



Acknowledgments

We acknowledge the traditional owners of the land, the Gunnai Kurnai people and pay our respects to their elders past and present.

The time, expertise and local knowledge which community members, local service providers, and government agencies have contributed to the process of the preparation of this report is greatly appreciated. Thank you to everyone who assisted.

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1 Summary

The development of a number of parcels of land within the Lakes Entrance Northern Growth Area has provided an opportunity to reflect on the social, economic and environmental context of the Lakes Entrance community. The proposed level of development will, over time have a significant impact on the local community and may provide an opportunity for the town to undertake growth which is not dependant on existing challenges of inundation and climate change. The level of uncertainty on these latter issues is providing a barrier to social and economic stability and hence there is an opportunity for advocacy on behalf of the community to make progress towards a greater definition of the future of the town.

The study has found a community with a number of strengths and challenges and an understanding of its own complexity and vulnerability. The positive support for the proposed residential development also reflects the community's desire for "progress" and "growth". It indicates a sense of engagement by the community in its future development and provides an insight into the level of commitment to maintaining the viability of a town often a reflection of its historical context.

The key facets of the social/community infrastructure which have informed the SIA recommendations are as follows:-

The community has poor internal transport connections and is reliant on vehicle use to provide access to the retail area, education, and recreation and health services. Walking is actively encouraged along the foreshore area but infrastructure to support greater access to facilities is unconnected and poorly signposted. The proposed development can play a major role in improving the connectivity and walkability across the community and as a link between the foreshore and major trails and walkways to the north of Lakes Entrance

Lakes Entrance has extensive social/community infrastructure which reflects its historical growth over a long period of time although most of the infrastructure is either ageing, unable to expand to service increased demand or is physically disparate and poorly integrated across the community. Key areas for examination were the provision of early year's education services, the location of emergency services, the connectivity to the diverse recreation opportunities and the potential to improve coordination of services and facilities to maximize service provision across the age groups.

The community is, in some small areas, amongst the lowest percentiles of advantage in East Gippsland. The education and employment levels, especially in professional/sub professional occupations are low and household incomes are low compared with East Gippsland and Victorian averages. Economic growth is limited to the main employment generators, tourism and fisheries, and both are reliant on seasonal variability. Casualisation of the local employment market, resultant from these major employers, drives much of the lower household income rates. There are therefore a number of potentially vulnerable families in Lakes Entrance. The need to support and grow access to public education, health and welfare services within the town will be a key driver in developing future social/community infrastructure.

The ageing of the East Gippsland community is well documented and the level is equal to and will potentially be above the municipal rate over time if there was to be no change in the existing demographic patterns. The uptake of the proposed development and the demographic that is attracted to it will depend on the economic, social and environmental development of Lakes Entrance. The high level of separate housing is indicative of the housing profile in rural and regional towns, with the high level of tourism accommodation generally targeted at the caravan parks and smaller motel units. The development of a greater diversity in the housing stock is required to provide for variations in household types, with the potential for older residents to move to medium density housing and to release more affordable family size housing on to the market.

The health and wellbeing of the community is reflective of that for the East Gippsland Shire. Primary health occasions of service per 1,000 population is 76.7% above the Victorian average, reflecting the health service demand and the rural and regional health delivery model existing in East Gippsland.

In 2008, 66.5% of males in the Shire met the physical activity guidelines, similar to Victorian males (61.0%), however only 51.0% of females in the Shire met the physical activity guidelines, lower than Victorian females (59.7%). The percentage of females in the Shire classified as completing an insufficient amount of physical activity (38.2%) was higher than Victorian females (27.2%). The percentage of persons at risk of short-term harm from alcohol consumption is 31% higher than the Victorian average.

Increased access to public health infrastructure is supported within the study and there is evidence to show that the demand for services will continue.

Improved access to recreational opportunities will contribute to a healthier community as will opportunities for increased social interaction and economic growth.

The recommendations developed from the assessment, are designed to support a strong and viable Lakes Entrance community which is to grow as the result of the cumulative effects of the proposed residential developments. The many social and environmental challenges outlined within this study provide for the opportunity to adapt to a changing landscape and to ensure that the social infrastructure supports the community into the future.

2 Introduction

The East Gippsland Shire Council has been presented with a number of potential residential developments in Lakes Entrance for which it has decided to produce an Overall Development Plan (ODP), in an area now defined as the **Lakes Entrance Northern Growth Area**.

Council has also decided to undertake a number of studies to establish appropriate baseline information from which to define a series of recommendations by which the future development of the proposed residential land can be guided.

A major component of the proposed studies will be the assessment of the social impact of the proposed development. This process has been designed to follow Council's Draft *Social Impact Assessment Guidelines for Development Applications* and considers the various impacts of the proposed residential developments on the local community and its social infrastructure.

This document provides an explanatory discussion on the principles and practice of Social Impact Assessment as it relates to the proposal for residential development in the Lakes Entrance Northern Growth Area. It also examines the evidence of existing social support and infrastructure and, in reference to population projection data, makes recommendations for adaptations to change resulting from the proposed residential development

2.1 Definitions

Social infrastructure

Social Infrastructure refers to:-

"the community facilities, services and networks which help individuals, families, groups and communities meet their social needs, maximise their potential for development and enhance community wellbeing.

They include:

- *universal facilities and services such as education, training, health, open space, recreation and sport, safety and emergency services, religious, arts and cultural facilities, and community meeting places*
- *lifecycle-targeted facilities and services, such as those for children, young people and older people*
- *targeted facilities and services for groups with special needs, such as families, people with a disability and Indigenous and culturally diverse people*

(South East Queensland Regional Plan 2005-2026 Implementation Guideline No.5: Social infrastructure planning)

Social Impact Assessment

Social Impact Assessment (SIA) is defined as:-

"the processes of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions. Its primary purpose is to bring about a more sustainable and equitable biophysical and human environment" (International Association of Impact Assessment, 2010).

Developments impact on communities across a spectrum of conditions and responses and can result in changes to how people live, work and interact with each other, their culture, community and

environment, as well as their health and wellbeing. Developments can also impact on people's fears and aspirations, including their perceptions about their safety. Understanding and managing the long-term effects of these changes is central to supporting the development of sustainable communities in the long term and mitigation against any negative impacts.

A number of factors have led to the introduction of social impact assessments as part of the planning approval process. These include:

- Council is committed to promote and implement the community's vision for strong, vibrant, sustainable and productive communities;
- Growth and change is occurring across a number of communities, as Council encourages economic growth;
- Increasing land prices encourages sub-division of farming land for residential development, particularly in coastal communities;
- Environmental changes are occurring, as a result of climate change impact, with increasing devastation from bushfires and floods. There is a need to manage these changes and support communities in the longer term;
- There is increasing divides in socio-economic status between communities in the municipality, with disadvantage and poverty increasing in socially isolated communities and increasing wealth and prosperity in the coastal and more accessible areas of the municipality. There is a need to manage the potential displacement of existing low income residents to more isolated areas where land is affordable;
- Council has a process for economic and environmental assessments. Given the definition of "sustainable communities" outlined in the Ministerial Guidelines (Ministerial Guidelines for Assessment of Environmental Effects, Department of Sustainability and Environment, 2006) and the East Gippsland Shire Council Plan 2009-2013, there is a need to develop a more robust process for assessing social impacts.

The SIA process will:

- Enable an integrated planning process to occur, complementing the economic and environmental assessments which are currently required;
- Provide a systemic assessment of the cumulative effect of multiple development proposals in local communities;
- Introduce better outcomes for communities, linking the planning process to the directions of the Council Plan;
- Promote the "liveability" of the Shire; and
- Ensure that potential negative impacts are reduced through effective management and the opportunities for potential positive impacts are maximised.

Social Impact Assessments can

- Identify and maximise the positive community health and wellbeing impacts and opportunities that development, policy changes and infrastructure can bring;
- Identify, avoid and minimise, through changes to project design and implementation, the unintended negative community health and wellbeing impacts that can arise;
- Identify relevant Federal, State and local Government regulations and policies which may impact on the project;

- Identify existing community issues, including gaps in services and infrastructure, which could amplify the impact of a proposed project and affect its viability;
- Provide a process through which the project can work in partnership with council and local health and wellbeing service providers to jointly alleviate any existing social or health concerns or potential negative social impacts;
- Contribute to broader community and local stakeholder involvement and engagement that can build trust, draw out any community concerns and generate dialogue about the best ways that the project can benefit local communities;
- Provide a balanced and integrated approach between social, economic and environmental outcomes;
- Provide an equitable, transparent and evidence-based approach to planning and funding community infrastructure and development activities to protect and enhance sustainable local livelihoods and communities;
- Assist to jointly negotiate those aspects of community health and wellbeing which are the responsibility of the project and those aspects which are the responsibility of council and other levels of government;
- Help to manage project sustainability and viability.

2.2 Legislative framework for SIAs in Victoria

The guidelines for Social Impact Assessment, developed by Council, cover the process for meeting the social objectives of land use and development planning, in accordance with the Act.

The legislative framework for SIAs and authority of Local Government to require SIAs to be undertaken for selected developments, is contained in the Planning and Environment Act Victoria 1987:

- Section 4: Objectives;
Objective 2 (d): to ensure that the effects on the environment are considered and provide for explicit consideration of social and economic effects when decisions are made about the use and development of land;
- Section 12: Duties and powers of planning authorities;
Section 12 (2) (c): may take into account its social effects and economic effects. and
- Section 60: What matters must be considered by a responsible authority.
Section 60 (1A) (a): Before deciding on an application, the responsible authority, if the circumstances appear to so require, may consider— any significant social and economic effects of the use or development for which the application is made.

2.3 Policy context

The policy contexts that will can inform or direct the proposed residential development include:-

- Planning and Environment Act 1987
- East Gippsland Planning Scheme - especially relating to the vision and objectives for Lakes Entrance :-

“Lakes Entrance will continue its role as the largest coastal town in the Gippsland area, with a strong focus on commercial fishing and recreational boating activities. The

protection and enhancement of environmental and landscape values will be a key priority.

Residents will enjoy an easily accessible town with a variety of housing types, employment opportunities and retail and commercial uses” (Clause 21.06, EGPS, 2012)

- Healthy by Design- Heart Foundation
- Disability Discrimination Act
- East Gippsland Community Wellbeing Plan

3 Scoping of the development

3.1 Description of the proposed project

This Social Impact Assessment study includes six individual parcels of land which are being viewed collectively to ensure that the cumulative impacts of the developments are considered. These are illustrated in Figure 1 and include a parcel of land which is owned by the East Gippsland Shire Council, the location of Council's Lakes Entrance Offices.

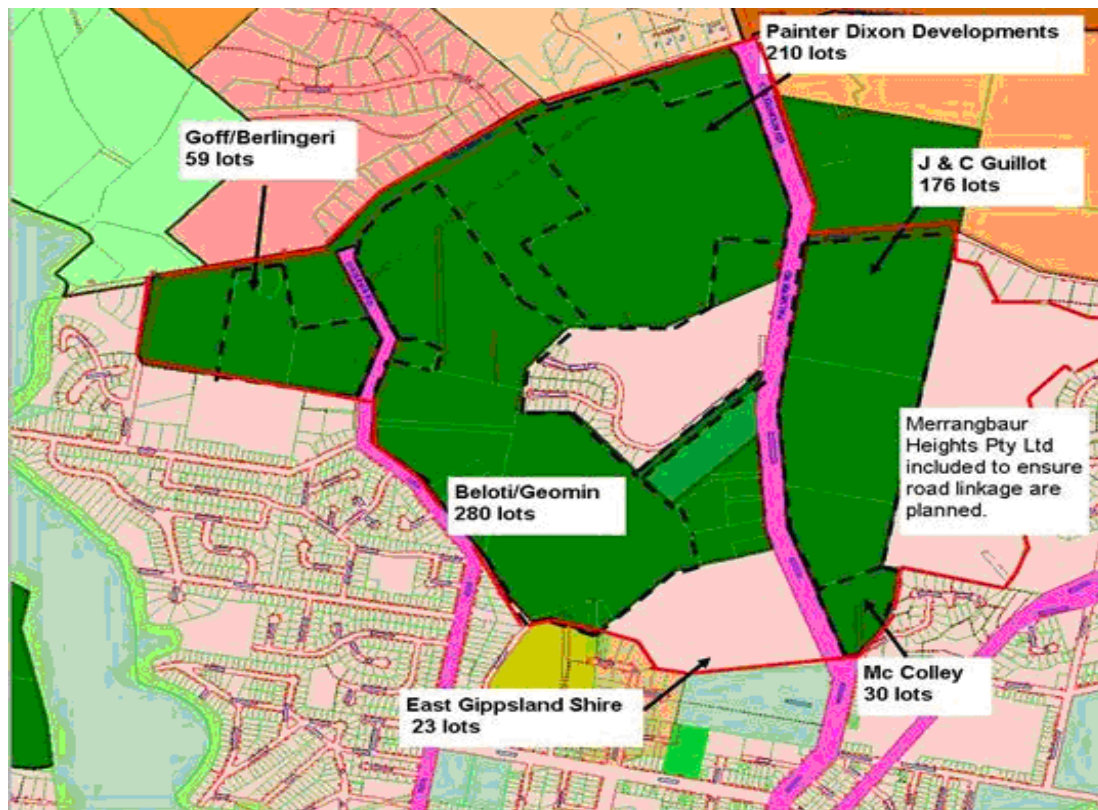


Figure 1: Land development parcels and number of potential lots

Land Owner	Number of Lots
Goff/Berlingeri	59
Beloti/Geomin	280
J&C Guillot	176
McColley	30
Painter/Dixon Developments	210
East Gippsland Shire	23

The land is mostly sloping towards the south with a number of prominent gullies. It is situated at the northern edge of the township and in some parts is adjacent to existing residential areas. There is a golf course, cemetery and a small existing area of residential development within the study area. The area is bordered by Ostlers Rd, Colquhoun Rd and Palmers Rd.



View of Lakes Entrance Cemetery, Palmers Rd



View South from Ostlers Road

As there are a number of land development proposals within the study, the Social Impact Assessment will necessarily view the cumulative effects of all proposals on the Lakes Entrance community and its social infrastructure. As such, the assessment becomes more complex because of a number of variables which need to be taken into account such as the timing of the potential land development releases and the effects of those releases over a period of 20 years. The timeframe is chosen to relate to the current scope of demographic projections *ie* to 2025/6.

The East Gippsland Shire Council Draft *Social Impact Assessment Guidelines for Development Applications* sets out a mechanism to develop a picture of the future effects of development proposals. Although the guidelines provide the best evidence based approach to assessment of social impact of development applications we must be aware that this process is predictive. Assumptions and conclusions are based on available information and the opportunities to interpret and reflect on possible population and demographic projections.

3.2 Characteristics of the Lakes Entrance Area

3.2.1 Physical

The Lakes Entrance Study Area is 2,807 hectares with a population density of 1.74 people per hectare. This SIA will use the same geographic definition previous studies on land use in Lakes Entrance, ABS category of 'Urban Locality' ((Urban Enterprise, 2010) (see Figure 2).



Figure 2: Lakes Entrance Urban Locality showing ABS Census Collection District boundaries

3.2.2 Climate Change and Land Inundation in Lakes Entrance

The main town centre of Lakes Entrance has been subject to interim planning controls due to the issues of land inundation from flooding. This effect, in conjunction with planning considerations and concerns for climate change on low lying areas, has led to the development of a number of studies to examine the vulnerability of the community to environmental change.

The social impact of climate change in Lakes Entrance has yet to be quantified. However, the community is concerned about the effects of climate change on their town and way of life, their property values and their ability to adapt to a potentially difficult and challenging environment. Importantly, some health, education and community service provision and the majority of the commercial and tourism infrastructure are situated in or close to the areas where inundation and sea level rise is predicted to have the most significant effect.

3.2.3 Population characteristics

To effectively plan for social infrastructure which is able to meet the needs of the community into the future, it is important to understand the profile of the communities which are the subject of the study.

Existing demographic information is available from a number of sources, all of which are reliant on the Australian Bureau of Statistics (ABS) which derive their data from the national census undertaken every five years. The current information is sourced from the 2006 census which will be superseded by the 2011 census data, available from July 2012. There are also a number of predictive measures such as the Estimated Resident Population (ERP) which provides estimated population growth using a number of economic and social measures. These data are available to 2025 through a number of Commonwealth and State government agencies (Department of Health, Department of Planning and Community Development).

Table 1 shows the total population of Lakes Entrance, at the time of the 2006 Census. These data indicate that the total population of the town at that time was just over 5,500. Table 2 shows the breakdown of the population in 2006 (Census 2006, ABS).

Table 1: Population of Lakes Entrance, 2006

Person Characteristics	Lakes Entrance	% of total persons in Lakes Entrance	% of total persons in East Gippsland Shire	% of total persons in Victoria	% of total persons in Australia
Total persons (excluding overseas visitors)	5,548	100%			
Males	2,691	48.5%	49.2%	50.9%	49.4%
Females	2,857	51.5%	50.8%	49.1%	50.6%
Aboriginal persons	205	3.7%	2.9%	0.6%	2.3%

Table 2: Age of population, Lakes Entrance, 2006

Age Groups	Lakes Entrance	% of total persons in Lakes Entrance	% of total persons in East Gippsland Shire	% of total persons in Victoria	% of total persons in Australia
0-4 years	303	5.5%	5.3%	6.2%	6.3%
5-14 years	633	11.4%	13.1%	13.1%	13.5%
15-24 years	552	9.9%	10.2%	13.7%	13.6%
25-54 years	1,805	32.5%	35.2%	42.6%	42.2%
55-64 years	841	15.2%	15.2%	10.7%	11.0%
65 years and over	1,413	25.5%	21.0%	13.7%	13.3%

To understand some of the drivers for social and economic determinants, we have provided an examination of a number of medians (i.e. the middle ranking of all values) and provided comparative information for East Gippsland, Victoria and Australia (see Table 3).

Table 3: Median statistics –Lakes Entrance (ABS 2006, East Gippsland Shire Council -Community Profile, 2012)

Medians	Lakes Entrance	East Gippsland Shire	Victoria	Australia
Median age of persons (years)	47	45	37	37
Median individual income (\$/weekly)	\$326	\$357	\$456	\$466
Median family income (\$/weekly)	\$702	\$868	\$1,170	\$1,171

Median household income (\$/weekly)	\$588	\$653	\$1,022	\$1,027
Median housing loan repayment (\$/monthly)	\$962	\$867	\$1,252	\$1,300
Median rent (\$/weekly)	\$140	\$132	\$185	\$190
Average number of persons per bedroom	1.1	1.1	1.1	1.1
Average household size	2.2	2.3	2.6	2.6

Observations from the Population and Median data

These data indicate that Lakes Entrance is a town dominated by older people, with a quarter of the population aged 65 years of age or older. The older persons (55 and older) count is higher for Lakes Entrance than all comparative measures, being almost double the national average. This has the effect of raising the median age of the community.

Younger people under 25 are under-represented in the community in comparison to Victorian averages with the 15-24 age group most affected

There are a larger percentage of Aboriginal people in the Lakes Entrance area. It is generally accepted by service agencies in the area that the census statistics are an under-estimation of the Indigenous population and that the actual number is likely to be up to double the census count.

Individual incomes are below municipal and state medians with family incomes at 60% of the Victorian average

The cost of owning a house and renting a house in Lakes Entrance is proportionately higher when considered with household incomes

3.2.4 Anticipated Population Change

Table 4 shows the estimated population for the Bairnsdale Statistical Local Area (SLA) as compiled by the Australian Bureau of Statistics (ABS). The Lakes Entrance population projection is derived from adjusting the population by the percentage growth of the SLA which encompasses the area from Bairnsdale to Lakes Entrance.

Table 4: Population Projection 2006-2025 –Lakes Entrance

Bairnsdale SLA	2006	2012	2016	2021	2025
Population	26,192	28,591	30,028	31,715	32,927
% increase per annum		1.8	1.0	1.1	0.8
Lakes Entrance Population Projection	5,548	6,047	6,349	6,698	6,965

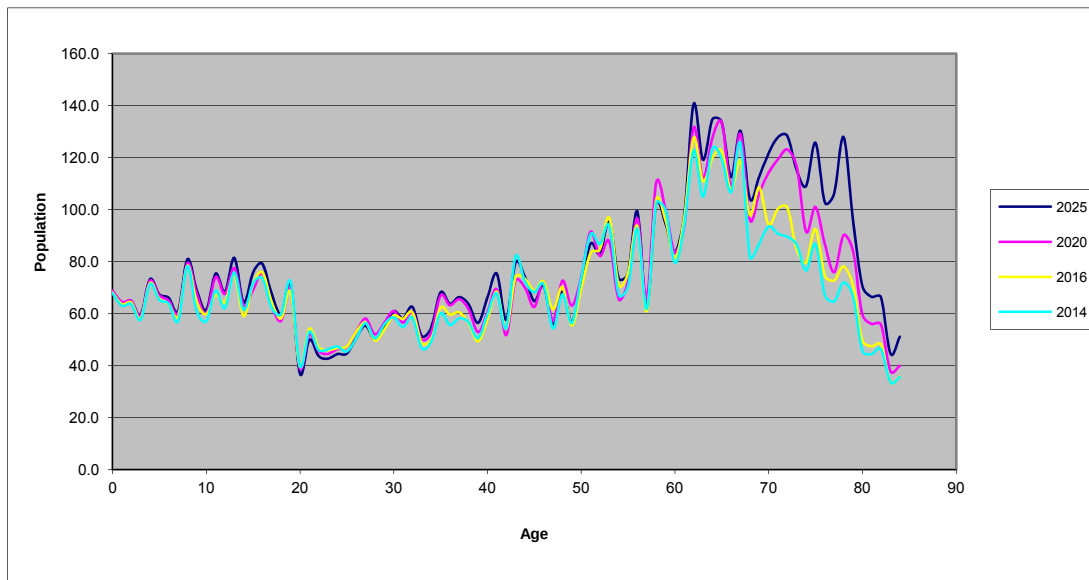
Source: ABS

3.2.5 Population Projection by Age

Population by age is a determinant of social infrastructure planning. The number of people who are expected to live in the Lakes Entrance study area is predicated on natural birth/death balance and

ageing of the population using the Bairnsdale Statistical Local Area growth pattern (Table 4, represented graphically by age in Chart 1.)

Figure 3: Population Projection (current growth) 2014-2025



Source: ABS 2006

The graph indicates the growth of the community by age groups. The outstanding elements of the graph are the high level of the 60+ age group, which remains the dominant grouping across the period to 2025. Equally evident are the low numbers of young people in the 20-30 age grouping.

The above table is a benchmark from which we need to extrapolate the addition of the extra population produced by the proposed residential land development. If we assume that the proposed developments have 30 dwellings purchased each year, for the current estimated lot yield of 750-900, there would be approximately 25-30 years of residential supply in the overall development. If we use the most common persons per household data for Lakes Entrance (2.2) we would have an extra 66 people in the community per annum. The breakdown of the age groupings, based on current profiling for the study area, is shown below (Table 6).

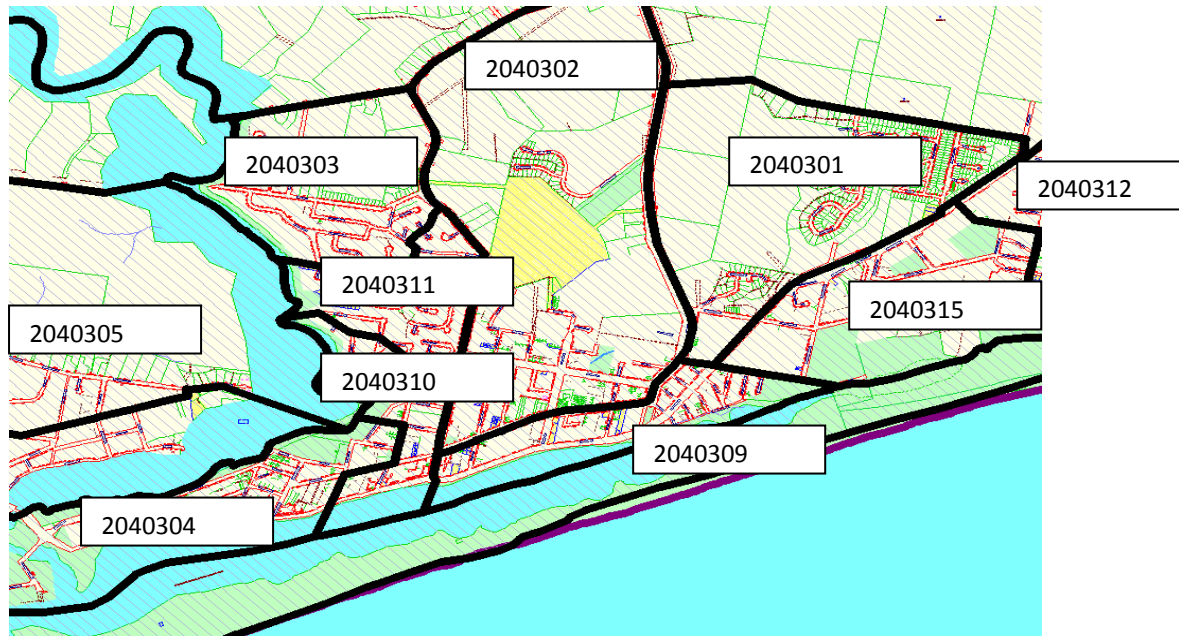
Table 5: Population Growth by Age Grouping to 2025

Age Grouping	% of Population	Number/annum	Number after 25 years
0-4	5.5	3.6	91
5-14	11.4	7.5	188
15-24	9.9	6.5	163
25-34	32.5	21.5	538
55-64	15.2	10.0	250
64+	25.5	16.8	420
Total	100	65.9	1650

3.2.6 Social and Economic Indicator for Advantage (SEIFA)

The SEIFA rating provides a comparative tool to estimate the relative advantage and disadvantage of individual communities. It operates with a set of indicators which provide a measure that makes comparisons against the average Australian level of advantage, which is set at 1000. Lakes Entrance has a mix of SEIFA ratings which are provided here at the Census Collection District level (areas of 225 houses, on average) and shown below (Figure 3). The numbers on the chart below represent collector districts.

Figure 4: Lakes Entrance Census Collection Districts (CCD)



Source: ABS

Socioeconomic factors such as income, employment, education, social support and housing are all intricately linked to the health and wellbeing of the community. Disentangling the relationships between wellbeing of a community and these factors is complex because the causal direction is often unclear. For example, people who have higher levels of education are more likely than others to be employed in white-collar or professional jobs, and also tend to have higher incomes than unskilled workers. Therefore, some of the connection between income and health is due to the indirect effects of education and occupation. Education promotes skills and knowledge that can help an individual understand information and seek services to improve their health. Further, illness or disability can contribute to unemployment, which in turn results in reduced income. (Australia's Health 2010, AIHW).

Table 6: SEIFA scores by Census Collector Districts (CDs), 2006

CDs	Index of Relative Socio-economic Advantage and Disadvantage		Index of Relative Socio-Economic Disadvantage		Index of Economic Resources		Index of Education and Occupation		Usual Resident Population
	Score	Decile	Score	Decile	Score	Decile	Score	Decile	
2040301	900	2	941	3	962	4	865	1	724
2040302	846	1	854	1	844	1	873	1	575

CDs	Index of Relative Socio-economic Advantage and Disadvantage		Index of Relative Socio-Economic Disadvantage		Index of Economic Resources		Index of Education and Occupation		Usual Resident Population
	Score	Decile	Score	Decile	Score	Decile	Score	Decile	
2040303	894	2	896	2	896	2	924	3	615
2040304	78	2	896	2	892	2	900	2	339
2040305	931	3	977	4	985	5	895	2	670
2040309	873	1	885	2	869	1	891	2	328
2040310	901	2	918	2	925	3	901	2	292
2040311	858	1	888	2	922	2	847	1	711
2040312	953	4	1,000	5	995	5	921	3	459
2040313	922	3	963	3	965	4	921	3	512

Source: ABS 2006

Some observations from the SEIFA scores for Lakes Entrance

Collection District (CD) 2040302, which rates as the lowest overall SEIFA score (846), in Lakes Entrance and at the 4th percentile mark in Victoria, encompasses the majority of the Overall Development Plan area. Neighbouring CD's around the proposed developments, have SEIFA scores one closer to 900 (13th percentile) and one at 858 (5th percentile).

3.2.7 Housing and Family Structure Data

Comparison has been made between the Lakes Entrance study area, East Gippsland and Victoria in order to understand the makeup of the current housing stock and family makeup.

Table 7: Household Type, Lakes Entrance (ABS 2006)

Number of persons usually resident:	Family households	Non-family households	Total	% of total dwellings Lakes Entrance	% of total dwellings East Gippsland	% of total dwellings Victoria
One	0	669	669	30.0	27.0	24.5
Two	867	50	917	41.0	40.9	33.2
Three	248	6	254	11.5	12.0	15.9
Four	212	0	212	9.6	11.8	16.3
Five	118	0	118	5.4	5.3	7.1
Six or more	34	0	34	1.5	2.2	3.0
Total	1,479	725	2,204	100	100	100

Table 8: Dwelling Type, Lakes Entrance (ABS 2006)

Dwelling Type	Dwellings	Persons	% of total dwellings Lakes Entrance	% of total dwellings East Gippsland	% of total dwellings Victoria
Separate house	1,822	4,319	82.7	89.7	77.5
Semi-detached, row or terrace house, townhouse etc. with:					
• One storey	38	57			
• Two or more storeys	7	11			
Total	45	68	2.0	2.6	9.2
Flat, unit or apartment:					
• In a one or two storey block	268	406			
• In a three storey block	0	0			
• In a four or more storey block	0	0			
• Attached to a house	0	0			
Total	268	406	12.3	5.5	12.6
Other dwelling:					
• Caravan, cabin, houseboat	61	99			
• Improvised home, tent, sleepers out	0	0			
• House or flat attached to a shop, office, etc.	6	20			
Total	67	119	3.0	2.2	0.7
Dwelling structure not stated	0	0			
Total	2,204	4,912	100	100	100

Source: ABS (2006)

Table 9: Family Structure (ABS, 2006)

Enumerated data	2006 Lakes Entrance number	2006 Lakes Entrance %	2006 East Gippsland Shire %	2001 Lakes Entrance number	2001 Lakes Entrance %	2001 East Gippsland Shire %	Change 2001 to 2006
Couples with child(ren) under 15 years	408	22.6	25.3	435	25.3	28	-27
Couples with child(ren) 15 years and over	170	9.4	9.9	168	9.8	9.7	1
Total couples with child(ren)	578	31.9	35.2	604	35	37.7	-26
One parent families with child(ren) under 15 years	188	10.4	8.7	181	10.5	9.1	6
One parent families with child(ren) 15 years and over	89	4.9	5	74	4.3	5	16
Total one parent families	277	15.3	13.7	255	14.8	14.1	22
Couples without child(ren)	942	52.1	50.2	840	48.8	47	101
Other families	12	0.7	0.9	24	1.4	1.1	-12
Total families	1,809	100	100	1,724	100	100	85
One family households	1,765	65.9	67.6	1,676	63.5	66.4	89
Two or more family households	11	0.4	0.5	14	0.5	0.3	-3
Total family households	1,776	66.3	68.1	1,690	64	66.7	86
Lone person households	741	27.7	27.2	690	26.1	26.3	50
Group households	72	2.7	2.3	63	2.4	2.3	10
Other not classifiable households	89	3.3	2.4	197	7.5	4.7	-109
Total households	2,678	100	100	2,640	100	100	38

Source: ABS

Observations from Housing and Family Structure Data

- Over 33% of households are classed as non-family households, above the East Gippsland and Victorian levels.
- Two person households are the largest group which reflects the number of older couples living without children.

- Four persons, family households are only 9.6% of the housing types compared with 16.3% for Victoria.
- 83% of housing is separate housing which is above the Victorian average by 14%. This high percentage reflects the traditional development of housing in rural towns.
- Couples with children under 15 years of age have declined from 2001 to 2006 possibly reflecting the lack of local employment or lack of affordable family housing. Renting accounts for 26% of housing slightly higher than the Regional Victoria average and almost 3% above the East Gippsland figures. House purchasing (22%) was lower than East Gippsland (26%) and much lower than Regional Victoria (32%).
- One parent families have increased from 2001-2006 whereas the East Gippsland numbers have reduced overall

3.2.8 Employment

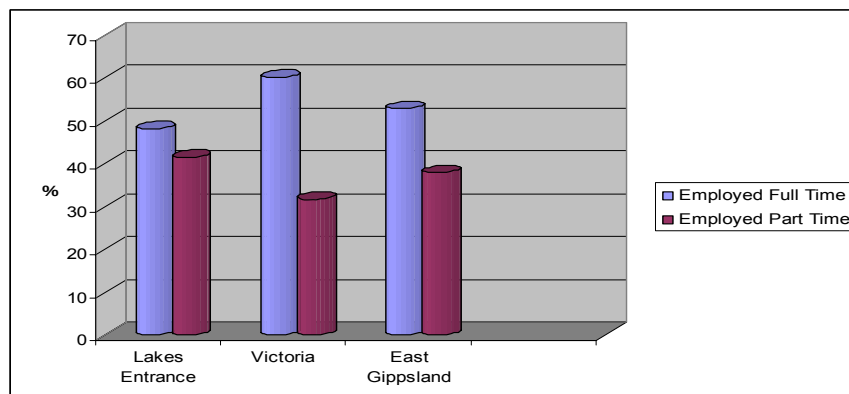
Information on the current employment status of the Lakes Entrance study area is provided by the Department of Education, Employment and Workplace Relations (DEEWR). Since December 2011 the unemployment rate has fallen across most of East Gippsland as represented below in Table 9.

Table 10: Unemployment rate by Statistical Local Area 2007-2011 (DEEWR Small Area Statistics)

Statistical Local Area	December 2007	December 2010	March 2011	June 2011	September 2011	December 2011
Bairnsdale (includes Lakes Entrance)	6.6	5.5	5.4	5.2	5.3	4.9
Orbost	6.9	6.7	6.7	6.5	6.6	6.3
South West	4.5	5.7	5.7	5.6	5.7	5.2
Rural Balance	5.1	4.5	4.3	4.1	3.9	3.8

As a town with extensive reliance on seasonal employment attached to the major industries of fishing and tourism, there are a large number of part time positions. This is represented in Fig 5 and highlights the difference between Lakes Entrance employment

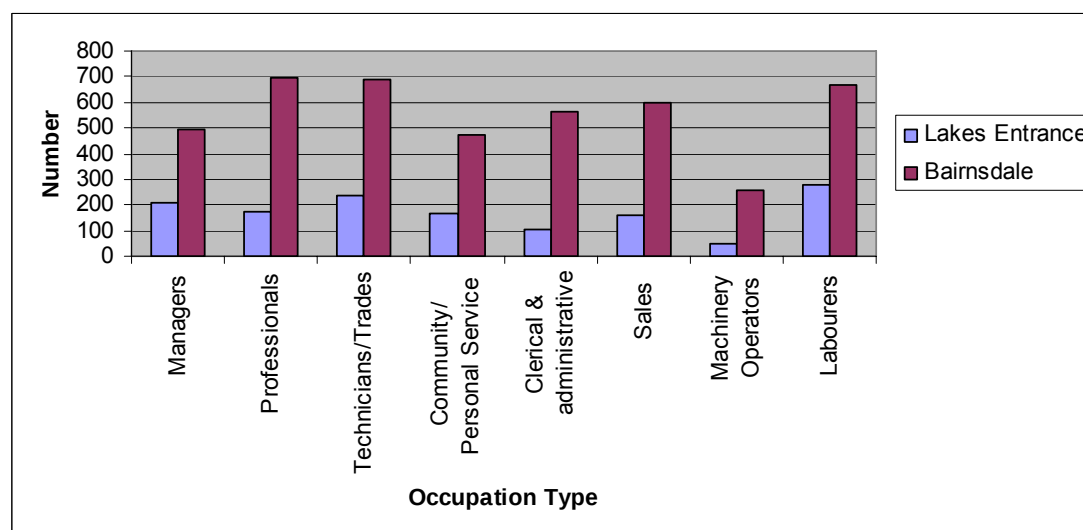
Figure 5: Part time employment based on ABS (2006)



Source: ABS

An examination of the major occupation types (Fig 6) suggests that the employment in Lakes Entrance provides less work for professionals than in a comparison with Bairnsdale and a greater percentage offering of technicians/trades positions and labourers. This reflects the SEIFA index characteristics of the Lakes Entrance community (see Section 3.2.6).

Figure 6: Occupation Type Comparison Bairnsdale/Lakes Entrance (based on ABS Census 2006)



Source: ABS 2006

3.3 Local Industry

3.3.1 Tourism

Tourism is the one of the major industries in Lakes Entrance and brings an average of \$170,000,000 into the economy of the town. There has been considerable investment in tourism in recent years with \$9m invested in 2008. In 2010 this had reduced to \$1.2m.

Ninety percent of tourists who visit East Gippsland are from other parts of Victoria, mainly from the eastern suburbs. Council's Visitor Information Centre is a key component of tourism development and promotion.

Figure 7: Images of Lakes Entrance foreshore



The top five activities that tourists engage in while visiting East Gippsland are (in order):

- To eat at restaurants
- To visit friends and relatives
- To go shopping
- Go to the beach
- General sightseeing

Despite the current robustness of the industry, tourism faces a challenge from the impact of climate change and sea-level rises. Modelling indicates that by 2040, large areas of the low lying land in Lakes Entrance will have an increased risk of inundation on a regular basis (Gippsland Coastal Board). This may affect the major retail and commercial businesses of Lakes Entrance which support the tourism effort in the town.

3.3.2 Fishing Industry

The other major industry in Lakes Entrance is fishing. This includes both commercial lake fishing and off-shore fishing. Current data (Lakes Entrance Fishermen's Co-operative Society Limited) indicates:

- There are 80-100 vessels in the fishing fleet in Lakes Entrance;
- The fishing industry employs 20 full time and 40-50 casual employees; for each 2 jobs in the fishing industry there is 1 extra job which is a flow on effect of those positions. The high level of casual positions supports the data provided above on the casualisation of labour in the Lakes Entrance economy
- 4.5 million kilos of fish are caught annually; and
- Lakes Entrance is the largest supplier to the Melbourne Fish Market

3.3.3 Other Industry

A small industrial area in Whifers Street is located in what was originally to be on the “outskirts of town”. This area is now landlocked by residential development, including the proposed development. There are a number of small to medium business in the building/building supply trades, mechanical services and waste management located within the area but there is little room for expansion. This has necessitated Council to undertake a study into identifying the provision of further industrial land in Lakes Entrance.

3.3.4 Retail

The retail areas of Lakes Entrance are contained between The Esplanade and the areas of Church Street, Marine Parade and Roadknight Street. There are two supermarkets and a general department store, a range of restaurants, cafes and boutique shops. There is also a white goods retailer in Church Street and a Post Office on The Esplanade.

The Esplanade is the main retail area with small businesses operating in Myer Street between The Esplanade and Church Street and the supermarket and department store located in a large area between The Esplanade and Church Street. There are a small number of businesses operating in the streets between The Esplanade and Church Street.

Retail businesses in Lakes Entrance are impacted by the seasonality of being a holiday destination, with the summer population swelling to nearly 30,000. This means that the four months over summer are extremely busy and profitable; the remaining eight months of the year are considerably less busy with the consequence of reduced income and poorer employment opportunities.

The need for increased resilience of small business has emerged as a priority for Lakes Entrance.

Figure 8: Esplanade retail area between Myer Street and Carpenter Street



4 Understanding the Future Community

4.1 Assessment Assumptions

Assessing the quantum of the community infrastructure and the impacts of the development for the existing community requires an understanding of the nature of the growth. At this stage, the nature of the development is not confirmed. However, a number of assumptions underpin this assessment and influence the growth. These include:

- The new development will target permanent residents;
- The overall number of new lots will be between 750 and 900, dependent on lot yield per hectare. This represents 1650 – 2,000 people, based on the average household size of 2.2;
- The calculations on the uptake of the new dwellings will be discussed using three population growth scenarios. These scenarios provide an opportunity to develop a picture of the community dependent on a number of specific social and economic factors. Recent land use studies for Lakes Entrance (Urban Enterprise 2010) have suggested that the average number of new dwellings approved each year is 74 with 43 approved in Residential 1 Zone areas.

4.2 Other Influencing Factors

A number of other factors will influence the growth in the northern area of Lakes Entrance. These include:

- The Merrangbaur Heights proposal situated immediately east of the proposed development, although not specifically part of the study, will have an impact on the community established in the Northern Growth Area. This development is proposed to provide approximately 162 lots with an additional area designated for a retirement village, although the village is not part of the developer's current considerations.
- The timeframe for the release of land is not known and is dependent on the commercial decisions made by the developers. This means that the increase in population may occur over a ten to twenty year period or may occur more rapidly;
- The nature of the housing is not known and is dependent on the demographic of the population growth. This will impact on any predictions regarding the nature of the additional community infrastructure.

4.3 Growth Scenarios

Three growth scenarios have been developed and are used as the basis for the assessment. All assume that the development will be completed within ten to twenty years, *i.e.*, the population in Lakes Entrance will increase by between 1650 – 2,000 people by 2022-32. These scenarios are:

Scenario One

Population composition remains equivalent to the existing. This assumes that the new residents will parallel the existing community and will primarily be older residents, with some younger families.

Scenario Two

The new development attracts families with children, increasing the proportion of children and young people in the community to the levels equivalent to Bairnsdale.

Scenario Three

The new development attracts families with children and young people, increasing the proportion of children and young people to the levels equivalent to the whole of the State.

Achievement of Scenarios Two and Three require complementary economic development strategies targeted at expanding the industry base of Lakes Entrance and/or surrounding areas. The development will not attract families unless there are employment opportunities within a reasonable commuting distance.

All three scenarios have been modelled for capacity assessment against existing infrastructure benchmarks (Table 13, p. 43)

4.4 Framework for Assessing the Impacts of the Development

4.4.1 Working towards achieving the directions of Council

East Gippsland Shire Council is committed to working with the community to build on the natural beauty of the municipality and the attributes of the local communities – to working with communities to achieve its vision, outlined in “Unlocking the Future – Long Term Community Vision 2030”. This vision is centred on three themes, which together with principles of good governance, form the four strategic objectives of the Council Plan, 2009-13. These are:

- **Liveability: Strong and vibrant communities create healthy, productive and fulfilling places to live:**
 - *Cohesive Communities:* Cohesive communities with a strong sense of identity involved in the development and implementation of shared vision;
 - *Active, Healthy and Safe:* An active, health and safe engaged in recreational, arts and cultural activities;
 - *Diverse and Connected:* Services and facilities that support community diversity and connectivity, and promote quality lifestyles.
- **Productivity – Investment and visitation develop a sustainable and prosperous economy:**
 - *Economic Environment:* A vibrant and dynamic environment in which to do business;
 - *Development:* Infrastructure and information systems that support and attract diverse economic and social development in the region.
- **Sustainability – proactive leadership and strategic partnerships protect and enhance our quality environment**
 - *Community:* Communities equipped for sustainable living
 - *Natural Environment:* a sustainable, healthy and diverse natural environment
 - *Built Environment:* a built environment that is adequately maintained and is sensitive to the region’s natural attributes.
- **Governance – strong leadership and prudent management of democratic and legislative requirements deliver good governance outcomes:**
 - *Financial sustainability* – well managed finances to maintain financial sustainability;
 - *Strong leadership and advocacy* – a responsible organisation that works actively with the community providing strong leadership and advocacy;
 - *Open and Accountable:* an open and accountable system of governance that reflects the highest level of good management.

Council is committed to ensuring that any proposed development in the municipality contribute to the achievement of this community vision and the delivery of the strategic objectives. Social

considerations of such changes are thus this critical. These directions are the key drivers of this assessment.

4.4.2 Social Impact Assessment Matrix

A range of different services and infrastructure are required to support the development and maintenance of sustainable and healthy communities across the age spectrum. Table 11 (p.33) outlines a Social Impact Assessment Matrix which was developed as part of Council's SIA guidelines. The elements of the matrix have been described within the body of the report and provide the evidence to assess the impacts of the developments in the Northern Growth Area of Lakes Entrance.

Dimensions of the Matrix

The dimensions of the matrix describe the key factors which contribute to healthy and sustainable communities. Using these dimensions, a systematic approach can be taken to:

- Describe the current characteristics of the community across the age cohorts;
- Understand the impacts of changes in relation to the dimensions for particular population cohorts;
- Quantify and describe the strategies to be developed to manage the impacts.

5 The Views of the Community

5.1 Overview of the Consultation Process

Consultation with the community has been a key component of this assessment. The views of the community, service providers and other stakeholders and experts have been taken into account in assessing the impacts of the proposed developments.

There have been a number of both formal and informal consultations which have occurred in connection with the development proposals. This included undertaking a “Community Listening Post” at the local supermarkets in Lakes Entrance. This provided an opportunity for passing residents to view the proposed developments, ask questions and to respond to an informal survey (see attached survey tool). Approximately sixty residents participated.

Council, in conjunction with SMEC Urban Consulting Group (2012), undertook a consultation with stakeholder agencies, developers and those community members neighbouring the development sites.

Overall, there is general support from the community for the development. It is viewed as an opportunity to re-vitalise Lakes Entrance and to provide opportunities to provide a vibrant future for the town. Residents saw the proposal as “progress for the town” and an answer to uncertainty on existing constraints on development due to climate change/inundation. Increased population implied benefit rather than burden.

At the same time, service providers emphasised the importance of ensuring that adequate facilities and services are in place to meet the needs of a growing community. There was support from land holders and developers for the Developers Contribution Plan to identify and contribute to the cost of providing community infrastructure.



Figure 9: Community Listening Post

5.2 Key Issues

The following key issues identified through the consultation have been brought together under the headings of Council’s SIA Framework (see Figure 11). Not all areas were noted in the consultation.

5.2.1 Community infrastructure and services

Accommodation and housing	• Maintain the seaside appeal of the area rather than just another housing development • Lot sizes are constrained by the typography so smaller lots may be unsuitable except where there is land with less slope.
Community facilities to support a range of activities	• Support for the Developers Contribution Plan (DCP) to provide for infrastructure within the development area • Potential for Council land at Palmers Road to be a site for CFA/Emergency Services • Service infrastructure to support the development will provide opportunity for improvement to adjoining residences • Council property on Palmers Road can be utilised better to include commercial, residential, emergency services and community service functions

Community services, including relevant government services	• Need to increase medical/health provision with larger community • Needs for infrastructure development to support the expanded housing and population
Education facilities	• Local schools can accommodate the additional students expected
Transportation	• Extend local bus services, footpaths and safe access for all age groups, especially for older people with mobility aids. • Improve communication of bus services and timetables and reduce travel time to Bairnsdale for employment and medical services • Improve traffic flow into and around the town including appropriate speed zoning and upgrading of Palmers Road and Ostlers Road/Myer Street
Roads and other public amenity	• Provide a Northern Entrance Road into Lakes Entrance • Transport and Roads- Provision of East West connectivity, impact on existing roads and linkages into the Princes Highway, development of alternative entry into Lakes Entrance from the north of the town and development of an appropriate bus route with dedicated cycle path and off road cycle tracks. • Increased safety will be required on boundary roads
Sport and Recreation	• Improvements to walking and cycling access to Aquadome recreation facility and provide increased sporting opportunities in the adjacent open land

5.2.2 Community functioning

Community safety and law and order issues	Safety is a major concern -potential for 24 hour Police at Lakes Entrance
Land use	- Council's Palmers Road site could be an opportunity to place appropriate mix of community facilities, commercial and residential development, although it is thought that the site would not be able to provide the same level of commercial activity within the current town area. - Issues of current landowners maintaining existing use rights

5.2.3 Economic Development

Employment	- Opportunity for job creation especially in the trades area. More employment would be encouraging young families to settle in Lakes Entrance. - Maintain existing major industries including fishing to ensure viability of the town - Service industry employment increased to accommodate the growing ageing population. Need to establish extra industrial area to improve employment
Local economic impacts	- Improvements to seasonal commercial opportunities - Commercial opportunities may include the establishment of new businesses such as a new supermarket chain in the town; - Provide opportunity for commercial development within the new development to take pressure of existing town provision - Uncertainty of climate change policy causing low consumer confidence in development of commercial and residential property in Lakes Entrance.

5.2.4 Natural Environment

Open public space	- Increase public parkland and high quality open spaces - Open space would require development of a high quality designated area for active participation of both new residence occupier and the broader community. - Residents want East-West connectivity, better open space planning, safe cycling and pedestrian links through the proposed developments
Specific local concerns	Ensure appropriate water pressure to proposed development to assist emergency services
Managing sustainability for	Proposed land area has "a lot of high value, complex vegetation" and there are potential issues with the pending bushfire regulations.

	• Drainage issues are complex due to topography and there are issues around flooding and water retention systems and flows into the Eastern Creek Drainage System. • Native vegetation removal and the ability to fund offsets to ensure adequate road provision and reduce fire risk • Environmental and vegetation concerns including issues of lifespan of Council land fill site
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5.3 Other issues

Service providers consulted indicated different triggers which produced the need for service/facility expansion. For example, extensions to the hours of operation for the Lakes Entrance Police Station would be reliant on any increases in crime rates, whereas early years education centres were under license to ensure that there was an appropriate ratio of floor space to children.

Generally, service providers indicated that there is a need for external funding to accommodate any increase in building infrastructure or service delivery. Services which are managed by local committees of management rarely had sufficient reserves for other than maintenance works.

6 Assessment of the Social Impacts

6.1 Overview

This section provides an assessment of the possible impacts of an increase in population in Lakes Entrance in the northern growth area of between 1650 and 2,000 people. While the timing of this increase is unknown, it is assumed to occur over a ten to twenty year time period.

Using the framework developed by East Gippsland Shire (Table 11), the impacts are considered across the population and in the context of the factors which contribute to well-functioning communities:

- Community infrastructure and services
- Community functioning
- Economic Development
- Natural Environment

6.2 Groups/individuals that will be impacted by the development proposal

There is potential for both positive and negative impact due to the development proposal. Where positive impacts are identified, there is an opportunity to showcase the benefits of the development and where there are negative impacts, there is a need to develop either mitigation or adaptation measures that counteract those impacts.

6.2.1 Existing householders, adjoining the development.

The community “Listening Post” held in the Lakes Entrance commercial precinct revealed that a number of residents who adjoin the proposed development area were concerned at their loss of visual connection with the wooded areas, fields and coastal views across the development area.

There was also some concern shown for the increase in traffic, especially along Myer Street which is a 60 km/hr zone which enters a school zone area near the corner of Myer and School Streets.

The general consensus of the discussion with local residents was that the development represented progress and was considered a necessary action to aid growth in the town.

6.2.2 Families with young children (0 – 4 years)

It is difficult to predict whether the new development will attract families with young children to the area. The lack of employment opportunities in the area and/or access to employment is likely to impact on whether families are attracted to purchase in the area. This will require development and implementation of strategies to create employment opportunities (see section on Economic Development). Should the development see an uptake of housing by families, the potential impacts include an increased demand for the range of services required by families – child care, schools, recreation facilities and health services.

Research indicates that the inclusion of families in communities is important to developing sustainable communities and increasing the vitality of existing communities. To achieve this, it is important to increase access to the range of community infrastructure and facilities

which families require and look for in purchasing housing, as well as their access to employment.

The affordability of housing is also a critical factor for families.

6.2.3 Community Service Providers

An increase in population will result in an increase in the demand for community services across the spectrum. In some cases, there will be potential to expand services through per capita funding but in others there may not be opportunities for funding and/or physical growth.

6.2.4 Education facilities, including early years services

Consultation with both regional and local staff from the Department of Education and Early Childhood Development has indicated that there is existing capacity within the local secondary and primary school to manage slow population growth. The potential to expand the school population would provide the opportunity to increase student /teacher ratios and improve course offerings.

Kindergarten and childcare facilities are currently at or near capacity and the increase of young children into the community will need consideration. To manage the introduction of the provision of universal 15 hour kindergarten, existing infrastructure will need to be expanded. Work has already commenced to develop more integrated service models, to prepare for the introduction of universal access for kindergarten for all children in the year before commencing school in 2013.

Planning for kindergarten places in Lakes Entrance needs to take into account demand generated by casual and seasonal workers, those from transient families and those from outside the study area who find Lakes Entrance early years providers convenient for their employment needs.

6.2.5 Young people

Lakes Entrance, like many rural communities, faces an exodus of young people to metropolitan and major regional centres in the 15-24 year group (9.9% of the community compared with Victorian average of 13.7%). It is unlikely that this trend will be reversed in the foreseeable future, unless there is significant investment in job creation or tertiary education provision. The proposed residential land developments may lead to an increase in the real numbers of young people from 5-14 which may increase the potential for greater recreational, social and educational opportunities.

6.2.6 Older Persons

There are a large percentage of people over 60 years of age in East Gippsland (26% ABS, 2006) with expected growth continuing over the coming decades. The percentage is approximately 30% higher than the Victorian average and is reflected to a greater extent in the Lakes Entrance population.

Increasing population from the proposed development will see greater numbers of this cohort. However, the extent to which the development attracts a more mixed population is dependent on managing the economic and social aspects which will influence the capacity to attract families to move to Lakes Entrance.

Health services are a major requirement for older people and the demand on existing services is considered to be high.

Safety has been discussed as a high priority for older people as is access to transport and improved open space provision. Connectivity and walkability are common to all age groups but path of travel and way-finding are especially important to an older population to assist with the maintenance of health and well-being.

6.2.7 Aboriginal Community

There is a high percentage of Aboriginal people in the Lakes Entrance community (3.7%) with a number of smaller communities using Lakes Entrance as a service and retail centre. The actual number of Aboriginal people in the area is difficult to quantify due to under-counting which occurs during collection of the national census by the Australian Bureau of Statistics.

At present, there is no existing Cultural Heritage Overlay for the land described in the Overall Development Plan. Discussion with local Aboriginal service agencies has indicated that if there was a proposal to look at Aboriginal housing as part of the residential development, planning and development of housing needs to ensure that housing for Aboriginal families is not concentrated as an enclave but integrated across the development.

There is also a need to ensure safe and efficient transport into the commercial, education and service centre, opportunities for recreation and open space development and acknowledgement of the Aboriginal community's connection to land. Strategies to achieve this need to be developed in consultation with local elders and communities and should include interpretative signage and public art.

6.3 Consideration of factors which contribute to well-functioning communities

6.3.1 Community infrastructure and services

Section 7 provides a detailed overview of current capacity of the community infrastructure to meet existing and future demand for services.

6.3.2 Community functioning

Assessing the impact of developments on community functioning includes assessment of

- Cohesion impacts;
- Identity and culture, including historical aspects;
- Health and wellbeing of the community and opportunities to maximize this;
- Needs of particular groups;
- Social equity – displacement, needs of disadvantaged groups;
- Community safety and law and order issues.

The scale of the new development and the potential of a slow development uptake provides an opportunity for the new residents to integrate into the community and for any negative impacts of being excluded from the life of the community to be minimal. At the same time, the community has identified the need to ensure that the new developments are well-connected to the rest of the town through roads and adequate public transport. This will facilitate access to the established areas of the town and to ensure that the new developments are not isolated.

6.3.3 Natural Environment

The consultation process highlighted a number of impacts on the natural environment which may arise as a consequence of the developments. Management strategies are required to mitigate against any negative consequences. These issues include:

- Open space would require development of a high quality designated area for active participation of both new residence occupier and the broader community;
- Residents indicated that the planning for the new developments needs to incorporate improved East-West connectivity and safe cycling and pedestrian links through the proposed developments, linking the developments with the rest of the town;
- The proposed land area has high value, complex vegetation. Planning for the development of the area needs to take account of these, as well as any implications of the pending bushfire regulations.
- Drainage issues are complex due to topography and there are issues around flooding and water retention systems and flows into the Eastern Creek Drainage System.

6.3.4 Economic Development

There is uncertainty about the impact of inundation and climate change policy, resulting in a reluctance to develop commercial and residential property in Lakes Entrance. The proposed residential developments have the opportunity to provide for growth in the community with the potential for flow on effects into retail and service growth. However the issue remains that in order to encourage a greater diversity of population growth there needs to be appropriate levels of employment opportunities which can act as an attractor to the area.

Capacity to attract families to live in the new developments is strongly linked to the availability of employment and/or easy access to employment in nearby areas. The consultation also highlighted that the developments represent an opportunity to explore the development of new industries for the town and to consolidate and secure existing industries. This will be critical to ensuring that the developments attract permanent residents, rather than only people purchasing holiday homes.

The Advancing Country Towns Project is currently being piloted in Lakes Entrance, exploring amongst other things, a range of opportunities for industry development. Links with this project will assist in the planning of these housing developments.

Residents and others consulted also indicated that Council's Palmers Road site could be a site to locate a mix of community facilities and commercial development; although it is thought that the site would not be able to provide the same level of commercial activity within the current town area.

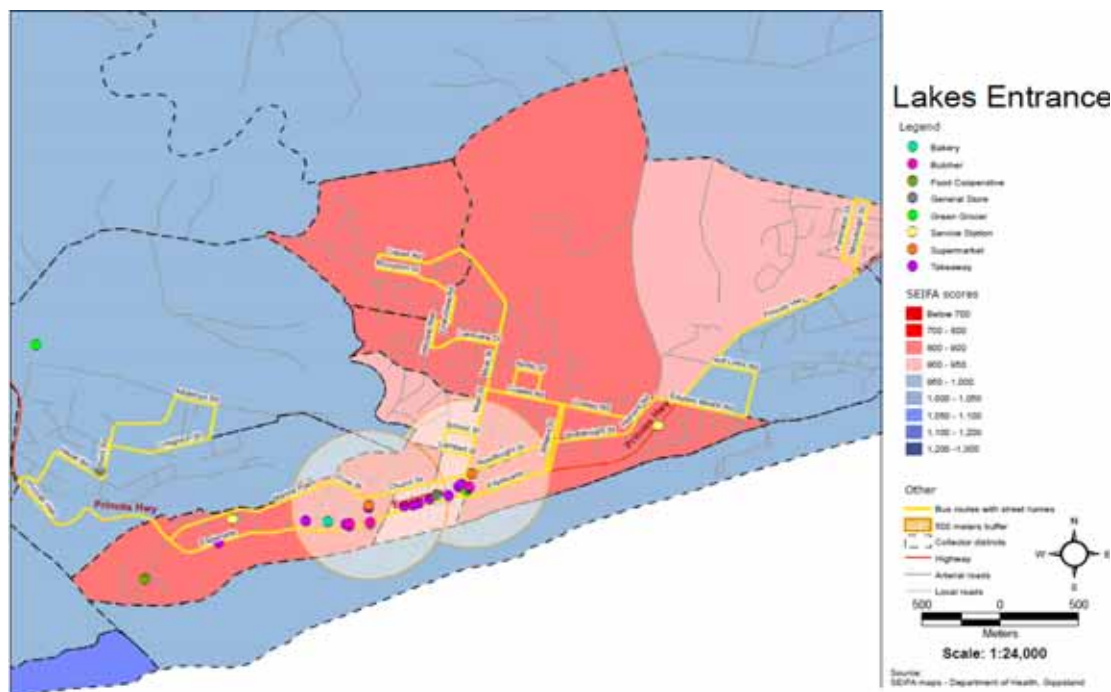
There are also existing issues within the Lakes Entrance community which will be pertinent to the developing community in the Northern Growth Area

Accessing retail for residents in the new developments

Figure 10 shows a map of the food retail businesses in Lakes Entrance. The map also indicates the transport routes of the local transit bus service and the SEIFA scales. The 500 metre zones provide an example of the distance barriers communities experience to shopping, without the use of transport. The residents of the proposed development need to have either a more effective public transport system which is frequent and accessible or there will be a need to locate a small activity centre within the development area. The

Council owned Palmers Rd site provides for an opportunity for some retail development to support the intended community, as well as those people in existing residences to the north and northeast of the towns retail centre.

Figure 10: Mapping of retail food outlets, public transport and walkability



6.3.5 Urban Design and Connectedness

The development and prosperity of the community relies on the combination of social, economic, cultural and environmental prosperity. Each of these dimensions is strongly influenced by the physical design of the places where live. Physical design influences the way in which we are able to connect and engage with one another, in fact it is the level of engagement and connectedness that defines the most important aspect of physical design. Studies (Space Syntax, University College, London, 2011,) have shown the following.

Better connected towns generate higher levels of retail income: - stronger connections between the residential populations and retail areas are facilitated through “movement infrastructure”, such as better walkways, paths and pedestrian crossings. These connections also serve to facilitate better networks that encourage access, transaction and browsing and hence improve local effective economies

People see more of each other in better connected places: - the levels of pedestrian movement between residential and town centres and facilities will create a higher level of social awareness and connectedness. The presence of other people is a social good with a range of economic and community health benefits.

Better designed streets have less anti social behaviour and are safer: - good design of the movement infrastructure will ensure that there are few areas where there is no or little public oversight which contributes to a sense of safety and community.

Better connected places encourage shorter less carbon intensive journeys: - walking and cycling is only viable if the movement infrastructure supports it.

Table 11: Social Impact Assessment Matrix- completed as part of the study

		Children and Families (0-4 yrs)	Children and Families (5-11 yrs)	Young people (12-24 yrs)	Adults (25-65 yrs)	Older Adults (65-80 yrs)	Older people (80+ yrs)
Population characteristics	Demographic characteristics	▲	▲	▲	▲	▲	▲
	Social characteristics	▲	▲	▲	▲	▲	▲
	Health characteristics	▲	▲	▲	▲	▲	▲
	Special needs, <i>e.g. disability</i>						
Community infrastructure	Accommodation and housing	▲	▲	▲	▲	▲	▲
	Community facilities to support a range of activities	▲	▲	▲	▲	▲	▲
	Community services, including relevant government services	▲	▲	▲	▲	▲	▲
	Intensive services – specialist treatment facilities						
	Education facilities	▲	▲	▲	▲	▲	▲
	Transportation	▲	▲	▲	▲	▲	▲
	Sport and Recreation	▲	▲	▲	▲	▲	▲
Community functioning	Cohesion impacts						
	Identity and culture, including historical aspects	▲	▲	▲	▲	▲	▲
	Health and wellbeing	▲	▲	▲	▲	▲	▲
	Needs of particular groups	▲	▲	▲	▲	▲	▲
	Social equity – displacement, needs of disadvantaged groups	▲	▲	▲	▲	▲	▲
	Community safety and law and order issues	▲	▲	▲	▲	▲	▲
Economic Development	Employment	▲	▲	▲	▲	▲	▲
	Local economic impacts	▲	▲	▲	▲	▲	▲
Natural Environment	Open public space	▲	▲	▲	▲	▲	▲
	Specific local concerns						
Community consultation	Perceptions of community	▲	▲	▲	▲	▲	▲

7 Mapping of services and facilities

7.1 Overview

Community facilities are an important part of the social infrastructure which supports a population. Lakes Entrance is serviced by a range of service providers, organisations and agencies. Some of these agencies are based in the town, others have visiting services, and some are further distant in Bairnsdale or beyond. It has been identified that access to services is sometimes limited by the lack of integration and accessibility across the municipality.

Council's SIA guidelines highlighted the fact that it is difficult to quantify benchmarks for determining community infrastructure and services. The guidelines note:

When assessing requirements for community infrastructure and services to meet the needs of residents in proposed developments and assessing the impact for existing residents, the following variables need to be taken into account:

- *Socio-demography of the community and surrounding areas;*
- *Typography of the area and transport availability and the impact that these have on accessibility to services;*
- *Fabric and quantity of existing community infrastructure; and*
- *Capacity of existing infrastructure and services to meet existing and anticipated community need.*

This section provides an assessment of the existing community facilities in Lakes Entrance, identifying capacity to meet existing and future demand for services.

7.2 Determining the Scope and Quantum of Community Infrastructure

It is difficult to determine the quantum of community infrastructure. However, there are some indicators of the scope and nature of infrastructure and services that are required to ensure healthy, well-functioning communities. Table 11 provides an indication of the types of services that are required in a town such as Lakes Entrance.

These cover the broad age range across the community.

Table 12: Type of community infrastructure

Social and health	• Neighbourhood house • Kindergarten • Occasional care • Small community meeting space to accommodate playgroups • Range of social and health promoting activities	• General practitioners • Allied health services • Community (primary) health services • Primary school • Library branch • Community facility with "wet" area rooms to facilitate art activities	• Child care • Multi-purpose community facility with commercial kitchen and multiple community meeting rooms • Home-based care
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Environmental	• Playgrounds • Neighbourhood parks • Bicycle and walking tracks	• Ground with sporting club • Skate/BMX park • Parkland with passive and active capacity	• Multi-functional grounds and sports facilities • Aquatic centre
Economic	Local convenience store (neighbourhood location)	Multi-purpose shopping strip	Facilities to accommodate business and industry

7.3 Social and Health Infrastructure

7.3.1 Health Services

As the regional hospital is some 40 kilometres away in Bairnsdale, there are two large medical clinics in Lakes Entrance (Cunninghame Arm Medical Centre and Gippsland Lakes Community Health). Both provide General Practitioners and a range of allied health services. Additionally, Gippsland Lakes Community Health provides a number of community support programs and community meeting spaces.

The community health service provides a range of services, focussing on specific age cohorts. These include:

- Community-based services for older people and people with a disability, including home-based care and Planned Activity Groups;
- Clinical and nursing services, including home-based care;
- Allied health services;
- Family violence, counselling and alcohol and other drug counselling services;
- Maternal and Child Health Services; and
- General Practice.

The majority of services are targeted for low income residents, with the exception of the Maternal and Child Health Service, which is provided under contract with East Gippsland Shire Council and general practice, both of which are universal services.

Current capacity and implications for growth

Gippsland Lakes Community Health has indicated that all its services are currently operating to capacity.

Funding for a number of services is on a per capita basis. If these funding arrangements continue, the service capacity will be expected to increase in line with population increases. However, the capacity of the infrastructure is also limited. At present, there are no funding grants for not-for-profit organisations to access for infrastructure development. This is limited for Local Government and only available on a competitive grant basis.

An increase in population over time would require greater access to the programs and facilities of local community health and support services. As the indication is that there would be a greater demand on already heavily subscribed services, an assessment be provided to determine the requirements and broad costing for increased infrastructure and

increased staffing provided for local community based agencies will be required on a regular basis.

7.3.2 Lakes Entrance Neighbourhood House

The generally accepted benchmark for a neighbourhood house is one for every 3,000-5,000 people. The lower figure is probably more realistic in a town such as Lakes Entrance with such a high retired population and thus, increased opportunity to use the lifelong learning opportunities provided through the house.

Lakes Entrance Neighbourhood House is situated in a former kindergarten owned by East Gippsland Shire. The committee of management have a lease agreement with Council for the facility. The agreement stipulates that there is only allowed to be 15 people at any one time and there are some restrictions on the hours of opening.

Programs offered through a Neighbourhood House fill an important learning niche in the community. They provide informal inter-active education on a range of subjects and are an alternative to the more formal educational structures.

While Neighbourhood Houses are open to all the community, older adults as well as young parents and youth with limited opportunities often frequent them. The neighbourhood house also offers opportunities for people in the community to work as volunteers - as tutors, supporting people who use the house or providing assistance with program development.

The facility also provides internet access, meeting space and a large kitchen.

Current capacity and implications for growth

The restriction for 15 people to use the facility at any one time will severely restrict the neighbourhood house to expand to meet the demands of a growing population. The anticipated growth in the new developments also indicates that a community facility is required in the area.

7.4 Recreation facilities

Lakes Entrance has a range of facilities which cater for both passive and active recreation. The Council provides a large indoor recreation facility "Lakes Aquadome Leisure Centre" which has swimming, spa and sauna and a gym. This centre is currently undergoing expansion due to increased demand from the local community for fitness programs. Occasional childcare facilities are also available at the Centre.

Tennis facilities adjoin the Aquadome and there are existing plans for increased provision of sporting facilities in the vicinity. Connectivity to the broader community is limited and is provided by the local transit bus services although the majority of patrons travel to the centre by car.

There are two golf courses (one within the development area), and the Lakes Entrance Recreation Reserve which provides for football and cricket. Netball and indoor basketball are played at the Council owned "Lakes Entrance Youth and Recreation Centre" and local schools provide access for sports within their existing halls.

Clubs exist for a range of activities and age groups including the Senior Citizens Club and the University of the Third Age (see full listing of community organisations at appendix 4).

Figure 11: Lakes Aquadome Leisure Centre and Lakes Entrance Youth and Recreation Centre



Walking is a popular activity for all ages and there are opportunities for walking along both North Arm and Cunninghame Arm through the “Cunninghame Walk”.

Fishing and boating are obvious attributes of the Lakes Entrance community given its location on the edge of the Gippsland Lakes system. Management of the foreshore and the waterways are the responsibilities of the East Gippsland Shire Council, the Department of Sustainability and Environment, the East Gippsland Catchment Management Authority and Gippsland Ports.

Future plans have been developed by the Council for upgrading the foreshore with commencement of initial projects to improve shelter and shade facilities to commence in the 2012/2013 financial year.

Current capacity and implications for growth

It would appear that the current recreation facilities are adequate to meet existing community need. However, with an expanding population, this will require review. Importantly there is a need to ensure connectivity between the proposed development and the local recreation facilities, especially the Lakes Aquadome which is situated just below the development area

Figure 12: Lakes Entrance Foreshore



7.5 Public Open Space

Open space in the Lakes Entrance Study Area is concentrated around the foreshores of Cunninghame and North Arm, the Lakes Entrance Recreation Reserve, Apex Park and the Lions Park at Eastern Beach. A small number of undeveloped open spaces exist such as Evatt Park follows the watercourses. The Cunninghame Walking Track provides a loop walk along the foreshore and back through the town to meet up with the foreshore of North Arm. There are a small number of worn local paths through the foreshore areas although these are of various quality and length.

Trails are important for health and environmental purposes and a number of studies suggest that over half of all adults in Australia do not meet the recommended levels of physical activity necessary for health benefit. "Providing convenient access to trails is an important strategy to assist people in learning physical activity patterns and accessing other physical and social opportunities." (Draft East Gippsland Trail Strategy, 2012).

The East Gippsland Rail Trail is connected to the north of the town through the Discovery Trail which ends to the north of the proposed residential land development. There is opportunity to provide increased access to walking and cycling trails through linkages from the town potentially connecting the development site. Trails are likely to travel across Council managed land as well as other public land managed by different land management agencies. To ensure that these are managed well into the future, partnerships and strong co-operation between council and other agencies and community groups will be important. Recent studies suggest that there are benefits to both the local community and visitors from enhanced connectivity.

"Scenic and regional trails targeting visitors will require connections to local residential areas, to enhance opportunities and usability." (Draft East Gippsland Trail Strategy, 2012)

Recreation activities within the local parks provide basic play equipment and in some cases there are shade structures, toilets and barbeque facilities. The facilities are well used by locals and tourists alike although there is a need to provide upgrades to improve the flexibility and usability of the play spaces. All public open space is sited away from the development area and travel to both park reserves, which are situated on the foreshore, would require private vehicle transport.

7.6 Library/ Community Meeting Spaces

Libraries are central to accessing the internet and providing information and social connections for communities. In 2006, internet connections in East Gippsland were low compared to the rest of Victoria, although it is expected that this will have changed significantly over the past six years. The rollout of the National Broadband Network will provide optical fibre within Lakes Entrance although the town is not currently listed in the three year rollout plan. At present, the Lakes Entrance library is only open Monday – Friday.

Community meeting spaces are a fundamental element of social infrastructure, performing a central opportunity to exercise democratic, open society. The Mechanics Street Centre houses the Library and Business Centre of the East Gippsland Shire Council as well as a community managed meeting/community space. The well used meeting space provides for recreational activities, public meetings and for family/public celebrations.

There are a number of local halls and service and education providers who hire or provide spaces for community to come together for a range of activities. Hiring of community space can be difficult for community groups, as they often cannot afford the cost and this may impact on the community's opportunities to provide a range of social support services.

7.7 Emergency Services Provision

Discussions have already taken place with regards to the siting of the emergency services in Lakes Entrance. The opportunity for the State Emergency Service, Country Fire Authority and Regional Ambulance Victoria to expand at their current sites is constrained by physical location and by their current location within the inundation zones of the town.

Given that the proposed development areas are located above the inundation zone, an opportunity exists to co-locate emergency services in the proposed development area. The Council's Palmers Road area may provide an appropriate site. This would reinforce the need for a northern access road into Lakes Entrance as discussed within the study.

7.8 Public Transport

Public transport to and from Lakes Entrance is under contract by Public Transport Victoria (PTV) to V/Line and Dysons Buslines. The services are limited and are:

1. *V/line buses* pass through the town centre as they connect to the railway station in Bairnsdale for travel towards Melbourne. The reverse journey provides access to towns further east on the Princes Highway, terminating in Batemans Bay, New South Wales and Canberra.

The service has three pickup/drop off points within the town and the bus makes four journeys per day to Bairnsdale, three of which make connection with the westbound train/coach service which terminate in Melbourne. Reduced services operate on weekends with three journeys on Saturdays and two on Sundays.

2. *Dysons Bus Service* operates between Lakes Entrance and Bairnsdale. The service runs in off-peak times on weekdays only. Six buses run per day, stopping at a number of small towns on the Princes Highway and terminating in Bairnsdale. One bus service per week completes their journey at the Bairnsdale Regional Health Service.

3. *Lakes Entrance Loop Route* is operated by Dysons on weekdays between 9am and 4pm. They are:-

- The Kalimna Route-4 times per day
- The Town Loop- 7 times per day -hourly
- Lakes Entrance to Lakes Entrance North -4 times per day
- Lakes Entrance to Lakes Entrance East- 4 times per day

These services are currently under review by PTV and it is unknown whether the town services will continue to operate.

4. *School Bus Services* are designed to provide a service to schools in Lakes Entrance for students living 4.8 kilometres or more from the individual school. Students are able to occupy spare seats if they live less than 4.8 kilometres from their school and more than 1.6 kilometres from a public bus which would provide a stop at that school.

Current capacity and implications for growth

The public transport services to Lakes Entrance are severely limited, with little public transport available in peak times to facilitate access to employment both within the town and elsewhere.

No public transport buses servicing Lakes Entrance are considered to be accessible to people with a range of abilities. The only operator who provides accessible transport is the Lakes Taxi service. However if residents need to travel to Bairnsdale, taxi fares become unaffordable with a one way fare costing approximately \$60.

With an increase in population, the demands on public transport will increase. Advocacy is required with the Department of Transport to promote the development of an appropriate public transport network to service the proposed residential development. This includes a focus on:

- Accessibility for people of all abilities;
- Convenient access points within 400 metres from any new residence;
- High level of visibility and safety to ensure confidence in the network for all residents especially for older persons and young families; and
- Public transport availability during peak times.
- Access to school bus places

7.9 Vehicle Traffic

The development area is bordered by a number of roads which provide access to the north of the town (into Colquhoun Rd), to the town centre itself (via Ostlers into Myer St) and to the east of the town and on to the Princes Highway (via Palmers Rd). Feedback through the consultation process raised a number of issues. These include:

- The nature and condition of the existing roads;
- The capacity of the existing roads to carry increased traffic in a safe manner;
- The potential for a link across the development in an East-West direction; and
- The need to develop a northern link road as an alternative to the Princes Highway, which runs along the southern part of the town, through the identified inundation zone.

An opportunity exists to construct suitable pathways and roadways to facilitate cycling and walking as a health and wellbeing alternative, to and from the development area. This will require further study, to research how the existing roads can be shared safely and to design new paths and trails within the development which link into the town centre and the recreational area around the Lakes Aquadome Leisure Centre.

7.10 Housing

As described in Table 7 (p.14) there are a large number of separate houses within the current community. The opportunity for rental is low in East Gippsland with low vacancy rates due to the large percentage of owned or being purchased homes (71%, ABS, 2006) which is exacerbated by 23.8 % of houses being used for holiday homes or are otherwise unoccupied. Housing affordability is low with many low income households (21% earn less than \$350 per week) experiencing housing stress where expenditure on housing costs are greater than 30% of income.

Medium density housing accounts for only 6.5% of the housing stock which is considerably less than the Victorian average (16.3%).

The opportunity exists to increase the diversity of the housing stock within the residential development which will provide more affordable housing for low income families and more appropriate housing for the older population.

7.11 Population and Service Demand

The social infrastructure planned within an area will not represent the final service provision for that area over its life. As the community in the development area grows and matures, the demographic profile will evolve and change. Demand for a wider variety of services, activities and programs will

be generated, including more specialised services whose provision can only be justified at much larger population catchment levels.

Members of the community will form into groups, whether informally or formally, to pursue shared interests. This, in turn, generates demand for physical infrastructure to accommodate these interests. (Guide to Social Infrastructure Planning , 2009).

Examination of the current infrastructure suggests that there are facilities which are at or near capacity (often being built for small numbers of participants e.g. 25 children childcare facilities) and those which require upgrading to fit into the need for flexible multi-purpose functions.

A quantitative analysis (provided at Table 13) has been carried out using benchmarks available for current growth areas in Victoria. We can use these as guides but must be sure not to assume a suburban community is structured the same as a regional or rural one. The town of Lakes Entrance provides a focus for a number of recreation, commercial, education and service demands from small towns on the edge of the study area and hence the calculations provided are more than likely at the minimum level of demand. The impact of non resident ratepayers returning to Lakes Entrance during peak holiday periods has also not been factored within the analysis, although research is currently underway to provide improved understanding of the population at any time of the year, rather than through census counts.

7.12 Social Infrastructure Audit

An audit of the major facilities available in Lakes Entrance has been undertaken (see Table 14). This audit examined the existing community infrastructure analysing its potential for growth over time. These predictions will change dependant on which of the three scenarios for growth that are used.

It is likely that the uptake of properties will either reflect the existing situation within the Lakes Entrance study area or there will be some change in the purchasing patterns due to the affordability and location of the development, the opportunities for employment and the availability of services. This would determine the timeframe for which changes to infrastructure are required.

All building works identified within the audit are to be costed at \$3000 per sq. metre.

7.13 Infrastructure and service requirements

Given the uncertainty about the quantum of population increases and the time frame in which these will occur, it is difficult to assess the total infrastructure requirements for the new developments. To ensure that a healthy, vibrant and well-connected community develops in the proposed area, the following tables (Tables 13 and 14) have been used to quantify the normal demand level for social/community infrastructure based on the three scenarios. The variables noted above (7.11) should be considered when using the results in these tables.

7.14 Assessing the validity of assumptions over time

As discussed there are a range of variables in relation to the proposed developments and it is critical that the assumptions of this SIA are examined regularly, to take into account the nature of the population growth of the proposed development. Liaison with service providers at commencing and at three year intervals will ensure that there is an opportunity to engage with the pace of development growth and the provision of infrastructure by both government and non government agencies. Appropriateness of service and social infrastructure development would be analysed with community and major stakeholders' feedback.

Table 13: Quantitative Analysis of Social/Community Infrastructure across three demographic scenarios

Facility	Benchmark	Existing Community 2006 (a)	Existing Community 2025 (b)	New Development Scenario 1 (c)	Total 2025 (b) + (c)	New Development Scenario 2 (d)	Total 2025 (b) +(d)	New Development Scenario 3 (e)	Total 2025 (b) + (e)
Early Learning Centres/ Children's Services									
Kindergarten (place)	1 place: 2.2 children aged 4 years (assumes 90% of demand is met by dedicated Council preschools) ¹	30	33.5	14.9	48.4	16	49.5	15.4	48.9
Maternal and Child Health (session)	1 EFT Nurse: 140 infants (0 year olds) Equivalent of 1 session: 14 infants (0 year olds)	0.46 EFT 4.6 sessions	0.53 EFT 5.3 sessions	0.1 EFT 1 session	0.63 EFT 6.3 sessions	0.12 EFT 1.2 sessions	0.65 EFT 6.5 sessions	0.11 EFT 1.1 sessions	0.64 EFT 6.4 sessions
Long day child care (place)	1 place: 4.8 children aged 0-6	97	97.3	19.9	117.2	23.5	120.8	22.8	120.1
Occasional care	1 place: 28 children aged 0-6	16.6	16.7	3.4	20.1	4.0	20.7	3.9	20.6
Community facilities									
Neighbourhood community centre	1 centre: 3,500-15,000 residents	0.36	0.46	0.08	0.54				
Multipurpose community centre	1 centre: 20,000-30,000 residents	0.18	0.23	0.04	0.27				
Community meeting room/hall	1 room: 6,000-10,000 residents	0.54	0.69	0.12	0.81				
Youth space/facility	1 venue: 1: 20,000 residents	0.27	0.35	0.06	0.41				
Cultural facilities									
Centre based library	1 static library: 30,000 residents	0.18	0.23	0.04	0.27				
Community arts venue	1 venue:60,000 residents	0.09	0.12	0.02	0.14				
Museum	1 venue: 30,000-130,000 residents	0.04	0.05	0.01	0.06				
Art Gallery	1: 30,000-150,000 residents	0.04	0.05	0.01	0.05				
Performing arts venue	1: 50,000-200,000 residents	0.027	0.035	0.006	0.04				
Civic/cultural space	1: 25,000 residents	0.22	0.28	0.05	0.32				
Active recreation facilities									
District park	1 park: 3,000-5,000 residents. Min of 8ha	1.1	1.4	0.24	1.6				
Sub-regional park	1 park: 30,000+ residents. Min of 8ha	0.18	0.23	0.04	0.27				

Facility	Benchmark	Existing Community 2006 (a)	Existing Community 2025 (b)	New Development Scenario 1 (c)	Total 2025 (b) + (c)	New Development Scenario 2 (d)	Total 2025 (b) +(d)	New Development Scenario 3 (e)	Total 2025 (b) + (e)
Football field	1 field: 5,000 residents	1.1	1.4	0.24	1.6				
Cricket field	1 field: 4,000 residents	1.35	1.7	0.3	2.0				
Soccer field	1 field: 5,000 residents	1.1	1.4	0.24	1.6				
Netball Court	1 Court: 7000 residents	0.8	1	0.18	1.2				
Hockey									
Tennis court	1 court: 3,000 residents	1.8	2.3	0.4	2.7				
Lawn bowls green	1 green: 10,000 residents	0.54	0.69	0.12	0.81				
Field for lower profile sports	1 field: 15,000 residents	0.36	0.46	0.08	0.54				
Indoor multipurpose court	1 court: 10,000 residents	0.54	0.69	0.12	0.81				
Indoor aquatic/leisure centre	1 venue: 60,000 residents	0.09	0.12	0.02	0.14				
Passive open space									
Passive space	1ha: 1000 people	5.4	6.9	1.2	8.1				
Informal park	Within 500m of every household								
Local/neighbourhood park	1 park: 750-3,000 people, generally min of 1ha	1.8	2.3	0.4	2.7				
District park	1 park: 3,000-5,000 residents. Min of 2ha	1.1	1.4	0.24	1.6				
Sub-regional park	1 park: 30,000+ residents. Min of 5ha	0.18	0.23	0.04	0.27				
Regional park	1 park: 200,000 or 20min drive. Min of 5-10ha	0.027	0.035	0.006	0.04				
Playgrounds									
Playgrounds	Within 500m of every household			-		-		-	
Playground	1 playground: 250 children aged 0-12 years	3.2	3.24	0.72	3.96	0.87	4.11	0.83	4.07
Education facilities									
Government primary students	55% of children aged 5-11	240	267	55	322	66	333	62	329

Lakes Entrance Northern Growth Area
Social Impact Assessment

Facility	Benchmark	Existing Community 2006 (a)	Existing Community 2025 (b)	New Development Scenario 1 (c)	Total 2025 (b) + (c)	New Development Scenario 2 (d)	Total 2025 (b) +(d)	New Development Scenario 3 (e)	Total 2025 (b) + (e)
Government secondary students	47% of children aged 12-17	157	172	35	207	51	223	48	220
Catholic primary students	25% of children aged 5-11	120	134	27	161	33	167	31	165
Catholic secondary students	25% of children aged 12-17	84	92	19	111	27	119	26	118
Independent school students	10% of children aged 12-17	34	37	8	45	11	48	10	47

Table 14: Major Social Infrastructure Audit

Facility	Location In Lakes Entrance	Facility Ownership	Governance	Current capacity	Required provision	Assessment of Infrastructure Demand to 2025
Active Recreation Facilities						
Lakes Aquadome Leisure Centre	Palmers Road	Council	Council	25m heated pool. Toddlers and learners pool, spa, sauna, gym.	0.14	The Aquadome has recently undergone extensions to provide increased gym capacity. The Aquadome provides for demand requirements beyond the future of residential development in Lakes Entrance.
				Tennis Court (floodlit)	2.7	There are adequate tennis courts (10) on the site for the current and future community.
				Soccer	1.6	A croquet court has been proposed and funded for the vacant Council land adjacent to the Aquadome. Proposals have been developed for the Council land adjacent to the Aquadome for the provision of both soccer and hockey fields
				Occasional Childcare	20.1	Extension to the facility should have regard for potential to increase occasional childcare provision by 6.0 EFT places in order to service the occasional care needs of those attending the Aquadome. Occasional Care is also provided by the main early learning centres
Lakes Entrance Recreation Reserve	Rowe Street	Department of Sustainability and Environment	Committee of Management	Football field, club house,	1.6	The recreation reserve provides below the required minimum level of football fields (1) and netball (2 courts). Netball is also provided at existing local school facilities. The demand provided by the development would
				Netball Courts	1.2	

Facility	Location In Lakes Entrance	Facility Ownership	Governance	Current capacity	Required provision	Assessment of Infrastructure Demand to 2025
				Tennis	2.7	require a second football/netball facility if the second and third scenarios were realised. As there is little room for expansion at the existing reserve (already in an inundation area) the location of a second facility would need to be found to the north of the current development proposal. Tennis is also provided at the Aquadome site
Lakes Entrance Youth and Recreation Centre	Church Street	Council	Committee of Management	Basketball, Netball	0.81 (Multipurpose Centre)	Young people and younger adults attend the facility for basketball and related sports. There is sufficient provision at the Youth and Recreation centre to act as a multipurpose centre and a youth facility
				Youth Services	0.41	The Centre will need to develop other forms of activities for young people to act as a support facility
Early Learning Centres						
Lakes Entrance Pre-School	Coates Road	Council	Committee of Management	30 places -4 y/o 25 places 3 y/o	48.4	The existing facility provides for the appropriate level of places; however the centre acts as a catchment for surrounding smaller areas (not in the study) and as such is currently at or near capacity despite the recent extensions to the premises.
Lakes Entrance Learning & Development Centre	Coates Road	Council	Committee of Management	66 places-Childcare and kindergarten 25 places After School Care/Vacation Program 25 P/T staff	117.2	The provision of childcare is through both private and not for profit organisations. Between the two services there are enough places to provide for the demand analysis. The services also act as catchments for a number of smaller areas outside the study area which means they are close to capacity with existing

Facility	Location In Lakes Entrance	Facility Ownership	Governance	Current capacity	Required provision	Assessment of Infrastructure Demand to 2025
Kids in Care	Myer Street	Private	Private	65 places Childcare Vacation/After School Care		demand There is an opportunity to consider the development of an integrated children’s hub to accommodate both Council early learning settings and a range of children’s services including maternal and visiting services. The Council’s land at Palmers Road would provide an appropriate location for such a development
Education facilities						
Lakes Entrance Primary School	Myer Street	DEECD	School Council	226 students 24.6 EFT teaching/non teaching staff	322	Increases in Primary and Secondary Education infrastructure is determined by ratios implemented by the Department of Education and Early Childhood Development. The Department have not identified any trigger point being reached by the development, although the issues of access to student transport needs to be addressed with local schools Non government schools currently provide for more than identified population of primary aged children. There is no non government secondary school in Lakes Entrance. This is provided in Bairnsdale for which bus services operate.
St Brendans Primary School	Golf Links Road	Non Government	School Council	208 students 16.6 EFT teaching/non teaching staff	161	
Lakes Entrance Secondary College	North Street	DEECD	School Council	253 students 37.2 EFT teaching/non teaching staff	207	
Community Facilities						

Facility	Location In Lakes Entrance	Facility Ownership	Governance	Current capacity	Required provision	Assessment of Infrastructure Demand to 2025
Lakes Entrance Senior Citizens Centre	Coates Road	Council	Committee of Management	Programs for senior citizens		The current Centre will be required to cater for 373 people aged 60+ if the current demographic is reflected in the new resident population. The Centre will require expansion of its premises to ensure that there are adequate activities provided to the older community. Sufficient land is available at the Coates Road facility for an increase of 100 sq m The Lakes Entrance U3A is currently housed in a local church hall and has over 100 members. The expanded Coates Road facility would provide an opportunity to co-locate these two services
Lakes Entrance Neighbourhood House	Heatherlea Grove	Council	Committee of Management	Social Support, Community and Adult Education Programs	0.54	The Neighbourhood House is limited in its size and its operation (by its position and license). There should be an opportunity to provide space at any community hub development at Council's Palmers Rd location, for the Neighbourhood House to provide an outreach service to the new development residents
Lakes Entrance Mechanics Institute	Mechanics Street	Council	Council committee	Community meeting space	0.81	The Mechanics Institute provides a suitable facility for community meetings. There are a number of existing halls and meeting rooms (eg Gippsland Lakes Community Health, Lakes Entrance Angling Club) which cater for small to medium groups

Facility	Location In Lakes Entrance	Facility Ownership	Governance	Current capacity	Required provision	Assessment of Infrastructure Demand to 2025
Cultural Facilities						
Lakes Entrance Library and Business Centre	Mechanics Street	Council	Council	Library and Business Centre	0.27	The current branch library provides for a range of library services including internet facilities. The potential population increase would require 400 sq. m of library facility in total which would require the current facility to either double in size or provide a range of more flexible, technology driven services
Community arts venue	1 venue:60,000 residents				0.14	There is no existing arts or cultural infrastructure within Lakes Entrance. There are a number of avenues for access to historical information (eg Lakes Entrance Historical Society) which require further enhancement. Although the demand analysis does not warrant a separate arts/performance facility there will be opportunities to develop arts based activities within existing and planned Council community infrastructure. Innovative programming in flexible spaces will support Council's commitment to a "Hub and Spoke " model of delivery centred at the Forge Theatre, Bairnsdale. Opportunity should be taken to improve access to Aboriginal art in public open spaces within and around the new development area and at key public spaces. Consultation with local aboriginal organisations will be undertaken to ensure appropriate planning and funding in line with Council's Public Art policy
Museum	1 venue: 30,000-130,000 residents				0.06	
Art Gallery	1: 30,000-150,000 residents				0.05	
Performing arts venue	1: 50,000-200,000 residents				0.04	
Civic/cultural space	1: 25,000 residents				0.32	

Facility	Location In Lakes Entrance	Facility Ownership	Governance	Current capacity	Required provision	Assessment of Infrastructure Demand to 2025
Passive Open Space						
Passive space	1ha: 1000 people				8.1 ha	The proposed development lies adjacent to the Lakes Entrance foreshore with extensive passive space provision. There is little passive space in the vicinity of the new residential development. Increased passive open space will be defined by the environmental studies being carried out as part of the ODP
Informal park	Within 500m of every household					To be developed as part of the Outline Development Plan
Local/neighbourhood park	1 park: 750- 3,000 people, generally min of 1ha				2.7	Two local parks exist within the existing township, neither accessible to the new residential development by existing pathways/cycling paths. It is recommended that a neighbourhood park be integrated into the development design
District park	1 park: 3,000-5,000 residents. Min of 2ha				1.6	A district park should be replaced with improvements to the linkages between existing passive and active open space and that within the new development, through the provision of an integrated movement infrastructure plan

Facility	Location In Lakes Entrance	Facility Ownership	Governance	Current capacity	Required provision	Assessment of Infrastructure Demand to 2025
Playgrounds						
Playgrounds	Within 500m of every household			-		To be integrated within Neighbourhood Parks
Playground	1 playground: 250 children aged 0-12 years	3.2	3.24	0.72	3.96	Existing playgrounds will not provide the level required by the new resident population. The development should provide at least two new playgrounds within the development area and ensure that access is practical for resident and non resident community
Health/Medical Services						
Gippsland Lakes Community Health	Jemmeson Street	GLCH	Board of Directors	Health and Medical Services		To be discussed with the organisation after periodic audit completed. Indications are that 3 more doctors will be required within Lakes Entrance to manage the general practice requirements of the expanded population
Cunninghame Arm Medical Centre	Whiters Street	Private	Private	Medical and Allied Health Private Practice		As a private practice the opportunity to expand to meet service demand lies with the practice. Evidence base developed through the ongoing community audit process will be available to inform the decision making

Facility	Location In Lakes Entrance	Facility Ownership	Governance	Current capacity	Required provision	Assessment of Infrastructure Demand to 2025
Lakes Entrance Aboriginal Health Association	Jemmeson Street	LEAHA	Board of Directors	Health and Medical Services for the Aboriginal community		To be discussed with the organisation after periodic audit completed
Other Government Services						
Lakes Entrance Police Station	Cnr Myer and Roadknight Street	State	State	Police Station		No current plan to expand existing facility

8 Recommendations

The following recommendations are designed to support a strong and viable Lakes Entrance community which is to grow as the result of the cumulative effects of the proposed residential developments. The many social and environmental challenges outlined in this study provide an opportunity to adapt to a changing landscape and to ensure that the social infrastructure supports the community into the future.

In assessing the level of infrastructure required by the population increase which results from the new developments, this report has assumed that the majority of the population growth over the next 10-15 years will be generated within the Northern Growth Area. Natural population increase for the Lakes Entrance community, as projected by the Australian Bureau of Statistics, assumes there is a supply of land to accommodate that growth. It is reasonable to assume that the Northern Growth Area will provide for the majority of the natural increase as well as for new residents attracted to the availability of land.

The following table also provides a hierarchy of need/demand which may provide some direction in prioritising the staging of social infrastructure. The hierarchy is based on current capacity assessments of the existing infrastructure completed in Table 14- Major Social Infrastructure Audit.

Infrastructure Requirements

Recommendation	Area Required		Location	Costing ¹ @\$2500 per m ²
Develop an early years hub for 110 children to provide Universal access to kindergarten, provision of childcare, occasional care and before/after school and vacation programs. Maternal and Child Health services Visiting services	350 sq metres	Existing Town Centre (Redevelopment of existing 43 Coates Rd. site)		\$875,000
Develop a multipurpose community facility with flexible spaces for :- Meetings Art displays and small performance pieces Consulting rooms for primary health providers Community Programs through Neighbourhood House Commercial kitchen	750 sq metres	Northern Growth Area Development (55 Palmers Rd)		\$1,875,000

Increase Aquadome Childcare space	20 sq metres internal/40 sq metres external	Existing Town Centre (43 Palmers Rd)	\$150,000
Develop an activity centre to service the new development and those already under construction to the east of Palmers Rd.	1 ha	Northern Growth Area Development (55 Palmers Rd)	³
Develop site for Emergency Service location	2 ha	Northern Growth Area Development- (55 Palmers Rd)	⁴
Create two new playgrounds/neighbourhood parks	2 ha	Northern Growth Area Development	²
Redevelop Lakes Entrance Youth and Recreation Centre to include spaces for support service provision for young people	Internal Redevelopment	Existing Town Centre (Church Street)	\$75,000
Develop Senior Citizens Centre to include new program partners	100 sq metres	Existing Town Centre (43 Coates Rd)	\$250,000
Increase library facility space Or Develop existing library as a learning and technology hub	200 sq metres 100 sq metres	Existing Town Centre (Mechanics Street)	\$500,000
Develop proposal for second football/cricket field with pavilion, netball courts and playground	4 ha	Northern Growth Area Development	²
Provide trail/pathway linkage between foreshore and new development towards Northern trails entrance	Provide land along existing and planned pathways	Township/Development area	

Notes:

1. Costing is based on average per square metre where no design specifications have been developed
2. Cost of active recreation land development would be influenced by cost of land preparation work (site specific)
3. Activity Centre costing would be a partnership between Council and retail developers
4. Site for Emergency Services development would be provided through appropriate leasing arrangements from Council

Timeframes

The timeframe for implementation across the strategies identified in the SIA is defined in five stages:

- Immediate- action is required to address this recommendation over the coming 12 months
- Short-term- action is required to address the recommendation over the coming 2-5 years
- Medium-term- action is required to address the recommendation over the coming 6-10 years
- Long- term- action is required to address the recommendation over the coming 11-15 years
- Ongoing- action is required in monitoring this recommendation on a regular basis.

Recommendation	Timeframe*	Responsibility
Review and Monitoring		
1. That all affected communities be consulted on a regular basis to examine the social impact effects of the proposed residential development and the provision of appropriate social infrastructure.	Ongoing	Council
2. That planning for services and community infrastructure be reviewed regularly, as the population grows.	Short Term Ongoing	Council/Community Organisations Council
3. That the increased need for community spaces which results from the proposed development is the subject of an audit every three years in order to ascertain the ability of all properties to provide for community accessibility and to adapt to the growing population.	Immediate/ Ongoing	Council
Community functioning		
4. That consultation occur with the community in relation to the most appropriate ways to acknowledge and express the attachment of the area to both Indigenous and non-Indigenous communities, as a mark of the changing social and environmental landscape.	Short term	Developer/Council
Community infrastructure and services		
5. That planning for medium density housing be encouraged within the proposed development in order to accommodate the existing older resident cohort.	Short term	Developer
6. That models of providing affordable housing in the proposed development, in order to increase the number of couples with young children (first home buyers) into the community	Short term	Developer/Council
7. That an assessment of the requirements and broad costing for increased infrastructure and increased staffing provided for local community based agencies	Short term/Medium Term	Council/Developer Council/Community Organisations

Recommendation	Timeframe*	Responsibility
be undertaken on a regular basis.	Ongoing	
8. That a multi-purpose community facility be constructed in the new development (capacity: 750 sq m) within Council land	Short/Medium Term	Developer/Council
9. That an Early Years Hub be developed to include “wrap around” service delivery model	Short Term	Developer/Council/ Early Years Committees
10. That a review of existing Council infrastructure be undertaken on the capacity to provide for an increased number of participants and more diverse program demand	Short term/ Ongoing	Council/Community Organisations
11. That walking and cycling connectivity to the “Lakes Aquadome Leisure Centre” be planned and constructed.	Short/Medium Term	Developer
12. That the proposed developments are connected to the rest of the town, including the foreshore bicycle and walking trails.	Short/Medium Term	Developer/Council
13. That Council promote the extension of Library resources to the community to ensure increased access to information and provide social connectivity for the growing population	Medium	Council
14. That Council’s Palmers Road area is examined to assess its potential to house a joint facility for all emergency services in Lakes Entrance. (p.33)	Immediate/ Short Term	Council/Emergency Services
15. That Council facilitate advocacy with the Department of Transport in relation to developing a more robust public transport network to service the proposed residential development.	Immediate	Council/Developer/Dep artment of Transport
16. That a study be undertaken to evaluate the capacity to improve public transport access from the proposed residential development to the retail centre of Lakes Entrance.	Short term	Council/Department of Transport
Natural Environment		
17. That high quality, accessible open space for passive and active recreation be constructed within the proposed residential land development ensuring linkages are developed through a Movement Infrastructure Plan.	Short/Medium Term	Developer/Council
Urban planning		
18. That planning is undertaken with relevant authorities to develop an alternative northern access road for Lakes Entrance	Medium/Long Term	Council/Department of Transport

Recommendation	Timeframe*	Responsibility
19. That traffic planning within the development and on the boundary roads define walking and cycling pathways which provide safe, accessible and convenient access to recreation, community, health, education and retail centres (p.35)	Short term	Council/Developer
20. That a study be undertaken to evaluate the capacity to improve public transport access from the proposed residential development to the retail centre of Lakes Entrance.	Short term	Council/Department of Transport
Economic Development		
21. That a study be undertaken to assess the potential for the development of an activity centre within the proposed development area especially the area of Council land at Palmers Road	Immediate/ Short Term	Council/Developer
22. That economic development and increased employment opportunities be explored, to attract families to live in the proposed development.	Short term	Council/Developer

9 References

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Appendix 1. Projected population growth 2006- 2025 by single age groups

Age	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Year																					
2025	70.2	63.2	64.7	59.5	73.8	68.1	68.0	61.5	80.3	70.8	60.2	76.7	70.1	79.8	65.0	76.0	78.6	66.2	60.5	70.6	36.5
2006	65	62	54	54	66	60	61	57	73	63	52	71	66	73	59	65	74	63	57	66	38
Age	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41
Year																					
2025	50.3	43.5	42.0	46.0	45.5	51.4	55.4	50.2	53.3	61.7	58.8	62.6	52.2	55.1	69.7	63.2	66.8	62.8	56.6	64.5	76.4
2006	53	48	42	45	43	48	55	47	44	51	49	54	46	44	58	63	60	63	51	53	65
Age	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62
Year																					
2025	58.0	81.2	75.5	65.4	70.9	58.2	66.7	55.9	71.8	88.1	82.2	96.3	72.4	73.8	99.4	60.3	103.1	93.2	84.9	97.6	138.4
2006	50	77	78	65	72	58	63	55	71	84	89	89	68	66	87	59	98	93	82	75	99

Age	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83
Year																					
2025	119.7	135.1	133.8	113.9	130.3	103.3	112.2	123.8	130.2	129.9	117.0	108.1	127.7	102.0	106.3	126.0	95.2	72.1	64.8	66.1	44.6
2006	89	91	93	82	89	69	70	73	74	76	64	61	67	59	55	59	61	49	40	42	28
Age	84	85+																			
Year																					
2025	49.9	312.7																			
2006	28	161																			

Appendix 2. Employment Profile (ABS, 2006)

	15-19			20-24			25-34			35-44			45-54			55-64			65-74			75-84		
	years			years			years			years			years			years			years			years		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Employed, worked:																								
Full-time(a)	43	17	60	56	23	79	127	38	165	167	76	243	164	95	259	74	54	128	11	5	16	0	0	0
Part-time	29	54	83	18	32	50	26	65	91	36	138	174	55	116	171	50	78	128	18	15	33	4	0	4
Employed, away from work(b)	0	9	9	0	0	0	6	8	14	9	10	19	19	13	32	17	12	29	5	3	8	0	0	0
Hours worked not stated	8	0	8	6	0	6	7	6	13	9	3	12	6	15	21	3	5	8	4	0	4	0	0	0
Total	80	80	160	80	55	135	166	117	283	221	227	448	244	239	483	144	149	293	38	23	61	4	0	4
Unemployed, looking for:																								
Full-time work	13	9	22	13	0	13	22	9	31	9	4	13	16	10	26	11	3	14	0	0	0	0	0	0
Part-time work	4	0	4	0	4	4	4	6	10	4	6	10	4	6	10	0	7	7	0	0	0	0	0	0
Total	17	9	26	13	4	17	26	15	41	13	10	23	20	16	36	11	10	21	0	0	0	0	0	0
Total labour force	97	89	186	93	59	152	192	132	324	234	237	471	264	255	519	155	159	314	38	23	61	4	0	4
Not in the labour force	50	68	118	19	39	58	32	89	121	33	83	116	70	102	172	213	264	477	299	318	617	203	224	427
Labour force status not stated	8	14	22	8	10	18	22	10	32	11	15	26	16	12	28	23	22	45	29	38	67	33	31	64
Total	155	171	326	120	108	228	246	231	477	278	335	613	350	369	719	391	445	836	366	379	745	240	255	495

Appendix 3 Survey Tool



Employment

What areas of growth in employment, due to the developments, do you see occurring and is there capacity within Lakes Entrance to provide this.

BUILDING - SERVICES - NEW HOUSES WILL BRING IN
NEW WORKERS TO ADD TO EXISTING POPULATION -
LAKE HAS A LOT OF CASUAL / PART TIME WORKERS WHO CAN
PICK UP SOME STUFF

Housing demand- What sort of housing would you like to see built in the new residential development (eg family homes, flats, medium density) and why?

FAMILY HOMES AND MEDIUM DENSITY + RETIREMENT
VILLAGE TO TARGET A GOOD CROSS SECTION OF
PEOPLE - IE: FAMILIES - SINGLES - RETIRED PEOPLE.

Recreation and sporting demand - Can the current recreation infrastructure manage the growth in population? ~~Yes~~ No

If No, what sort of recreation does Lakes Entrance need and why (eg. walking and cycling paths, organised sport, the Lakes Aquadome)

THE AQUADOME NEEDS TO EXTEND - HYDROTHERAPY POOL
AND 50 METER POOL -
FOOTBALL BETTER USE OF REC RESERVE (NOT CARAVAN PARK).
EXTENSION BOWLS CLUB TO ENCOURAGE LARGE TOURNAMENTS

MORE CYCLE AND WALKING PATHS NEED TO ENCOURAGE
ACTIVITY IN THE POPULATION

Open Space demand Is the current open space able to manage the potential population growth and increased numbers of houses? ~~Yes~~ NO - YES

If No what type of open space will be needed (eg parks, spaces for community events and public art)

NEED MORE PARKS - BETTER USE OF OLD
COUNCIL BUILDING ON THE HILL FOR PUBLIC EVENTS
DISPLAYS ETC

Any Other Comments

THE SHOPPING PRECINCT NEED TO BE ABLE TO
EXTEND - INTO CHURCH / ROAD NIGHT ST ~~TO AREA~~
~~LEVEL~~

THE BIG IDEA WOULD BE TO HAVE A TOP
LEARNING FACILITY IN LAKES IE: UNIVERSITY
THIS WOULD BRING IN YOUNG WORKERS - FOR SERVICE
INDUSTRY GROWTH FOR THE BUILDING INDUSTRY

Appendix 4 Community Groups and Organisations

ANGLICAN CHURCH LAKES ENTRANCE St Nicholas

RELIGIOUS GROUPS, Tel BH: 03 5155 1748, Email: barbara.logan2@bigpond.com

Australian Volunteer Coast Guard Lakes Entrance VF18

EMERGENCY SERVICES, Tel BH: 03 5155 1601, Email: fc.vf18@coastguard.com.au

COMMUNITY HEALTH CENTRE - OCCUPATIONAL THERAPY Lakes Entrance

HEALTH SUPPORT & COUNSELLING SERVICES, Tel BH: 03 5155 8300

Friends of Gippsland Lakes Parks and Reserves

RECREATION RESERVES HALLS & PLAYGROUNDS, Tel BH: 03 5156 6317, Email: windermere@net-tech.com.au

HEALTH SUPPORT & COUNSELLING SERVICES, Tel BH: 5157 5744, Email: bruthen@glch.org.au

GIPPSLAND LAKES COMMUNITY HEALTH - LAKES ENTRANCE

HEALTH SUPPORT & COUNSELLING SERVICES, Tel BH: 03 5155 8300, Email: lakes@glch.org.au

GIPPSLAND LAKES FISHING CLUB INC.

SPORT & RECREATION ACTIVITIES, Tel BH: 03 5155 1293

HOSPICE LAKES ENTRANCE INC.

HEALTH SUPPORT & COUNSELLING SERVICES, Email: bmorison@southernphone.com.au

Kids in Care - Lakes Entrance Child Care Centre

CHILDREN'S SERVICES, Tel BH: 5155 2566, Email: elclakesentrance@kidsincare.com.au

LAKES COMMUNITY CHURCH INC

RELIGIOUS GROUPS, Tel BH: 03 5155 3277, Email: lakes.ch@bigpond.net.au

Lakes Entrance After School Vacation Care managed by Uniting Care Gippsland

CHILDREN'S SERVICES, Tel BH: 5155 3946

LAKES ENTRANCE AGED CARE FACILITY

ADULT AGED & DISABLED SERVICES, Tel BH: 5155 2054, Email: jklnom@optusnet.com.au

LAKES ENTRANCE AND DISTRICT BREAST CANCER SUPPORT

HEALTH SUPPORT & COUNSELLING SERVICES, Tel BH: 03 5155 2025

LAKES ENTRANCE BAPTIST CHURCH

RELIGIOUS GROUPS, Tel BH: 5155 2884, Email: admin@lebc.org.au

Lakes Entrance Baptist Church Tiny Turtles Playgroup

CHILDREN'S SERVICES, Tel BH: 03 5155 2669

LAKES ENTRANCE BOWLS CLUB

SPORT & RECREATION ACTIVITIES, Tel BH: 03 5155 3578

LAKES ENTRANCE BRIDGE CLUB Inc

SPECIAL INTEREST GROUPS, Tel BH: 03 51563359, Email: b.pdingwall@wideband.net.au

LAKES ENTRANCE BUSINESS TOURISM ASSOCIATION

TOURISM/ EVENTS, Tel BH: 03 5155 4243

Lakes Entrance Cancer Council Unit

HEALTH SUPPORT & COUNSELLING SERVICES, Tel BH: 5155 2651, Email: jmdouglass@bigpond.com

LAKES ENTRANCE CATHOLIC CHURCH

RELIGIOUS GROUPS

Lakes Entrance Cemetery Trust

SERVICE CLUBS & SOCIETIES, Tel BH: 5155 1100

Lakes Entrance Child Care Centre- Uniting Care Gippsland

CHILDREN'S SERVICES, Tel BH: 5155 3946

LAKES ENTRANCE CIVIL CELEBRANT

RELIGIOUS GROUPS, Tel BH: 03 5155 1142

LAKES ENTRANCE COUNTRY WOMENS ASSOCIATION

SERVICE CLUBS & SOCIETIES, Tel BH: 03 5155 2962

LAKES ENTRANCE CROQUET CLUB INC

SPORT & RECREATION ACTIVITIES, Tel BH: 51552360, Email: barbandlance@bigpond.com

LAKES ENTRANCE FAMILY HISTORY RESOURCE CENTRE INC.

SPECIAL INTEREST GROUPS, Tel BH: 03 5155 3843, Email: lefhrc@internode.on.net

LAKES ENTRANCE GARDEN CLUB INC.

SPECIAL INTEREST GROUPS, Tel BH: 03 5155 1016

LAKES ENTRANCE GOLF CLUB

SPORT & RECREATION ACTIVITIES, Tel BH: 03 5155 1431

LAKES ENTRANCE LADIES BOWLS CLUB

SPORT & RECREATION ACTIVITIES, Tel BH: 03 5155 3578

LAKES ENTRANCE LEGACY WIDOWS CLUB

SERVICE CLUBS & SOCIETIES, Tel BH: 03 5155 1559

Lakes Entrance Maternal and Child Health Centre

HEALTH SUPPORT & COUNSELLING SERVICES, Tel BH: 5153 9500

LAKES ENTRANCE MECHANICS INSTITUTE MANAGEMENT COMMITTEE INC

SERVICE CLUBS & SOCIETIES, Tel BH: 03 5155 1991, Email: gamjradford@hotmail.com

LAKES ENTRANCE NEIGHBOURHOOD HOUSE INC.

NEIGHBOURHOOD HOUSES COMMUNITY RESOURCE & OUTREACH CENTRES, Tel BH: 03 5155 2277, Email: lakesnh@vic.australis.com.au

LAKES ENTRANCE PADDLE BOATS

SPORT & RECREATION ACTIVITIES, Tel BH: 419552753

Lakes Entrance Portside Boat Hire

TOURISM/ EVENTS, Tel BH: 5155 3832 or 0427 551 337

Lakes Entrance Preschool

CHILDREN'S SERVICES, Tel BH: 03 5155 2061, Email: lakes.entrance.kin@kindergarten.vic.gov.au

LAKES ENTRANCE RECREATION RESERVE COMMITTEE OF MANAGEMENT

SERVICE CLUBS & SOCIETIES, Tel BH: 03 5155 1800

LAKES ENTRANCE REGIONAL HISTORICAL SOCIETY INC.

SPECIAL INTEREST GROUPS, Tel BH: 03 5155 3939, Email: info@lakeshistory.com

LAKES ENTRANCE RETURNED & SERVICES LEAGUE

SERVICE CLUBS & SOCIETIES, Tel BH: 03 5155 1555, Email: enquire@rslglenaramotel.com.au

LAKES ENTRANCE SENIOR CITIZENS INC

SERVICE CLUBS & SOCIETIES, Tel BH: 03 5155 2320, Email: tuvue@bigpond.com

LAKES ENTRANCE SKATE PARK

SPORT & RECREATION ACTIVITIES

LAKES ENTRANCE SQUASH & RACQUETBALL CLUB

SPORT & RECREATION ACTIVITIES, Tel BH: 5155 1563

Lakes Entrance Surf Club Market

TOURISM/ EVENTS, Tel BH: 407098805

LAKES ENTRANCE SURF LIFE SAVING INC.

SPORT & RECREATION ACTIVITIES, Tel BH: 03 5155 1333

LAKES ENTRANCE TENNIS CLUB INC

SPORT & RECREATION ACTIVITIES, Tel BH: 03 5155 1503

LAKES ENTRANCE UNITING CHURCH

RELIGIOUS GROUPS, Tel BH: 03 5155 1004, Email: joycel@datafast.net.au

Lakes Entrance Uniting Church Playgroup

CHILDREN'S SERVICES, Tel BH: 03 5155 1416

Lakes Entrance Visitor Information Centre

TOURISM/ EVENTS, Tel BH: 5155 1966

LIONESS CLUB OF LAKES ENTRANCE

SERVICE CLUBS & SOCIETIES, Tel BH: 03 5155 2184, Email: lawcyn@datafast.net.au

LIONS CLUB OF LAKES ENTRANCE

SERVICE CLUBS & SOCIETIES, Tel BH: 03 5155 5070, Email: lions.lakesentrance@gmail.com

MATERNAL & CHILD HEALTH PROGRAM - Lakes Entrance Community Health

CHILDREN'S SERVICES, Tel BH: 03 5155 8300, Email: ailsac@glch.org.au

POLICE STATION Lakes Entrance

EMERGENCY SERVICES, Tel BH: 03 5155 1206, Email: colin.arnell@police.vic.gov.au

PROBUS CLUB OF LAKES ENTRANCE INC.

SPECIAL INTEREST GROUPS

ROTARY CLUB OF LAKES ENTRANCE

SERVICE CLUBS & SOCIETIES, Tel BH: 418595903