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# Community and Stakeholder Engagement Report

## Public Amenities Upgrade – Rowland Reserve, Bayview

Consultation period: Friday 19 May to Sunday 18 June 2023

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### Contents

1.	Summary.....	2
1.1.	Key outcomes .....	2
1.2.	How we engaged .....	3
1.3.	Who responded.....	3
2.	Background .....	4
3.	Engagement objectives.....	4
4.	Engagement approach.....	4
5.	Findings .....	5
	Appendix 1 Verbatim community and stakeholder responses .....	7

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# 1. Summary




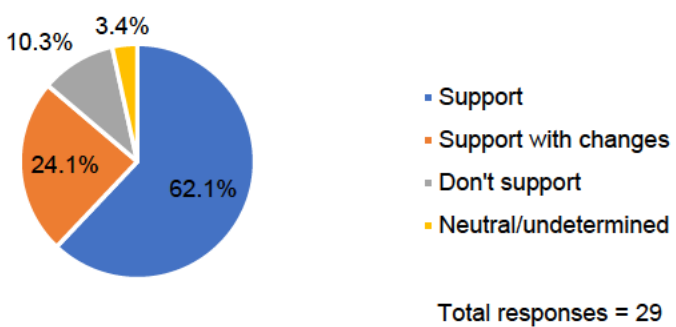

This report outlines the outcomes of community and stakeholder engagement as part of a proposal to upgrade the public amenities at Rowland Reserve, Bayview. We prepared a concept design and asked the community for their feedback.

The feedback collected during consultation indicated a high level of support for the proposed amenities upgrade with the concept design positively appraised.





Some concerns were raised over site location, possible surveillance issues and general reserve management.

All feedback has been captured and detailed in Table 1, with verbatim comments shown in Appendix 1.

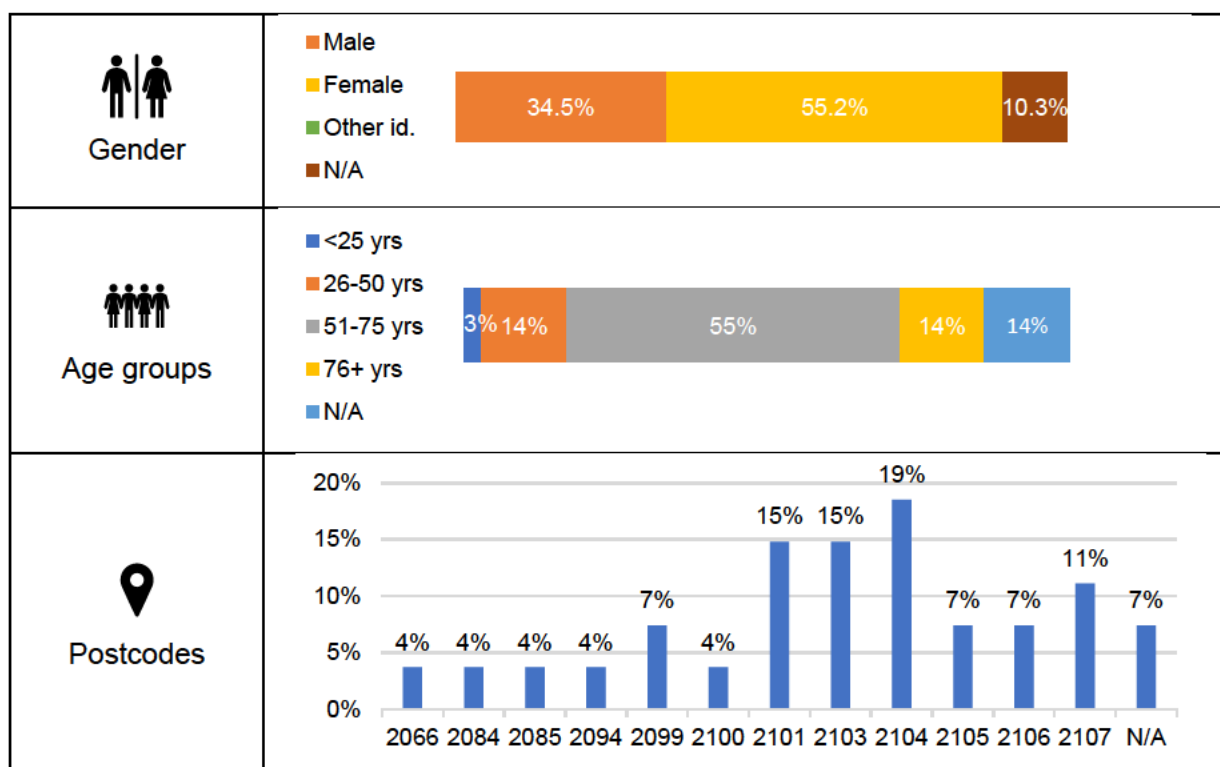
## 1.1. Key outcomes

 <p>Total unique responses</p>	32	
 <p>How responses were received</p>	<p>Comment form</p> <p>Email submission (written response)</p>	<p>Completions: 29</p> <p>Number received: 3</p>
 <p>Online sentiment question: Do you support the proposal?</p>	 <p>Total responses = 29</p>	
 <p>Feedback themes</p>	<p>Building design</p> <p>Support for the proposal</p> <p>Facilities</p>	<p>Site location</p> <p>Reserve management</p>

## 1.2. How we engaged

 <p>Have Your Say: visitation stats</p>	Visitors: 814	Visits: 964	Average time onsite: 1 min 13 secs
 <p>Print media and collateral</p>	Letterbox drop: 2104 Site signs used:		Distribution: 17 Number of signs: 4
 <p>Electronic direct mail (EDM)</p>	Community Engagement newsletter (fortnightly): 2 editions  Council e-News (weekly): 2 editions  The Wave Disability Newsletter (monthly) 1 edition  Stakeholder email: 1		Distribution: 23,000 subscribers  Distribution: 61,500 subscribers  Distribution: 1,300 subscribers  Distribution: 1
 <p>Key stakeholder engagement</p>	Meeting: 1		Attendance: 12

## 1.3. Who responded<sup>1</sup>



<sup>1</sup> Demographic data was gathered by request only, via the online form.

## 2. Background

The Rowland Reserve amenity block was built in the early 1990s. The current facilities no longer meet the community's needs or current accessibility standards.

The reserve is also home to Pittwater Sailability, providing sailing opportunities for people with a disability. Council has received grant funding under the NSW Government's *Places to Swim* program, which supports the creation of places for the community to enjoy Sydney's rivers, lakes and harbour. Upgrading the amenities at Rowland Reserve with these funds will benefit Sailability and all members of our community with a requirement for enhanced toileting facilities.

We are proposing to refurbish the existing amenities block as well as adding a new family friendly accessible toilet and a changing place with enhanced accessibility for people with high support needs, to be built in the same location with a slightly larger footprint.

Concept designs and artist impressions have been prepared for the proposed amenities block and included on our have your say project page, inviting the community to share their thoughts on the proposal.

## 3. Engagement objectives

Community and stakeholder engagement aimed to:

- build community and stakeholder awareness of participation activities.
- provide accessible information so community and stakeholders can participate in a meaningful way.
- provide balanced and objective information to assist in understanding the problem, alternatives and/or solutions.
- identify community and stakeholder concerns, local knowledge and values.

## 4. Engagement approach

Community and stakeholder engagement for the Public Amenities Upgrade – Rowland Reserve, Bayview was conducted between Friday 19 May to Sunday 18 June 2023, and consisted of a series of activities that provided opportunities for community and stakeholders to contribute.

The engagement was planned, implemented and reported in accordance with Council's [Community Engagement Strategy](#) (2022).

A project page<sup>2</sup> was established on our have your say platform with information provided in an accessible and easy to read format.

The project was primarily promoted through our regular email newsletter (EDM) channels. Letters were also sent to neighbouring properties.

Feedback was captured through an online comment form embedded onto the have your say project page. The form included a question that directly asked respondents for their level of support on the proposal.

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<sup>2</sup> <https://yoursay.northernbeaches.nsw.gov.au/rowland-reserve-public-amenities-block-upgrade>

An open-field comments box provided community members a space to explain or elaborate on their support, non-support or neutral sentiment as well as any other feedback they wished to contribute.

Email and written comments were also invited.

## 5. Findings

Overall, feedback from the community revealed strong support for the proposed upgrade with the concept design positively appraised, with 62% of respondents in support of the proposal, and 24% in support with changes.

It was clear from the comments received that the amenities need upgrading to cater for users of the reserve, and many respondents commented on the importance of accessible changing facilities.

Some concerns were raised over site location, possible surveillance issues and general reserve management as well as suggestions for inclusions in the facilities and some design considerations.

The key themes are addressed in Table 1 below.

**Table 1: The key themes and more detailed breakdown of what we heard.**

Key theme	What we heard	Council's response
Building design	<p>The community suggested the building design consider the following:</p> <ul style="list-style-type: none"> <li>• natural ventilation &amp; good lighting</li> <li>• contactless design</li> <li>• under covered outside handwash</li> <li>• sliding door</li> <li>• seats inside toilets</li> <li>• separate male &amp; female toilets</li> <li>• individual self-contained women's cubicles accessing directly from outside</li> <li>• horizontal grab bar / retractable support in toilets</li> <li>• space for carer to assist inside cubicles</li> <li>• locked at night &amp; emergency door unlocking button.</li> </ul>	<p>We will consider all suggestions in the design development phase. However, as we plan to re-use the existing structure, it might be impractical to provide individual self-contained women's cubicles accessed directly from outside the building.</p> <p>There will be the option to use the separate unisex accessible toilet which is in addition to the proposed "Changing Places" amenity.</p> <p>The amenities will incorporate automatic locking at night and will utilise the MLAK system to allow out of hours access for people with disabilities.</p>

Key theme	What we heard	Council's response
Facilities	<p>Feedback indicated that the community would like to see the following included:</p> <ul style="list-style-type: none"> <li>• changeroom and showers</li> <li>• external water taps</li> <li>• disabled parking</li> <li>• good footpath and roadway</li> <li>• dog-parking devices, hooks or a rail etc. and facilities for cleaning, washing &amp; disposing dog waste, spillage from cars and boats</li> <li>• showers at boat ramps and warm showers for people who live in their vans who park overnight in the reserve</li> </ul>	<p>We will consider all suggestions in the design development phase where practical, with the exception of requested warm shower provision for people parking overnight in vans.</p>
Site location	<p>Respondents queried the site's location, concerned that it is somewhat isolated, subject to vandalism and away from people's activities.</p>	<p>We consider the current site location, being on the main road of the carpark, provides suitable passive surveillance and is easily accessible.</p> <p>In addition, as a cost-effective solution, the proposal involves re-using the majority of the existing amenity block.</p>
Reserve management	<p>Some concerns were raised over the reserve management with the following suggestions:</p> <ul style="list-style-type: none"> <li>• big visible signs advising people not to feed the wildlife and keep dogs on a leash at all times</li> <li>• parking control</li> </ul>	<p>We will communicate concerns raised with Council's relevant teams for review and consideration.</p>



## Appendix 1 Verbatim community and stakeholder responses\*

Number	Comment (online form)
1	Looks good and is a great use of an existing building. Can you please make sure it has a good supply of fresh air, so it doesn't smell so bad and dries out easily. It would be great to stop the spread of germs like Covid if it was made to be as "contactless" as possible with auto everything where possible such as taps, soap dispensers, hand dryers, flush and main door.
2	The layout and design seem excellent  . The current amenities there are grim. However, got to ask - is the location correct? I know that is where the amenities are now. However, most human activity is either around the dog park area or along the water side area. I've always thought the amenities there were in the wrong spot and it's isolated area liable to exacerbate vandalism or for people not be aware they are there.
3	<i>No comment provided</i>
4	I am strongly in favour of the proposed improvements to the inadequate and depressing amenities block at Rowland Reserve. It will be an attractive and practical addition to the enjoyment of the Reserve for the whole community. I am caring for my partner who has advanced Parkinson's Disease and Dementia. One of his great joys is to go sailing with the wonderful volunteers at Pittwater Sailability. We have struggled with his wheelchair gaining access to the toilet via the bumpy and deteriorating roadway. Once we are outside the block he must walk into the men's toilets and negotiate the cubicle on his own. For many disabled people this is impossible. Having a toilet with access for the disabled, with plenty of room for a carer to assist, is a priority. The inclusion of a change room with provision for the disabled will also help alleviate the stress and insecurity experienced by the disabled when out and about. Similarly, the disabled car parking spots adjacent to the change room is also an important improvement. Rowland Reserve is a beautiful and popular treasure on Pittwater. Improving the amenities block will be of benefit to all visitors, most particularly those with mobility issues and the disabled.
5	I thought given that many groups use this recreational area that there might be showers available to the rowers/sailors as well as the sailability members.
6	This is a great idea. So many people use this reserve for various reasons. It seems to tick all the boxes.
7	The facility should move to closer proximity to the waterfront and dog park as the majority of people are active and need facilities.
8	As a weekly user of this block for dragon boating what we really need is shower and change room facilities for both men and women. Currently the toilets are regularly utilised by people as a changing area increasing the wait time for toilets during busy periods. While disabled and child changing facilities are important the vast majority of people that use this block are abled men and women.
9	These facilities need good natural light and ventilation. The elevations indicate small openings which likely would result in poor ventilation and reliance on PIR controlled lighting. In recent years public toilets have allowed for improved passive surveillance by locating hand washing outside e.g., Mona Vale Beach change/toilets, West Head toilets. This is a safer and simplified option. As this is a new building in a public location is it possible to consider a more contemporary design? Can planning please be reconsidered in view of these considerations.
10	Good to upgrade this very basic toilet block. I hope the new block will have warm showers as an increasing number of people who live in their vans who park o/nite who would probably appreciate a warm shower.

\*Personal details and inappropriate language have been redacted where possible. Spelling and grammatical errors have been amended only where misinterpretation or offence may be caused.

Number	Comment (online form)
11	Please prevent people from feeding the wildlife and ensure there are BIG VISIBLE signs advising people to not feed the wildlife, including the birds! Please also ensure that dogs are kept on a leash at all times. These signs are minimal around the lake. Every day I witness people feeding the ducks and unleashed dogs chasing them. We will lose our precious wildlife and valuable ecosystem if we don't take action!!
12	Changes appear adequate, given size constraints. It is pleasing to see that separate male and female facilities have been retained for general use, while unisex concepts have been restricted to the disabled amenities room and the changing places amenities room. As a guiding principle, separate male and female facilities, in every form of facility, should be provided to the greatest extent possible. If further expansion is possible, efforts should be made to duplicate the two unisex features to form separate male and female facilities.
13	I have a question regarding the New Changing Places Amenities, you do not clarify if it is a combined male and female room or will have separate rooms for each.
14	Flintwood Brookvale a disability organization uses these facilities fortnightly to attend Sailability, it really is the most amazing experience for our participants, and this toilet block will make our job so much easier,
15	I fully accept the proposal for the new toilet block at Rowland Reserve. The old block is well past the used date. I am a volunteer for Sailability & Marine Rescue & witness the large volume of traffic that use this toilet block.
16	100% support. Thank you for what you are doing.
17	Looks good. Couldn't tell from the drawings but hope the lighting for toilet use in the evening is good.
18	More extensive facilities for cleaning, washing and disposing of dog waste, spillage from cars and boats and all other hygiene issues. It is not an easy reserve to manage due to these issues. So, a more elaborate facility to enable management of the above matters is needed.
19	Rowland Reserve is used all year round -- by walkers, joggers, dragon boat paddlers and boaties of all sorts. I rarely need the facilities in the amenities block since I live locally, but an upgrade would be very welcome. I support it fully.
20	Great work. Really needed in this area.
21	<i>No comment provided</i>
22	YES!!!! So thrilled to see a changing places bathroom!!!!!! Thank you!!!!!!"
23	Plans look good
24	Please install one or more water taps on the exterior walls.
25	This is a long overdue project. I totally support it. Hope it happens soon!
26	<i>No comment provided</i>
27	I would like to see provision for showers to be install at all boat ramps in NSW, just like the ones found in Victoria. If they can do it, why can't we. I would also like the toilets to have seats that can be folded, instead of those disgusting seatless stainless steel toilets that are becoming more common. Also, if you are going to build a flash new toilet block how about you maintain the surrounding area, at present it is a disgrace. Mow the grass, get rid of the derelict boats and trailers and fix the bitumen and just generally clean the whole place up and then keep it that way.
28	Just couple of comments: - given amount of dog walkers that use the reserve, would be good to have some dog-parking devices nearby - hooks or a rail etc - where owners can safely leave their dog - the current block looks and feels a bit creepy. If the upgrade could introduce more light / brighten it up / have the washbasins undercover but 'outdoors' that would help a lot.



Number	Comment (online form)
29	At first, I didn't know where Rowland Reserve was in Bayview since we all know it as Poo Park. Since this area is only used by dogs and dog people, perhaps there could be a charge for exclusive use rather than the rest of us paying for something we cannot ever use because of this?

Number	Comment (email submissions)
1	<p>This is long overdue! BUT so is a sensible regulation of the rest of the reserve! Too many cars without trailers parked in "trailerable" spaces</p> <p>Remember this is a regional boating facility. "Disabled" parking signs obstruct places where disabled drivers could otherwise park with a trailer!</p>
2	<p>The volunteers, participants and carers from Pittwater Sailability are delighted about the proposed upgrade of the amenities at Rowland Reserve. Some have already submitted their comments directly to Council. In addition to the positive feedback from our members, participants and carers Pittwater Sailability has received a few suggestions which are listed below.</p> <p>1. This comment is from two of our disabled participants who are very independent but in motorised wheelchairs.</p> <p>"there's one question we would like asked and that is what kind of door will be on the disabled toilet area. On the plan it looks like a hinged door. It needs to be at least a sliding door. Ideally it should be electrically operated. (don't want much do we)</p> <p>2. Thank you for sending me the proposed plans by the council. I tend to avoid the public amenities with [REDACTED]. Because I need to refresh [REDACTED] when he is standing up or laying down completely. It would be so helpful if there is a horizontal grab bar/retractable support, so that [REDACTED] can support himself by leaning on his hands while standing. Of course, I understand this is a very individual need, but perhaps other people would also benefit from having a horizontal grip available. (I know carers have their clients standing up and leaning on the sink, however there is not much grip/it's not what the sink is built for).</p> <p>3. and a suggestion for individual cubicles in the women's toilets for safety...Each cubicle should contain a toilet and wash facility and be accessed via a unique door facing directly onto the outside concourse. Such toilet designs are in use around Sydney. If this concept were accepted at least four large cubicles could fit in the current available footprint, where three are currently drawn.</p> <p>4. The proposed improvements to the amenities block at Rowland Reserve are ideal and it will be visually attractive. I've submitted our strong support via the website, pointing out the inadequacy of the dingy and depressing existing block, the difficulty of negotiating a wheelchair across the deteriorating footpath and roadway, inability to get a wheelchair into the cubicles and lack of space for a carer to assist. It would be wonderful if the full plan goes ahead with disabled access toilet and even an accessible and practical change room. I hope it goes ahead."</p>
3	<p>I am the [REDACTED] of Sailability Pittwater and have found the current facilities at Rowland Reserve unsatisfactory for our disabled clients. These facilities are heavily used by people who visit the area for various reasons. The plans look amazing; however, I would make one added suggestion. Make these facilities locked at night to stop vandalism. Surely a timed locking system could be installed with an emergency button, should you get locked inside. It is a regular occurrence to see people camp in Rowland Reserve overnight. As we return to sailing in mid-September - please remember that we have numerous clients in wheelchairs and therefore suitable temporary facilities will be required to meet their needs. We at Sailability welcome the prospect of finally getting new updated facilities for our special clients and volunteers.</p>

Document administration	
Version	1.0
Date	18 July 2023
Approval	Content provided by Community Engagement Team and approved by Building Assets Team. Responsible manager: Donald Gibson
Status	Final draft
Related Projects	Nil
Notes	Community and stakeholder views contained in this report do not necessarily reflect the views of the Northern Beaches Council or indicate a commitment to a particular course of action.