes to sandmining will change barge usage.	
Free parking. Shady trees, water taxis and barges.	Parks and open space. Must keep the existing parkland and public space.			
<ol style="list-style-type: none"> 1. Ferry and barge service providers should remain, ensuring no monopoly 2. More free parking 3. Eating areas 4. Retain dog off leash area 5. Continue dredging plans - preserving environmental issues. 	<p>Ferry and barge services. Tourism. Boardwalk and bikeway. Car Parking. Bus interchange. Parks and open space.</p> <p>Lobby for Go Card facility (but can only have one provider).</p>	<ol style="list-style-type: none"> 1. Parking at One Mile more free spaces (either extend into caravan park or use high school park) 2. Parking at Jenner St more free spaces (extend existing parking outside police station) 3. Stop parking fines at One Mile until extra spaces are provided. 	<p>Extend parking is first priority.</p> <p>Toondah is a gateway to Straddie and should remain as such.</p> <p>Maybe a park incorporating a couple of cafes.</p> <p>No apartments, offices.</p>	<p>Combination of State Gov and local authority.</p> <p>Ferry companies to maintain facilities they use and upgrade as necessary.</p>

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What does Redlands need at Toondah Harbour	Preferred Uses (circled plus comments)	What would you like to improve?	How can we integrate new and existing uses at Toondah Harbour	What is the best way to pay for new infrastructure or services
1. Additional free car parking. 2. Better bus interchange. 3. Better pedestrian/ vehicle integration. 4. Better café environment 5. Continue dredging plans and preserving existing marine habitats. 6. Retain existing dog off-leash environment .	Ferry and barge services. Boardwalk and bikeway. Car parking. Parks and open space. Bus interchange. Toondah is the step - off point to Straddie. Its main focus should be to better provide passenger and vehicle access to achieve this.	In addition to Toondah Harbour, look at: 1. One Mile: free car parking - extend into caravan park/high school area. 2. Dunwich: extend public car park on Jenner St onto park area.	Why do we need a range new uses? Toondah is the step - off point to North Stradbroke Island, and should retain that concept as its main purpose. No new uses.	Mix of State Government and local authority commitment. Ferry company commitment to maintain facilities they use and upgrade as necessary.

9. Appendix 4: Comment forms – Toondah Harbour sessions

RSL Fishing Club.

Important to preserve fish habitat around Cassim Island and boat launching facilities for amateur fishermen.

There are nice reefs around Cassim Island with good snapper.

Opportunity for better boat launching facilities with access to deeper water.

Also good to include fish cleaning facilities – currently people are using the boat ramp to do this.

Any high-rise kept to the wharf and Section 3 (fronting GJ Walter Park).

No buildings on water area.

Maximum of one-storey dwellings along direct shoreline.

More parking (no loss of parking for Island visitors).

Noise restriction for any business on southern side of Middle St.

All development access via Middle Street (no new access points).

No reduction in foreshore access for dog owners.

Public pontoon near public boat ramp for safe boat disembarkment and fishing for local families.

Historically Straddie Ferries had monopoly on Jenner St. This was the original service to service mines.

Gold Cat started 27-30 years.

Having more than one ferry and barge service provider has improved service significantly for Island residents.

Two different Island terminals help mitigate risk of severing services due to fire.

10. Appendix 5: Comment Forms – North Stradbroke Island

Not interested too much in mainland side, but how about having development on the Straddie side with ferries and development together. Add a pool, parkland and easier parking and boat trailer parking. Water taxis need more area. Need nicer area for boats to stop. Need big docks for the barges. Need two water taxi companies (for competition). If you develop at barge and ferry, then leave the boat terminal for boats.

Cylinder and Home Beach – testing 20 years ago showed chemicals from septic runoff down hills into the lagoons on the back of the beaches.

Home Beach – when hot, the beach goes green.

The proposal as is doesn't satisfy any of our needs both in Cleveland and North Stradbroke Island. The concept of a precinct as a destination is flawed:

1. This is the easiest / trendiest /simplest way of addressing Toondah Harbour. There are already issues with retail/apartment accommodation
2. Toondah Harbour is not a destination
3. It needs to be a transport hub for North Stradbroke Island
4. The majority of users of the Harbour are the residents and businesses on the Island. The travelling public is an irregular and infrequent user over time. The money would be best spent upgrading both Cleveland and Dunwich.

The issue of developing the Toondah Harbour area for an array of new uses overlooks the real reason for the existence of the current facility – that is first and foremost to source the passenger and vehicular needs of North Stradbroke Island. If there is to be no bridge, the facilities at Toondah need to be improved. So:

1. Increase free parking
2. Integrate passenger and vehicular traffic in a better segregated manner
3. Retain existing parks and public spaces, including dog park, well used by locals and folk travelling to North Stradbroke Island
4. Carry out planned dredging of Toondah Harbour to preserve existing marine habitat and provide proper access to Gold Cat ferry service, thus retaining the existing marine habitat. Provide proper access to Gold Cat ferry service, thus retaining competition
5. Lobby Translink organisation to share Go Card facilities on both passenger ferry services
6. Limit commercial/huge density development into the area thus presenting parkland, marine environment and better passenger and vehicle access
7. Road access so Middle Street is adequate if upgraded
8. Redevelopment of Toondah Harbour precinct into other uses will create environmental problems, not challenges which will become our burden
9. In conjunction with improving transport facilities at Toondah Harbour, needs to be upgrading facilities at Dunwich and One Mile in the form of more free parking
 - a. Dunwich – extend parking opposite Police Station – reconfigure waiting areas for vehicular traffic
 - b. One Mile – extend free parking into caravan park/high school area. Exercise common sense as to parking limitations at One Mile.

One Mile

- Fenced off area near One Mile:
 - o Driveway – 20 car spaces
 - o Near cemetery
 - o Opposite side of creek to cemetery
 - o Help solve parking issue.

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11. Appendix 6: Comments recorded on Comment Wall at Toondah Harbour

FRIDAY 9 AUGUST
What is "good" development? - not higher than five-storey dwellings - allows for view corridors - respect the incredible bay - should allow the eye to travel not blocked by massive walls. This is important to lift the mood of the people living there. People want to feel good about where they live.
No mixed development on CSIRO site.
Development here would require more access where is that how to be?
Requires non-invasive access for commercial vehicles during construction phase.
Concerned that construction traffic have a big impact on current residents and disturb the "status quo".
Increased residential development will increase complaints about noise stemming from ferries.
Current good buffer between residents and ferries. This is an important constraint to factor into future development.
Opportunity for decent convention centre accessible by water and land.
Redlands suffers from lack of hotel accommodation giving opportunity for more opportunity.
Opportunity for caravan destination and other tourism activities.
Change should entice families to area for recreational activities.
Hillaries in Perth has something for everyone this content is applicable to Toondah.
Potential to improve Toondah (and educational tourism) to North Stradbroke Island.
People have bought here to enjoy the views and the breeze.
Concerns development over five-level dwellings would distract from current amenity.
Opportunity to create local tourism jobs.
Locals love to have restaurants and dining on the waterfront supported by others.
GJ Walter Park is well used by cricketers, young kids and local school (Star of the Sea), and Probus picnic events twice a year.
Sea habitat is important constraint.
Dog owners use the park.
Certainly no canal development.
Raby Bay is a viable commercial development.
Good residential development has good separation within commercial, includes open space, and is well-constructed and aesthetic design. Built for people to live in rather than invest in.
Marina would add value to area provided it does not have a significant ecological impact.
SATURDAY 10 AUGUST
Encourage ecological diversity by planting diversity of food trees this builds on current open space.
Development should concentrate on tarmac area not pinch the green space.

Toondah Harbour

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Like the idea of boardwalk that brings people to waterfront similar to what's at South Bank.
Enclosed swimming area like Wynnum wading pool.
Development needs to accommodate car parking this best achieved with a multi-level car park.
Opportunity to meet parking needs for visitors to Straddie this is essential to a successful design.
Encourage cycling and small vehicles, eg. scooters.
Opportunity for convention centre and alfresco dining. This will encourage local employment and economy.
Relocate government offices to Cleveland.
Need to balance between population and open space.
High-rise should not be in the water.
Have harbour for small boats to moor and go to the restaurants.
Development should maintain character of the area.
Should be classy.
No development of hotels or apartments within 3-5km of shoreline to maintain our beautiful scenery and natural advantage over other areas.
Natural environment is an asset.
Need to respect broad thrust of community plan especially about "embracing the bay".
Need to make area "human friendly" with separate foot and vehicle traffic.
Have parking off-site and people walk into the area.
At the moment, area is choked by parking. Need to create more open space.
Create more opportunity for people to interact with water.
Local tourism that gets people on boats to see different vistas maybe take them down the coast to Coochiemudlo, e.g. Granville Island, Vancouver has small electric boats that hold 5-10 people. Skipper takes them on small tour from pontoon. This bay is very flat (like our bay).
High-rise developments create noise.
Area is appropriate for development similar style to Hope Island.
Development kept below tree level not like the Gold Coast.
Have restaurants something lovely that will bring people here.
An area for people to meet a nice hotel.
Value the quiet lifestyle.
Like the park provides open space for unit dwellers.
Keep the sea breezes.
Opportunity to improve amenity for families.
Dog park is very well used.
Opportunity for restaurant precinct like Portside.
Currently strong sense of community.
Decent fishing jetty with fishing cleaning facilities people currently going to Victoria Point and Redland Bay -

Toondah Harbour

Priority Development Area

Cleveland Point too windy.

Sandy areas either side of boat ramp. This brings lots of families to area to live and visit.

Ferry service to Brisbane through an upgraded ferry terminal.

Eg. Amalfi Coast (Italy) swimming, boating, all activities in the one area. Also Hervey Bay feature local artists and street art.

Build a bridge to Straddie. Too much hassle with the ferries. Make it easier for visitor to go to Straddie. This could be a toll bridge.

Nice to have fine dining as well as more casual restaurants that go over the water like the Lighthouse Restaurant.

If the water channel is made deeper, how will it impact on waterfront properties to the north and south (e.g. would Council or residents be responsible for raising retaining walls if required?).

Noise impact of marina there is noise from smaller boats now.

12. Appendix 7: Comments recorded on Comment Wall at NSI

Our coastal ecosystems/mangrove areas are being destroyed by the "death of 1000 cuts" one marina at a time.
Have a movie theatre at Toondah Harbour, also nice restaurants looking out over the water like the Lighthouse Restaurant.
Consider landing points on Straddie as part of the plan.
Lot of old people on island who need to get to regular medical check-ups and other health service.
Parking solution at Toondah based on McKay and Shute Harbour eg. multi-level.
Create causeway directly out to sea, to the north-east side of Cassim working with natural tides may negate need for dredging (include pipes in new causeway). Stop at natural deep waters include finger jetties eg. Hervey Bay.
Need dedicated parking facility for island residents. This would be for residents who need to use a car once or twice a week. These trips are to access education, visit family, babysit, entertainment - sometimes stay on mainland for a couple of days.
Would be nice to have shops at Toondah.
Mainland parking within walking distance of ferry is very important to Straddie residents.
Upgrade the transport: better amenity at Toondah.
Parking at Toondah: local people pay minimum amounts.
Better signage on transport options.
Need on-site information centre.
Marina facility needed.
Use existing channel for recreational boating.
Move ferry terminal to deeper water, e.g. off Cassim Island.
Separate commercial and recreation boating to ensure safety.
Short-term accommodation positioned to take advantage of views.
Toondah PDA should be extended to improve facilities on Straddie.
Toondah - retain public open space, protect mangroves.
Maintain mangroves = maintaining fisheries for recreational and commercial purposes.
Need to protect marine zones all along coast, e.g. Tweed to Hervey Bay.
Need central landing point for barges on North Stradbroke Island.
If increasing tourism and visitors to island, need to upgrade basic infrastructure such as sewerage, power and water. Currently camping capped at Amity because septic system can't cope with greater numbers.
Ensure any units (accommodation) are set back from ferry terminal due to noise.
Save existing public open space and parks.
Create new parklands and walking tracks.

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Toondah Harbour is a transport hub to North Stradbroke Island. This is the only purpose at Toondah Harbour.
Need to make parking available before, after, and during construction phase. This is a priority.
Both islanders and visitors park at Toondah Harbour.
Secure parking is \$1000 per year.
Toondah was built solely to service North Stradbroke Island.
Please do not join up the coastline from Tweed Heads to Hervey Bay with marinas and other development.
If large-scale dredging occurs where will the dredge spoil be dumped and how will government address the dredge plume problem, which has destroyed the fisheries off Gladstone and its harbour? Fisheries equal food for our growing population. Beware of siltation problems developing in the Southern Moreton Bay Area, especially remaining coral reef areas around Peel Island.

Wall Comments at NSI about other issues on NSI

Need separate boat ramp for VMR at One Mile.
Extend Jenner St car park by two rows (the one opposite the police station).
Extend One Mile parking into the caravan park.
Use the high school for parking including long-term parking. Need a connecting bus to get to terminal for shopping and loads.
Speed limit in Yabbie Street should be 30km/hr. Buses are travelling too fast and there are lots of pedestrians.
VMR: require land facility, e.g. wharf/jetty like Redland Bay (Weinam Creek).
Yabby St is dangerous and needs to be made one-way with enforced 24 - hour parking restrictions. Speed limit needs to be lowered.
One Mile at 3:30pm is very dangerous. Buses, taxi, cars, people with boat trailers, Volunteer Marine Rescue and people picking up school kids all in one little area. Not enough parking so people parking illegally and getting fined and getting angry. Currently road not wide enough to park legal.
Parking is also an issue at Jenner Street.
There has been nothing new done on Straddie for 20 years.
There are no signed parking restrictions on Yabbie St opposite cemetery but people are getting fined even when they park parallel to footpaths.

Toondah Harbour

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13. Appendix 8: Online survey results

What should be retained in any development in this area?	How do you currently use this area?	What would make this area great? What are your big ideas on what this area could look like? Consider; what this land is currently used for and how this could be accommodated for in the future.	How can your vision be achieved? Consider: How can business be a part of your concept? What other organisations could help make your vision happen? Ultimately, how will your plan be paid for?
Nothing, it is all bad ideas in a poor environment.	Commercial operator.	Mega yacht berths, chandlery, marina, passenger ferry and charter vessel departure buildings, hotel, restaurants, specialty shops, tourist information, bike hire/segway hire, car/4x4 hire, high-rise parking facilities, tour bus parking, all-weather berth, rock protection walls, refuelling facilities, sewage disposal facilities, small repair facility and travel lift.	Paid parking, passenger levy for every passenger leaving the port, marina berthing charges, port charges for barge traffic per passenger plus per vehicle, truck levy could be tonnage.
Equivalent or greater capacity for free vehicle parking that is currently provided in this area.	If travelling regularly on the water taxi between the island and the mainland, need a vehicle parked in the Toondah Harbour public parking area for 'commuting' needs whilst I am on the mainland.	Current proposal looks 'favourable', however this should not compromise the current free parking allocation that is provided for in this area. If this free parking allocation was compromised, it would cause numerous permanent residents to potentially relocate off the island due to further economic/logistic stress and inconvenience, on top of already escalating barge/taxi costs. This would be completely counter productive to the ideals of this development for economic growth for the island. The current island permanent population is already diminishing without creating this future potential issue. It is this permanent island population that provides economic stabilization throughout the year, particularly during the colder seasons when 'tourism' drops completely off.	Maintain the current free parking provisions already provided in this area, and not just focus on 'mainland' considerations such as an excess amount of retail outlets for this development. The current public parking area is already in existence, so in theory how this is paid for should be irrelevant.
Revamp the whole area.	I go for coffee and socialise.	Wave machine and spacious under cover areas with plenty of trees would provide picnic areas for locals and visitors.	By charging reasonable fees for use of the wave machine.

Toondah Harbour

Priority Development Area

G J Walter Park and the mangroves adjacent to the Park. There should be limited building over the water and definitely no reclaiming of the bay in front of the park.	<p>We overlook both the park and the bay from Shore Street East and frequently enjoy the beautiful and peaceful panorama while breakfasting.</p> <p>We also use the park amenities with our grandchildren and our Probus Club members. The outlook over the bay provides serenity and was a major factor in our relocation to Cleveland.</p>	<p>A revamp of the ferry terminal providing for limited retail (particularly given the decline of Cleveland CBD retail.)</p> <p>Some cafes and/or restaurants and increased parking mostly underground while maintaining as much of the natural beauty of the area as possible.</p>	With careful, sensitive planning that goes hand in hand with community consultation, especially residents of the immediate area.
Free car parking for Island residents.	Access to our home and parking of a much needed mainland vehicle.	Allocated parking for Island residents. Dredging of all areas to enable a reliable water taxi service to and from the island. No need for more shops when the businesses in Cleveland are already struggling. New owners of residential properties might be happy to live by the water but are they going to be happy to hear barges loading and unloading early in the morning and late at night? Or to have lots of traffic driving past their expensive houses and blocking the road during busy times.	Charge the tourists for their parking. But then you always want to promote tourism, maybe the way to go is to improve what is on the island now. Better public amenities, more covered BBQ areas, better parking areas in prime locations, upgrading of our sewerage systems. What has happened to the bikeway around the Island?
Free public car parking & bike access.	Recreation and ferry access.	A deep water harbour that provides for interisland ferry services. Combined with this should be a marina complex that provides for private boat owners and small business operators.	Government/private enterprise agreements to achieve initial funding and construction. Key stakeholders and investors to achieve return on investment through appropriate fees paid by business users of the facility.

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<p>This area is mud and silt, any improvement will work. Stay off the mangroves to the south.</p>	<p>Transit to and from the Island only.</p>	<p>I would expect a marina development would be best management concept for this area with easier deep water access for barges, water taxis, and commercial trade vessels. It's all about servicing tourism to the Islands in a modern fast transit centre. Shops would also be added bonus for tourism even just to look out at the vessels from Cleveland. There is plenty of room for a marina which would easily offset any cost in development of this area over time. A buffer needs to be put in place adjacent the barge ramps Dunwich. An old ship barge anchored off Harold Walker Jetty would make docking easier for patrons and barge/taxi crew.</p>	<p>Marina development will pay for the development.</p>
<p>Toondah Harbour's purpose is to service Nth Stradbroke Island. This should be uppermost in the Terms of Reference. There is no reason that Cleveland shouldn't benefit from the development but the consequences for the Island must be considered.</p>	<p>It's a gateway to the mainland. I rent space in the Stradbroke Ferries secure car park at a cost of \$1,000.00 per annum. I expect to be able to continue to park securely after development at a reasonable price.</p>	<p>The types of development described in various brochures focuses on shopping, entertainment, first class accommodation, a marina for boaties who live on the mainland. I assume that somewhere in the mix someone has given thought to attracting visitors to North Stradbroke Island even though it is not mentioned specifically. If the attraction of an enhanced gateway to the Island does result in an increase in visitors to the Island (the last official figures I saw estimated annual visitations at 500,000), development planning must include expansion of the landing points on the island. Council is well aware of the present problems with traffic management at One Mile but consideration must be given to the impact of increased traffic on barge and water taxi landings at Dunwich also. An example of what they might be: recently, in the closing days of the tourist high season, cars lined up to board the Big Red Cat and the Straddie Ferries barge. Cars were stretched from the ramps, along the length of Junner Street and overflowed into Ballow Road. The congestion was such that it was not possible to drive a vehicle to the water taxi drop-off point.</p>	

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<p>A link to the migratory bird species that arrive every year. This link should be expanded upon (possibly on the annual basis) and should be celebrated. This can be used as an education tool for conservation, education and would highlight the richness of birdlife in the area. It may underpin a festival for the area and be a point of difference for Cleveland from other areas of Brisbane.</p>	<p>Recreation, relaxation and transfer to North Stradbroke Island on the odd occasion.</p>	<p>I think this PDA is a once in a generation opportunity for council to develop something "great". The first thing that springs to mind is a marina (both commercial to satisfy personal and commercial traffic to Stradbroke) and something unique to bring in some of the water fauna to the developed area. This would truly make it something unique and worth visiting. There are a million people in greater Brisbane that this development should leverage for a viable development. Personal safety should be high on Council's agenda for the development. Lots of security cameras and well-lit. I believe something like San Francisco's "Pier 39" would be a fantastic starting template (Google the images of that pier on the internet). It is an amazing place they have enticed seals as their native fauna something similar would be great (I know we do not have seals in the bay) Prudent use of open areas for festivals, concerts, plays, recitals, markets (a little more "upmarket" than the Cleveland markets) that also celebrate Redlands produce. A structured program of one festival per month would assist in commercial interest. Two readily come to mind "Redlands Wine and Dine Festival" celebrating the local produce and business in the Redlands and "The Migration from Canada" festival (this would assist in a Canadian influence on the festival as well). You can have a Chinese festival, etc. This structured program will bring people into the area assisting local businesses.</p>	<p>Business would underpin this development. Council-arranged festivals in the area as mentioned above would help. Dedicated marina facilities for personal berths, and commercial use would be imperative. Hope these ideas help. I think it's truly the time to "think big" and build something that future generations may leverage.</p>
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