

COMMUNICATIONS

Community Consultation Report

Malabar Pool Amenities

10 September 2020

Contents

1. Executive summary	3
2. Community engagement strategy	4
2.1. Background and objectives	4
2.2. Consultation period	4
2.3. Communications	4
3. Consultation outcomes	4
3.1. Your Say Randwick website	4
3.2. Submissions	5
3.3. Facebook	5
4. Survey results	7
5. Focus Group outcomes	14
6. Next steps	15
7. Examples of community engagement material	15
A. Open-ended survey responses	16

1. Executive summary

- Randwick City Council has been approached by users of the Malabar Ocean Pool requesting an amenities building closer to the pool. There has also been a Council resolution to investigate the feasibility of an amenities facility and requests from the Malabar Precinct Committee. Council's plan of management for the pool has also identified it for future consideration.
- There are currently no toilet facilities close to Malabar Pool, with the nearest public amenities located 700 metres away in Cromwell Park.
- To assist Council in better understanding community attitudes and to assist in planning any future works or funding, Council conducted a community consultation with pool users and local residents.
- Overall the consultation found general support for building an amenities building with 70% support from 219 total survey respondents. Of those who identify as regular pool users, support is slightly lower at 62%.
- There is some opposition with 24% of respondents indicating an amenities building is not important. Most of these respondents are concerned an amenities building is unnecessary and would change the local character of the pool.
- Of those who support an amenities building, the preferred location is at the car park level (37%) while there is some support for building at the pool level (21%).
- The top 5 most important features if Council were to build an amenities building are: disabled access, outdoor showers, drinking fountains, change rooms and family change rooms.
- There was a strong feeling amongst those who support an amenities building that it should be modest in size, minimise view impacts and sympathetic to the environment.

2. Community engagement strategy

2.1. Background and objectives

A community consultation program was undertaken to help Council understand the wider community's views and whether we should pursue the idea of building an amenities further.

The consultation program aimed to:

- To obtain feedback from the community using their local knowledge and experience of the Malabar pool to help inform Council's planning and decision making;
- To determine the needs and expectations of the local community.

2.2. Consultation period

The consultation was open 7 July to 5 August 2020.

The project was assessed as having a high-level local area impact.

The community were asked to complete a survey and join an online focus group.

2.3. Communications

Communications activities undertaken to promote the consultation included:

- Dedicated consultation webpage on Your Say Randwick;
- Flyer drop to homes around Malabar;
- Posters on site at the Malabar Pool;
- Email to Your Say subscribers: 7 July 2020 (5,085 subscribers);
- Randwick News weekly email: 8 July 2020 (57,000 subscribers);
- Facebook post: 8 July 2020 (7,257 people reached, 794 engagements: likes/clicks/shares);
- Listing on Randwick City Council's *Current Consultations* webpage;
- Email to all precincts;
- Councillor notification.

3. Consultation outcomes

3.1. Your Say Randwick website

A dedicated Your Say Randwick website was created to allow the community to complete a survey and register for the focus group: yoursay.randwick.nsw.gov.au/malabar-pool-amenities

The website was open for 30 days from 7 July to 5 August 2020.

During this time, the site experienced the following:

- 1,200 visits to the YourSay Randwick webpage
- 219 survey responses

3.2. Submissions

Two submissions, summarised in the table below were sent directly to Council during the consultation period.

	Submission
1	Malabar Pool Proposed Amenities Block. I do not want an Amenities block at Malabar pool. on any level. Neither do my many friends at the Pool All swimmers!
2	<p>There is a notice at the malabar pool which asks for feedback regarding the proposal to build an amenities block there.</p> <p>My opinion is that it is not necessary for an amenities block or toilet block. There are showers available for swimmers which are adequate.</p> <p>I think the way it is is perfect because those who like to swim there do exactly that. They swim have a chat and leave.</p> <p>If council would really like to help the community it would be much appreciated if they would fix the pool. That's all we swimmers at Malabar want.</p> <p>A pool with a pump that works, all the time. Also for the surfaces around the pool to be refinished. They were never done properly. Council closed the pool so many times and the outcome in the end was terrible. All the surfaces are cracked and broken.</p> <p>So no need to spend money on an amenities block, please just fix what we already have and love.</p> <p>Oh and please don't close the pool for weeks on end. There are so many people who rely on it for their exercise who are unable to exercise other than to swim.</p>

3.3. Facebook



Image 1: Facebook post 8 July 2020.

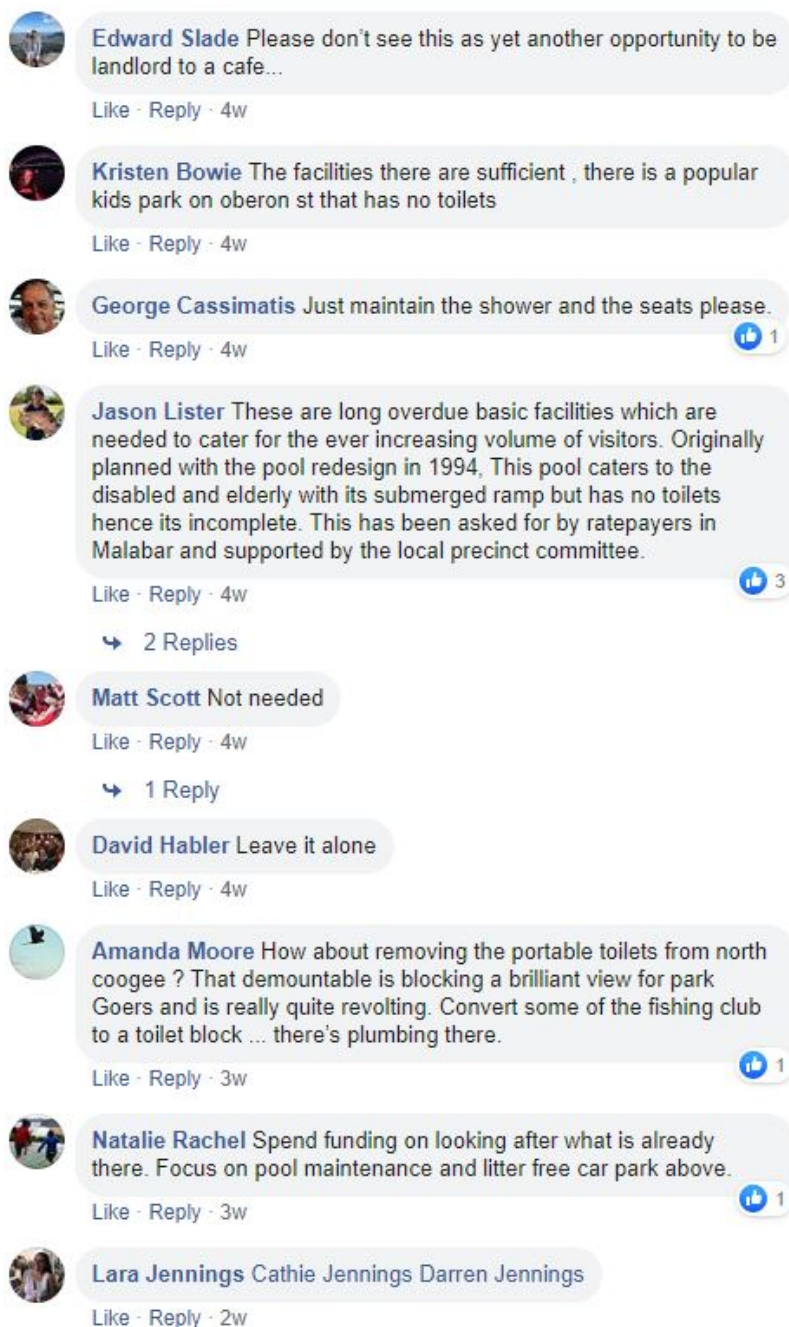
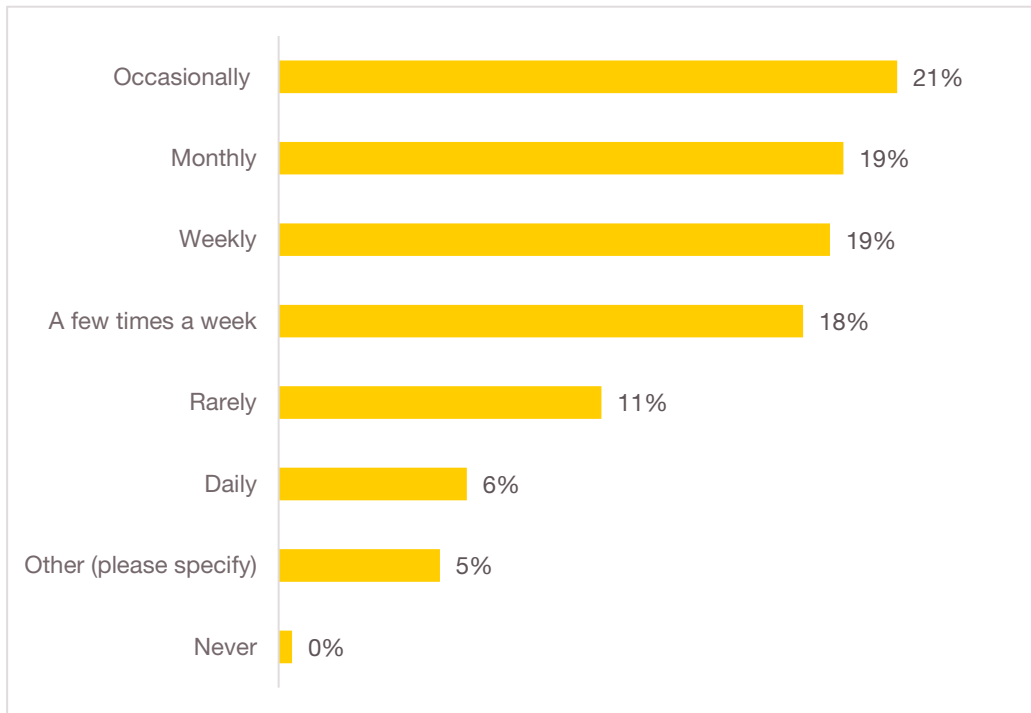


Image 2: Facebook post comments 8 July 2020.

4. Survey results

A total of 219 survey were completed. All graphs below represent the 219 responses unless otherwise indicated.

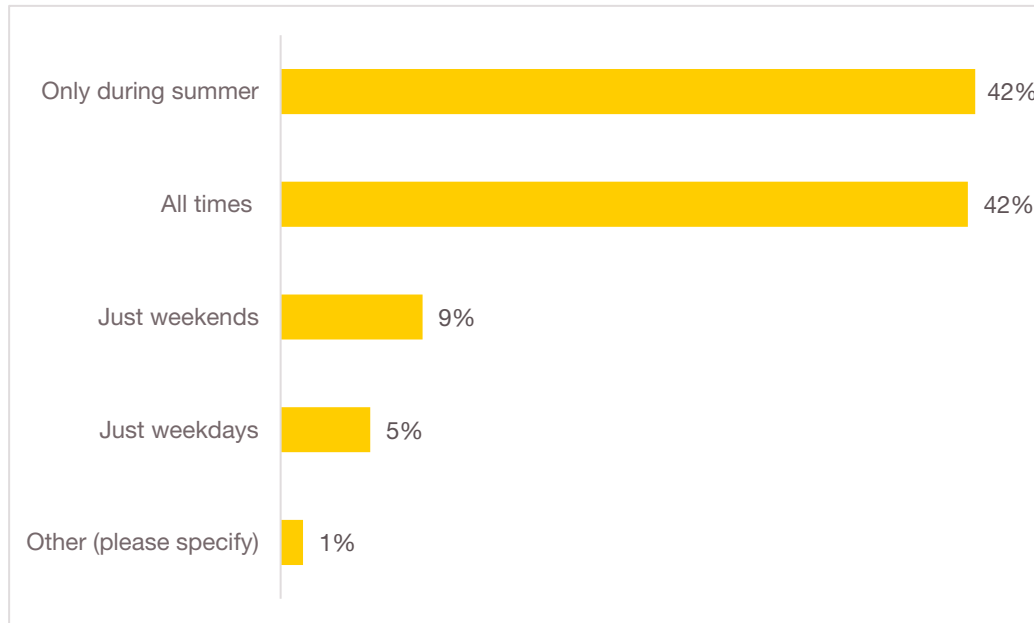
4.1. How often do you use the Malabar Pool?



Graph 1: How often do you use the Malabar Pool?

This graph indicates that most survey respondents use the pool quite regularly, with 43% in total using the pool daily, a few times a week, weekly (14, 39 and 41 respondents respectively). 19% use the pool monthly (42 respondents) and 21% use it occasionally (46 respondents). 11% use the pool rarely (24 respondents). See Appendix A for responses to “Other”.

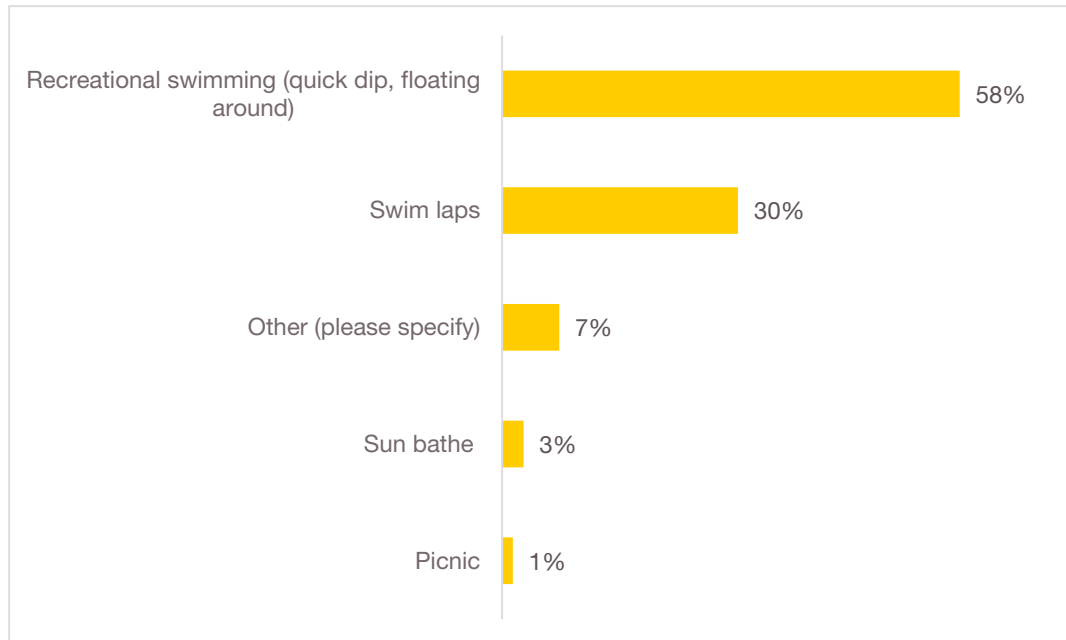
4.2. When do you usually visit the pool?



Graph 2: When do you usually visit the pool?

This graph indicates that 42% of respondents use the pool “only during summer” (93 responses) and a further 42% use it at “all times” (92 respondents). This suggests the pool is popular all year round but does peak during the summer months. See Appendix A for responses to “Other”.

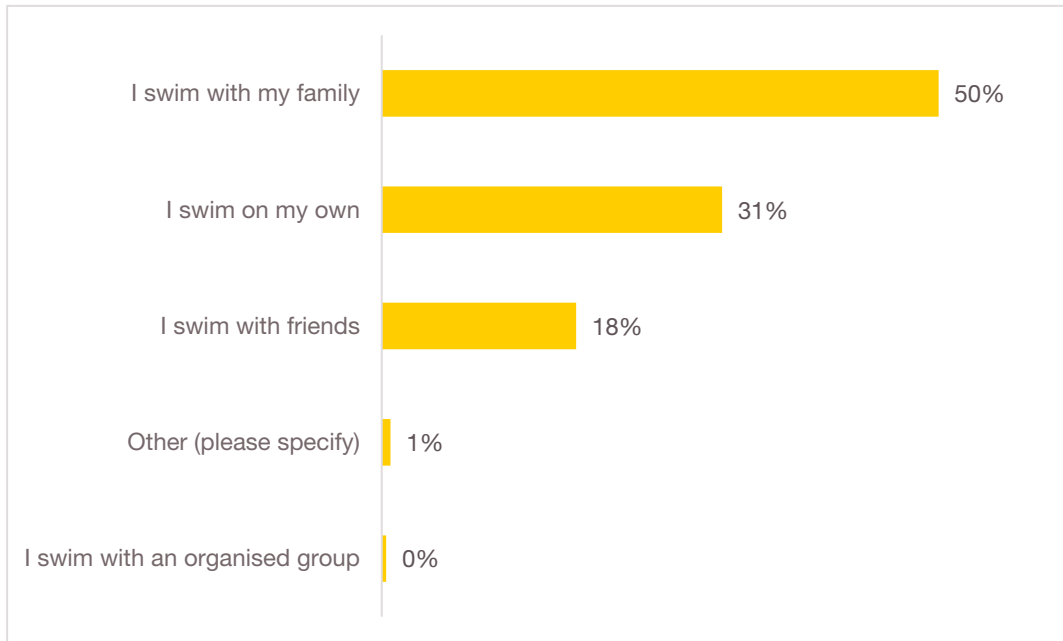
4.3. What do you mostly do at the pool?



Graph 3: What do you mostly do at the pool?

This graph indicates that most respondents use the pool for recreational purposes, such as a quick swim or to float around (52% or 128 responses). This is followed by those who swim laps (30% or 66 respondents). See Appendix A for responses to “Other”.

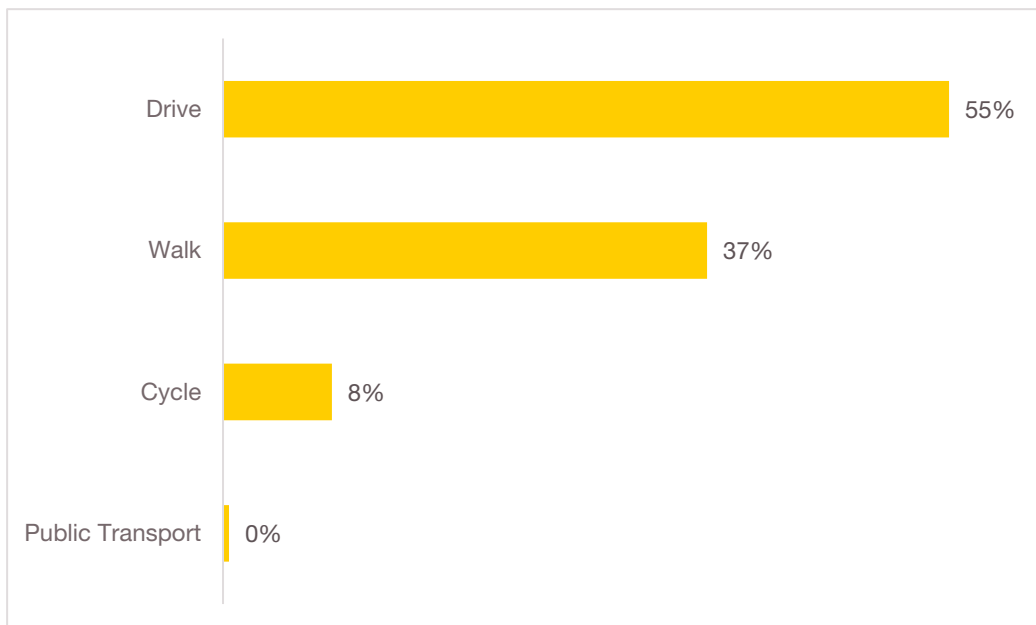
4.4. Which best describes who you use the pool with?



Graph 4: Which best describes who you use the pool with?

This graph shows that approximately half of the survey respondents swim at the pool with their family (50% or 126 respondents), followed by those who swim on their own (31% or 77 respondents). See Appendix A for responses to “Other”.

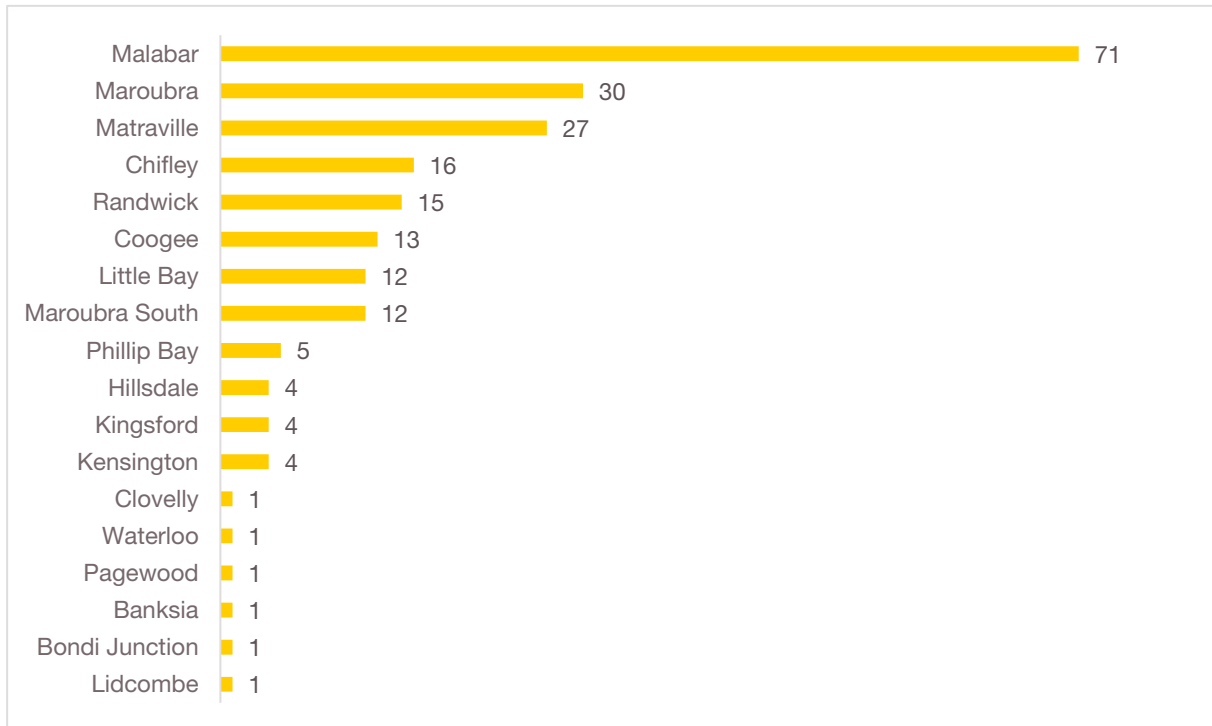
4.5. How do you travel to the pool?



Graph 5: How do you travel to the pool?

This graph shows that 55%, just over half of the respondents, drive to the pool (120 respondents) and 37% walk (80 respondents). 8% of respondents cycle (18 responses) and 1 respondent takes public transport.

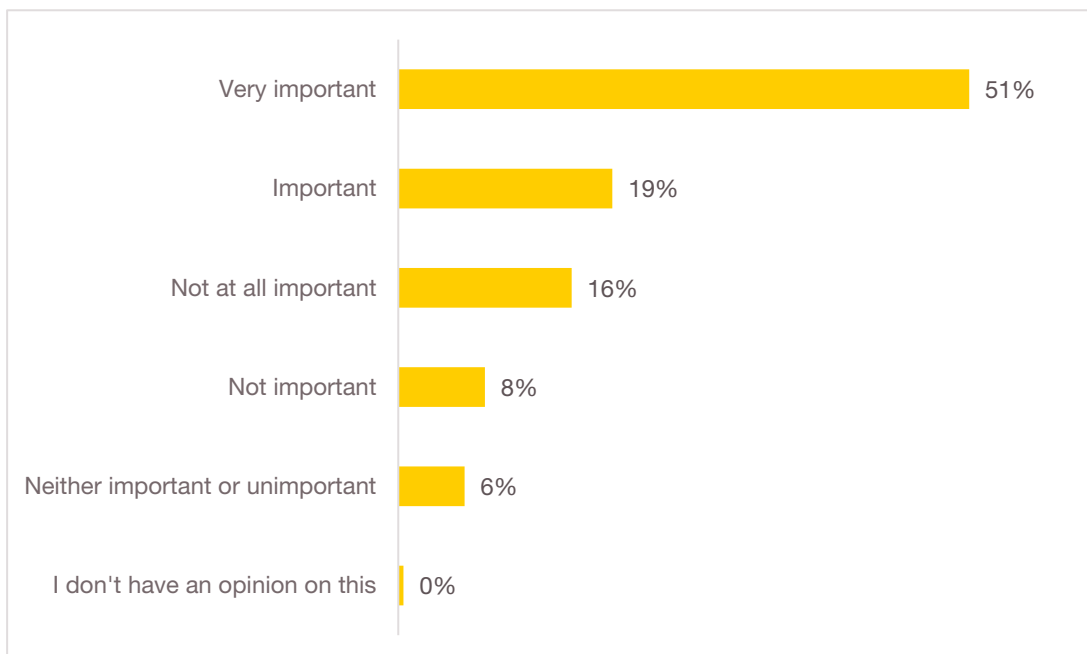
4.6. What suburb do you live in?



Graph 6: What suburb do you live in?

This graph indicates that the vast majority of survey respondents, 32%, live in Malabar (71 respondents). Maroubra and Matraville followed with 30 and 27 respondents respectively.

4.7. How important do you think it is to have an amenities block in the area?

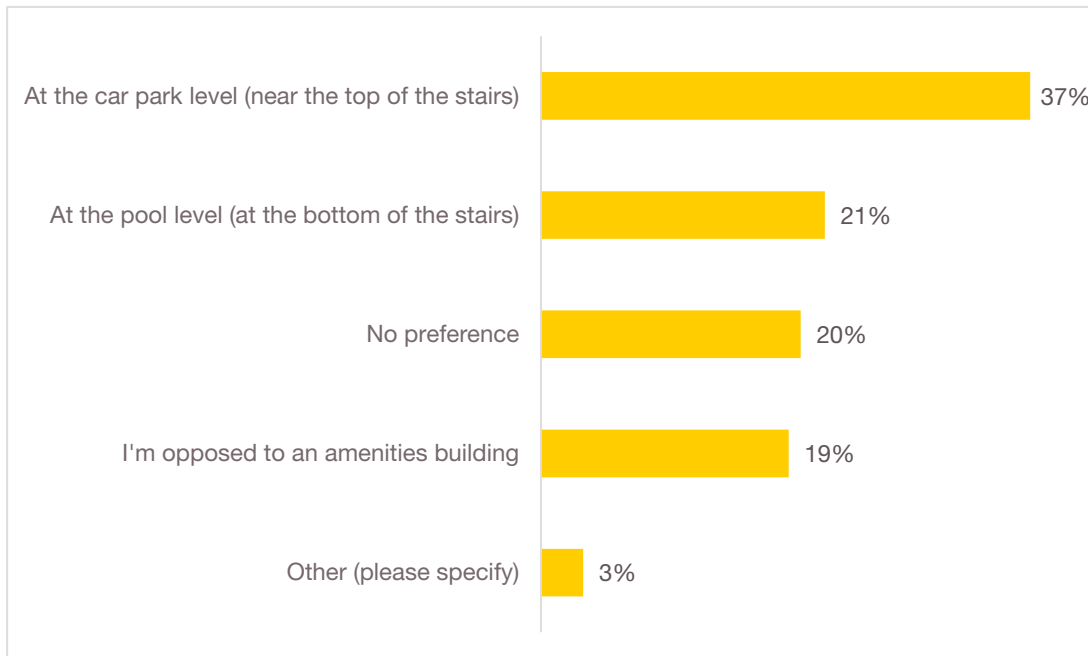


Graph 7: How important do you think it is to have an amenities block in the area?

This graph indicates a majority of respondents support an amenities building, with 70% (or a total of 154 respondents) choosing 'Very important' or 'Important'. Approximately 24% (51 respondents) believe an amenities is "Not at all important" or "Not important". 6% (13 respondents) believe an amenities is "Neither important or unimportant". 0% (0 respondents) believe an amenities is "I don't have an opinion on this".

respondents) felt it was “Neither important or unimportant” and 1 respondent did not have an opinion.

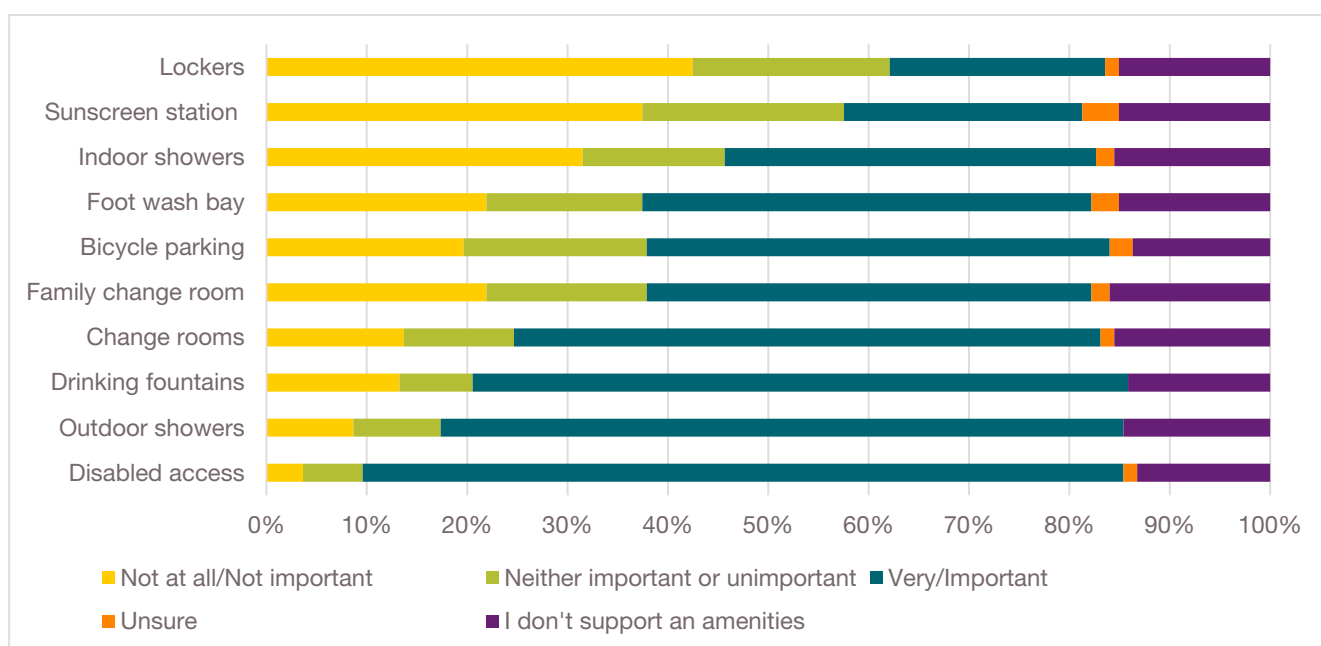
4.8. Do you have a preference for where a potential amenities building could be located?



Graph 8: Do you have a preference for where a potential amenities building could be located?

This graph indicates that the majority of respondents, at total of 37% (81 respondents) would support an amenities at the car park level, near the top of the stairs going down to the pool. This is followed by 21% (47 respondents) who would support an amenities being built at the pool level, closely followed by 20% (43 respondents) who don't have a preference and 19% (41 respondents) who are opposed to an amenities.

4.9. If Council was to proceed with designing an amenities building, how important would the following features be to you?



Graph 9: Importance of key features for an amenities building.

This graph shows respondents' perceived importance of various key features that may be included in an amenities building.

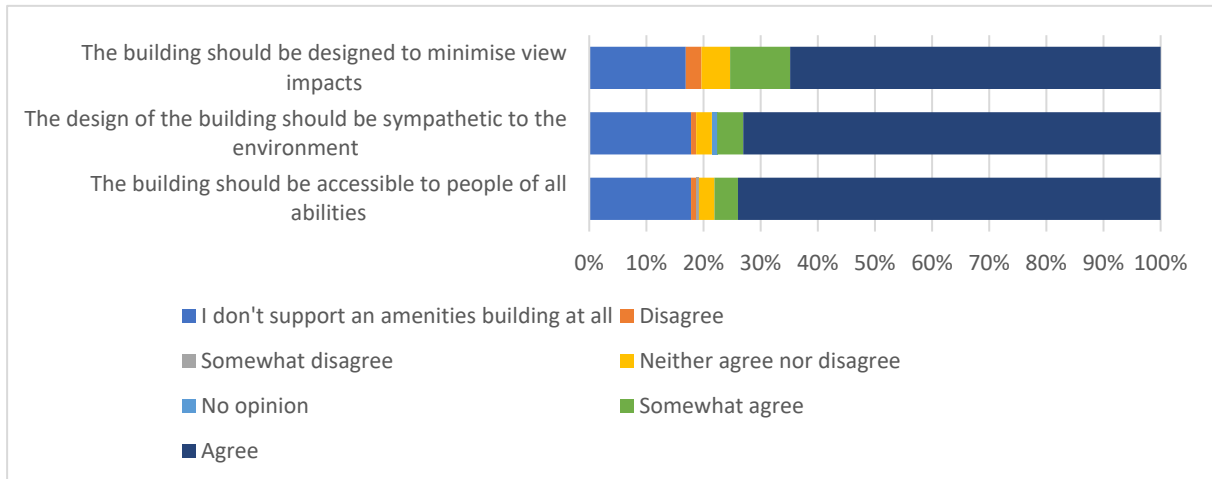
The most important features are disabled access (76% rate it very important/important), outdoor showers (68% rate it very important/important), drinking fountain (65% rate it very important/important) and change rooms (58% rate it very important/important).

This is followed by bicycle parking, foot wash bay and family change room (46%, 45% and 44% very important/important respectively). Finally, indoor showers, sunscreen station and lockers were as very important/important by 37%, 24% and 21% of respondents respectively.

The features that were most frequently considered "Not important/Not at all important" were lockers, sunscreen station and indoor showers (42%, 37% and 32% respectively).

An average of 15% of respondents did not rate the features because they do not support an amenities building.

4.10. Rate your level of agreement with the following statements

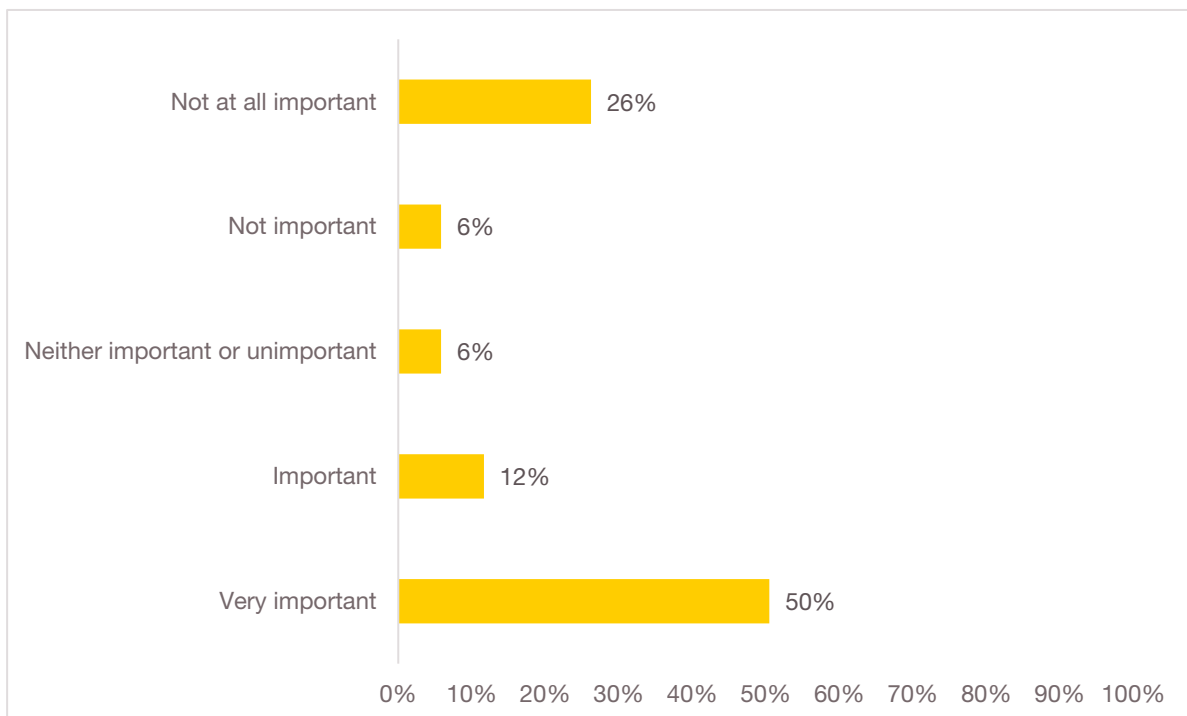


Graph 10: Rate your level of agreement with the following statements

This graph indicates that the majority of respondents support an amenities building that is accessible for people of all abilities, is sympathetic to the environment and is designed to minimise view impacts, with 74%, 73% and 64% of respondents in agreement respectively.

An average 18% of respondents did not indicate their level of agreement with the statements because they do not support an amenities building.

4.11. Regular users perceived importance of an amenities building



Graph 11: n=103 regular users perceived importance of an amenities

This graph shows the perceived importance of building an amenities at Malabar pool by the 103 respondents who use the pool regularly (indicated in the survey as using the pool daily, a few times a week or weekly). A total of 62% of the 103 respondents who use the pool regularly perceive an amenities as very important/important. 32% of the regular users perceive an amenities as not at all important/not important.

5. Focus Group outcomes

5.1. Purpose and method

On Wednesday 29 July 2020 Council hosted an online focus group to discuss the Malabar Pool. The purpose of the focus group was to learn from people's knowledge and experience of Malabar Pool to help inform Council's planning and decision-making for the future.

Participants for the focus group were self-selected and registered in advance. 11 participants registered with six joining the session on the night. All participants were residents of Randwick City and were either active users of the pool or had used the pool in the past.

Participation in the focus group involved one 90-minute session facilitated by Randwick Council's Communications Manager and Community Consultation Officer. Members of Council's Major Projects team attended, along with the Mayor, who were observers only.

5.2. Discussion outcomes

To begin the focus group, participants were asked to introduce themselves to the group and share what they love about Malabar pool. It was agreed across the group that the pool has a natural beauty and it is unique because it is convenient and accessible to all.

'It's a safe place to swim...love that the area is undeveloped...its just magical.'

The facilitator asked those in the group who support building an amenities building to share their thoughts and reasons why. No one in the group was against an amenities block. One participant noted that Malabar is getting more and more popular and the amenities at Cromwell Park is out of the way.

'I think we need an amenities block and it needs to have as small a footprint as possible.'

The group discussed the best location for an amenities and access. One suggestion was to locate the amenities halfway down the access ramp where there is a flat area. Another participant pointed out that people who need the ramps for access will be coming from the car park, so being located on the car park level would make sense, and those who can use the stairs can also access it. Another participant felt that people who use the pool, would not support the amenities being located on the pool deck.

The group also discussed the features of an amenities block. One participant felt a big amenities with hot showers, club rooms for a swimming club, change rooms etc is not in the spirit of Malabar.

'As much as possible, with the smallest footprint as possible.'

'Minimalist, well designed, well concealed.'

5.3. Conclusion

The focus group discussion generated some useful insights in relation to how locals and users of the pool feel about the Malabar pool and the usefulness of building an amenities block. The discussion revealed that the group feels Malabar is a place of natural beauty, and any building down near the pool should be unobtrusive and minimalist. The group felt that an amenities building would benefit pool users given the nearest toilets are not conveniently located near the

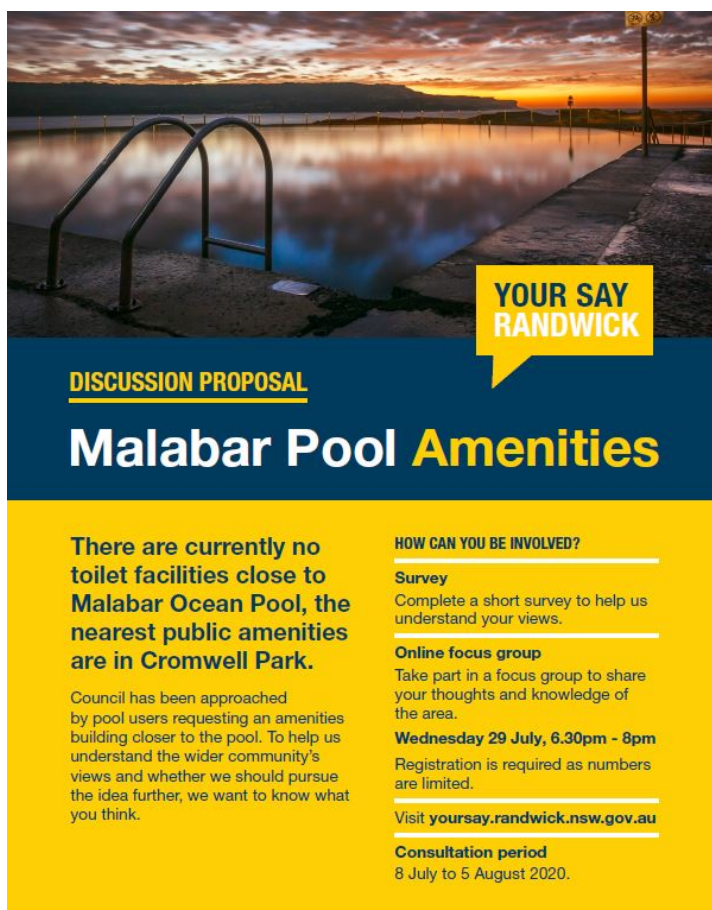
pool. It was agreed that building on the pool level would not be suitable, but the group was split regarding where it could be located; either at car park level or halfway down the ramp. If an amenities was built it would not need too many features, just a few toilets and some space to change. Overall, the Malabar ocean pool is appreciated for its access but has other issues relating to the resurfacing, rubbish and weed.

6. Next steps

A report will be prepared for Council's consideration outlining the results of the community consultation.

The purpose of the report is to seek Council's consideration of whether to proceed to design for a potential amenities building.

7. Examples of community engagement material



YOUR SAY RANDWICK

DISCUSSION PROPOSAL

Malabar Pool Amenities

There are currently no toilet facilities close to Malabar Ocean Pool, the nearest public amenities are in Cromwell Park.

Council has been approached by pool users requesting an amenities building closer to the pool. To help us understand the wider community's views and whether we should pursue the idea further, we want to know what you think.

HOW CAN YOU BE INVOLVED?

Survey
Complete a short survey to help us understand your views.

Online focus group
Take part in a focus group to share your thoughts and knowledge of the area.

Wednesday 29 July, 6.30pm - 8pm
Registration is required as numbers are limited.

Visit yoursay.randwick.nsw.gov.au

Consultation period
8 July to 5 August 2020.

Image: Flyer and poster used to inform pool users about the consultation.

A. Open-ended survey responses

	Qu 1: How often do you use the Malabar Pool?
1	Regularly in summer, weekly in winter.
2	weekly during warmer months
3	I use it most times if the year, except Winter
4	more summer
5	I actually have taken elderly people down to the pool for paddling at the ramp area of the pool. I find it accessible for the elderly.
6	During the summer months only--about weekly.
7	4 times a week
8	Daily in spring and summer, less in winter and autumn
9	I use it regularly in summer Not winter
10	weekly during the warmer months
11	Regularly during summer months
12	weekly in summer

	Qu 2: When do you usually visit the pool?
1	Whenever I feel like it, generally first or last light
2	Whenever the surf is to big at Coogee beach.
3	spring and summer

	Qu 3: What do you mostly do at the pool?
1	All of the above. Love this place and its versatility.
2	Walk, sit,
3	With Children, my own swimming, and with friends recreational
4	My own swimming and family activities with children
5	Picnic
6	Swim in the ocean beside the pool
7	Picnic
8	Swim (Summer) but walk around pool edge all year round as part of our 'laps' around Malabar foreshore and the Golf Course.
9	As the water is unenticing I just walk around perimeter
10	sun bathe and paddle with accompanied parent on the ramp part of the pool.

	Qu 3: What do you mostly do at the pool?
11	Sun, recreation, swim
12	Picnic
13	I enjoy being at the pool, sitting on the benches and spending time enjoying the views as well as using the pool as indicated.
14	Knee water rehab exercises
15	Snorkelling
16	Spearfish in ocean
17	Walk around and swim
18	exercise in the water
19	Walk around and do stretches

	Qu 4: Which best describes who you use the pool with?
1	I swim alone, with friends or with family
2	Paddle with elderly family member

