

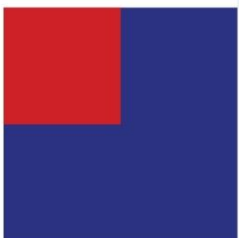
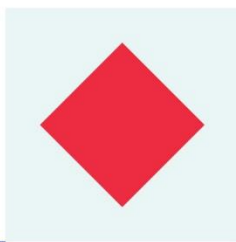
# Freshwater Lake Review

## Stage One Community Engagement Report

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CM 22/115823

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# Freshwater Lake Review - Stage One Community Engagement Report

## 1. Introduction

This report summarises the community engagement process and community sentiment gathered so far. Feedback will provide a valuable input into the development of options for the lake, and in mid-2022 we will be ready to engage our community further on maintenance and performance options for the future.

## 2. Project Background

A review of Freshwater Lake on Delfin Island at West Lakes (also known as the Delfin Island duck ponds) is being undertaken in 2022. Refer Figure 1. Freshwater Lake was constructed in the 1970s as a key water feature of the West Lakes Delfin Island Development. It was built to the standards of that era and the lake now requires a high level of ongoing maintenance due to its unique design, structure, and age.

Freshwater Lake's shallow and wide water body means it has low circulation and coupled with high nutrient loads is prone to warming and algal overgrowth. The surface area of the lake is 14,415 square metres, that's about 40% of the total area of Freshwater Lake Reserve. The lake contains freshwater sourced from groundwater, and the lake is home to freshwater turtles, fish, and birds. The review is being undertaken to consider how the site is managed now and into the future. The review examines engineering solutions and management considerations for the lake, including the identification of short- and long-term costs and potential maintenance planning requirements.

It is recognised that Freshwater Lake and Reserve is incredibly important to our community, and it is therefore imperative that our community is fully informed of the options being explored, participate in the process, and be reassured of our commitment to being open and transparent in this process.

At the Council meeting 28 February 2022, Council endorsed the Community Engagement Approach for the project.



*Figure 1: Freshwater Lake Reserve, Delfin Island, West Lakes*

## 3. Project Scope

### 3.1 Original Project Scope

In early 2022 we commenced the first stage of a review of how we manage the lake now and into the future. There were four options originally contained within the scope of the review, being:

1. Maintain the lake in its current form and continue with existing maintenance and management practices.
2. Maintain the lake in its current form with improvements to permanently enhance lake performance and quality, operations, and management.
3. Reduce or change the size and shape of the water body and increase the amount of terrestrial (land) open space as a result.
4. Have no lake and make the entire reserve terrestrial (land) open space.

Feedback received through Stage One of the Community Engagement process for the review has identified there is strong positive community regard for Freshwater Lake and Freshwater Lake Reserve, and that there is significant support for the retention of Freshwater Lake as a water amenity asset. There has been considerable feedback provided identifying that any options to change or reduce the size of the lake or eliminate the water body completely are not widely favoured options.

Significantly, almost 97% of those engaged wish to keep Freshwater Lake in its current form or in its current form with improvements.

### 3.2 Revised Project Scope

Given the strong response in support of retention of Freshwater Lake in this early phase of the Community Engagement process, and the community response identifying that the reduction or removal of the waterbody are not widely favoured options, it was considered appropriate to amend the scope of the review regarding these findings.

At the Council Meeting on 11 April 2022, Council endorsed that the scope of the Freshwater Lake Review be amended to focus on the following two options only:

1. Maintain the lake in its current form and continue with existing maintenance and management practices.
2. Maintain the lake in its current form with improvements to permanently enhance lake performance and quality, operations, and management.

The following two options were therefore removed from the scope of the review and are no longer considerations for further investigation.

- Reduce or change the size and shape of the water body and increase the amount of terrestrial (land) open space as a result.
- Have no lake and make the entire reserve terrestrial (land) open space.

## 4. Community Engagement Approach

### 4.1 Engagement Objectives

The purpose of engagement with our stakeholders and community on the Freshwater Lake Review is to:

- Raise awareness of the review.
- Provide opportunities for our community to tell us what they value about Freshwater Lake and Freshwater Lake Reserve (Stage One – Gather Community Sentiment).
- Feed community sentiment into the development of options.
- Invite community comment on possible options (Stage Two – Consult on Options).
- Consider community feedback in the determination of the preferred option.

### 4.2 Engagement Approach – a two stage process

#### 4.2.1 Stage One Engagement – Gather Community Sentiment

Simultaneous with the review of engineering solutions and management considerations, we commenced Stage One community engagement with our local community to understand the value of Freshwater Lake and Freshwater Lake Reserve to them. Community sentiment will feed into the exploration of options for the future. The finding of the consultation are included in this report.

#### 4.2.2 Stage Two Engagement– Consult on Options

Following the review of community sentiment, engineering solutions and management considerations, Council anticipates it will be able to identify and assess options for Freshwater Lake and Reserve, specifically options which maintain the lake in its current form or maintain the lake in its current form with improvements to permanently enhance the lake. We will be able to present these options to our community as part of a second stage of engagement in mid-2022.





## 5. Stage One Engagement – *how we engaged*

### 5.1 Introduction

Stage One community engagement was about raising awareness of the review and inviting community sentiment to find out what our community love about Freshwater Lake and reserve, as well as what they might like to change about the lake and reserve.

Our commitment was that community feedback will be analysed and collated into key themes and inform the development of options for Freshwater Lake, along with potential engineering solutions and management considerations.

Following Council endorsement, we will share the options report with our community and refer to the community sentiment gathered as we develop the best long-term solution for Freshwater Lake. We will continue conversations with our community during Stage Two engagement which is anticipated to occur in July – August 2022.

### 5.2 Engagement Methods

Our Stage One community engagement process provided opportunities, both online and written, to gather community sentiment about Freshwater Lake and reserve.

Our consultation process was originally planned to commence in March 2022, however following early community and media interest in late 2021 we initiated a process of early awareness raising and provided information to our community to address questions and concerns raised by members in our community. We also provided a vehicle to gather community sentiment via our online community engagement hub, Your Say Charles Sturt, on 7 December 2021.

Mindful that comprehensive community consultation over the December and new year period should generally be avoided, we purposefully left our full program of raising awareness and inviting community sentiment until February - March 2022. We conveyed this intent to our community through our communication channels. Refer Figure 2.

In early March we conducted a mailout to all Delfin Island residents and ratepayers, erected signage at Freshwater Lake, provided information at our libraries, and raised awareness through a range of communication channels. Consultation involving the gathering of community sentiment concluded on Thursday 31 March 2022.

#### More communication planned from February 2022

We appreciate that December/January is not an ideal time to engage with our community, however due to recent community interest we have decided it is best to publish some information on this project.

**We wish to reassure our community that we will be undertaking more communication from February 2022.** This will include a letterbox drop of local residents, signage at Freshwater Lake Reserve, and information at the West Lakes Library (Ngutungka West Lakes - our new community hub). We will also continue to inform and update our community through social media channels, the City of Charles Sturt website and this page on Your Say Charles Sturt.

*Figure 2: Extract from Your Say Charles Sturt – December 2021*

To raise awareness and capture community sentiment a variety of communication and community engagement activities were provided during Stage One. Refer Table 1 and Appendix 1.1.

*Table 1: Stage One engagement activities undertaken during consultation on Freshwater Lake Review (7 December 2021 – 31 March 2022)*

<b>Type of activity</b>	<b>Engagement activity</b>	<b>Date and place</b>	<b>Participants</b>
<b>Your Say Charles Sturt online consultation hub</b>	Freshwater Lake Project Page visitation	7 December 2021 – 31 March 2022, via Your Say Charles Sturt	Open to everyone 3,245 visits 1,848 unique visitors 242 followers Engagement time – 7 days and 23 hours 49% of visits lasted at least one active minute 32% of visits involved at least two actions Two campaigns - one to 733 recipients with a 13% click-through rate, and one to 916 recipients with a 15% click-through rate
	Online feedback form	8 March – 31 March 2022, via Your Say Charles Sturt	Open to everyone 200 feedback forms received
	Online gather tool	7 December 2021 – 31 March 2022, via Your Say Charles Sturt	Open to everyone 158 contributions received by 102 contributors
<b>Community consultation</b>	Hardcopy feedback form	8 March – 31 March 2022, via mailout, libraries and community centres	Open to everyone Posted to 1,375 households Available at all Council libraries and community centres 431 feedback forms received
	Detailed written submissions	8 March – 31 March 2022	Open to everyone 19 written submissions received
<b>Deputations</b>	Two deputations made to Council, one by Ms Robyn Haworth and one by Mr Vaughan Martin	11 April 2022, CCS Council Meeting, Council Chambers, 72 Woodville Road, Woodville	Open to everyone Two deputations received

Type of activity	Engagement activity	Date and place	Participants
<b>City of Charles Sturt social media</b>	Facebook Instagram LinkedIn Twitter	7 December 2021 – 31 March 2022	5 posts 8.85K impressions 7.65K reach (Facebook only) 141 engagements
<b>City of Charles Sturt newsletter</b>		March e-newsletter	5,348 opened 158 clicks (6.3%) on the Freshwater Lake article 133 unique clicks (6.5%) on the Freshwater Lake article
<b>City of Charles Sturt website</b>		7 December 2021 – 31 March 2022	Open to everyone 577 page views 517 unique page views Average time on page 3.31 minutes
<b>Council Libraries, Community Centres and Civic Centre Internal Street</b>	Media screens, hardcopy factsheets and feedback forms	8 March – 31 March 2022	Open to everyone Unable to determine metrics
<b>Signs at Freshwater Lake Reserve</b>	Six corflute signs	9 March – 31 March 2022	Open to everyone Unable to determine metrics
<b>Petitions</b>	One petition received from Mr Paul Thorne, CEO, Woodbridge Retirement Village  One multi-signatory letter and letter of opposition from Mr Vaughan Martin	11 April 2022, CCS Council Meeting, Council Chambers, 72 Woodville Road, Woodville	Open to everyone One petition received containing 129 signatures (accepted noting 2 signatures do not meet petition requirements)  One multi-signatory letter containing two documents with 354 and 623 names respectively (accepted noting the documents do not meet formal petition requirements)
<b>Cr Ghent's Survey</b>			32 survey forms received

## 6. Stage One Engagement – *who we engaged*

### 6.1 Level of Interest

Council's community engagement approach, combined with other external communications channels, has resulted in a high level of community reach and engagement. The community sentiment received confirms that our community has a high level of interest and positive regard for Freshwater Lake and Freshwater Lake Reserve.

#### *Total reach – 11,500 plus*

The reach of the project to our community and public was significant. The reach using council websites and social media channels was more than 11,500 people. Reach included 2,365 unique views of council website, 7,650 Facebook unique users, 133 unique clicks of our eNewsletter, and a direct mailout to 1,375 Delfin Island residents and ratepayers (enclosing a letter, fact sheet, hardcopy feedback form and reply-paid envelope) given their direct interest in the review.

#### *Total engagements – 844 engagements*

During the Stage One engagement process we had a high level of engagement with 844 direct engagements: including 631 feedback form responses (200 online, 431 hard copy), 158 community sentiment contributions using our online 'Gather' tool, 19 written submissions, 32 other survey forms, two deputations, and two petitions/multi-signatory letters.

### 6.2 Demographic Analysis

Below is a summary of demographic information collected during the Stage One engagement process from two sources:

- Feedback forms; and
- Your Say Charles Sturt membership information.

#### 6.2.1 Feedback Form Information

The feedback form was completed by 631 respondents and the information provided helps us understand the interests and relationships of our community with Freshwater Lake Reserve, West Lakes. Information is summarised below and includes connection to the City of Charles Sturt, place of residence, and how our community use Freshwater Lake Reserve.

Respondents have a strong connection with the Charles Sturt Council area with 89% being residents and 63% being ratepayers in the area. Refer Table 2.

*Table 2: What is your connection to the City of Charles Sturt?*

Connection to City of Charles Sturt	Number of Responses	Percentage (%)
Resident	562	89
Ratepayer	399	63
Business Owner	33	5
Visitor	21	3
Other	5	1
<b>TOTAL</b>	<b>631*</b>	-

*\*Multiple responses possible*



Of the 631 respondents, the majority (78%) reside in the suburb of West Lakes, with a further 8% residing in the adjoining suburb of West Lakes Shore. More than 90% of respondents live locally. Refer Table 3.

*Table 3: What is your suburb?*

Suburb	Number of Responses	Percentage (%)
West Lakes	489	78.0
West Lakes Shore	50	8.0
Tennyson	11	1.7
Semaphore Park	10	1.5
Seaton	10	1.5
Other Suburbs	61	9.3
<b>TOTAL</b>	<b>631</b>	<b>100.0</b>

A close analysis of the 489 residents of West Lakes shows that 188 of the 489 respondents (38%) live in the streets immediately surrounding Freshwater Lake. Below is a breakdown of the streets surrounding Freshwater Lake Reserve and responses received. Refer Table 4.

*Table 4: What is your street?*

Streets bounding Freshwater Lake	Number of Responses	Percentage (%)
Martin Court	47	25
Island Drive	39	21
Cocas Grove	30	16
Corcoran Drive	28	15
Blue Sails Court	21	11
Moorea Court	12	6
Trinidad Court	11	6
<b>TOTAL</b>	<b>188</b>	<b>100</b>

Other streets within the suburb of West Lakes with high response rates include Allerdice Court, Antigua Grove, Bali Court, Dyer Court, Hawaii Court, Liberman Court, Martinique Court, McDonald Grove and Sir John Marks Drive. This information identifies the high level of interest by the local communities of Delfin Island, West Lakes, and surrounding suburbs.

Most respondents visit Freshwater Lake weekly or daily. Those that responded 'Never' gave reasons such as elderly, hard to get around, café no longer there, use to when my children were young, and I live on the lake. Refer Table 5.

*Table 5: How often do you visit Freshwater Lake and Reserve?*

Frequency of Visit to Freshwater Lake	Number of Responses	Percentage (%)
Weekly	257	41
Daily	191	30
Monthly	120	19
Several times a week	19	3
Never	15	2.5
Other	29	4.5
<b>TOTAL</b>	<b>631</b>	<b>100</b>

Visitation of Freshwater Lake Reserve generally occurs for half an hour to one hour. Refer Table 6.

*Table 6: If you visit Freshwater Lake and Reserve, how long do you usually spend there?*

Length of Visit to Freshwater Lake	Number of Responses	Percentage (%)
30 minutes	300	48
1 hour	252	40
Over 1 hour	21	3
10 to 20 minutes	21	3
Walk through	15	2
It varies	9	1.5
All day / I live beside Freshwater Lake	8	1.5
Not stated	5	1
<b>TOTAL</b>	<b>631</b>	<b>100</b>

The respondents participate in a wide range of activities at Freshwater Lake Reserve with many enjoying walking, being in touch with nature, relaxing in the tranquil setting, or socialising. Refer Table 7.

*Table 7: If you visit Freshwater Lake and Reserve, what do you do there?*

Activities at Freshwater Lake Reserve	Number of Responses	Percentage (%)
I walk around / drive my mobility device around	498	79
I enjoy watching and being in touch with nature (birdlife, fish, turtles)	477	76
I relax in the peaceful tranquil setting, it's good for my health	451	71
I spend time with my children / grandchildren	290	46
I greet and meet people	273	43
I have picnics	97	15
I cycle through the reserve	44	7
Walk the dog	26	4
Family gatherings / visit residents	8	1
Photography	7	1
Feed the ducks / turtle watch	7	1
Sit and read, pray, relax	5	0.8
Tai Chi / exercise	5	0.8
Wedding ceremony	2	0.3
Bring disability support work participants	2	0.3
Clean up rubbish	1	0.2
<b>TOTAL</b>	<b>631*</b>	<b>-</b>

*\*Multiple responses possible*

### 6.2.2 Your Say Charles Sturt Subscriber Information

Information available through Your Say Charles Sturt provides an understanding of the characteristics of who Council engaged with online during Stage One. Figures 3 and 4 show the geographic distribution and age distribution respectively, of Your Say Charles Sturt members who provided online feedback on Freshwater Lake.

Figure 3 below shows a concentration of respondents from the immediate location of interest and a wider spread across the Council area, like the concentration shown in Table 3 above.

*Figure 3: Geographic distribution of Your Say Charles Sturt members engaged in this project*

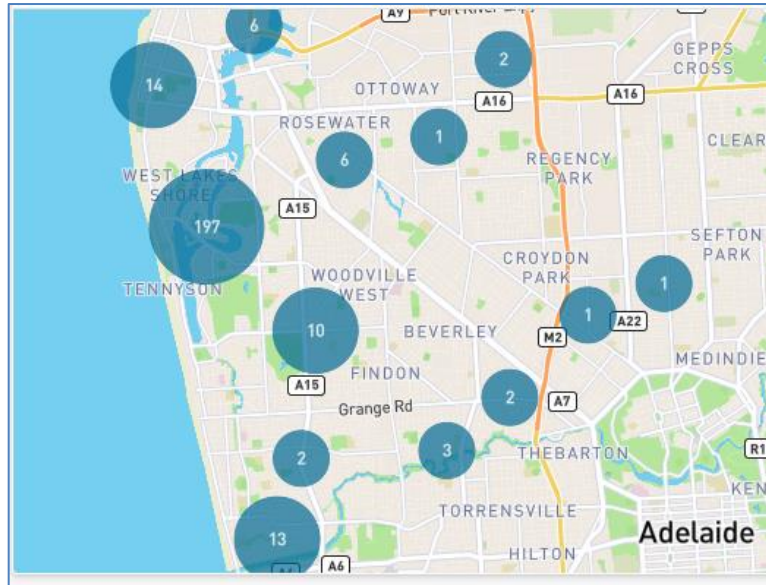
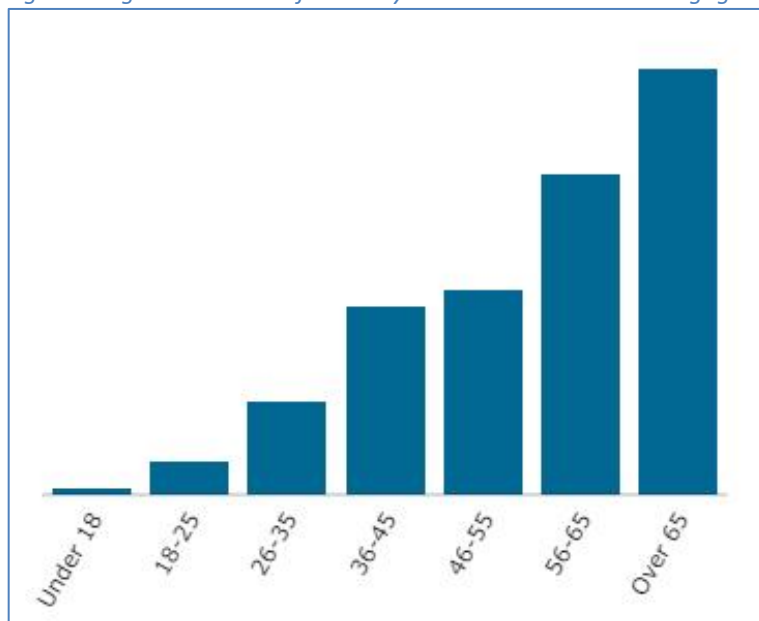


Figure 4 below shows a spread across most age groups, with a higher proportion in older age groups consistent with the age profile for the area.

*Figure 4: Age distribution of Your Say Charles Sturt members engaged in this project*



## 7. Stage One Engagement – *what our community said*

### 7.1 Strong Community Support for Freshwater Lake

As noted in Section 3 of this report, feedback gathered during Stage One identified that there is strong positive community regard for Freshwater Lake and Freshwater Lake Reserve, and significant support for the retention of Freshwater Lake as a water amenity asset.

During Stage One we received a total of 844 engagements:

- 631 community members who completed a feedback form (200 online, 431 hard copy). Refer Appendix 1.3 to read community sentiment.
- 158 community members contributed to our online ‘Gather’ tool. Refer Appendix 1.4 to read community sentiment.
- 19 community members/organisations prepared more detailed written submissions.
- 32 submitted Cr Ghent’s survey.
- 2 provided a deputation.
- 2 provided petitions/multi-signatory letters.

There has been considerable feedback provided identifying that any options to change or reduce the size of the lake or eliminate the water body completely are not widely favoured options. This feedback is broadly summarised in Table 8 below.

*Table 8: High level summary of feedback form responses received during Stage One consultation*

<b>Freshwater Lake Review Responses</b>	<b>Keep Lake and Maintain Lake (Options 1 and/or 2)</b>	<b>Open to Considering All Options (Options 1 to 4)</b>	<b>Total Responses</b>
Total Online Responses	194	6	200
Total Hard Copy Responses	417	15	432
<b>Total Responses</b>	<b>611</b>	<b>21</b>	<b>632</b>
<b>Percentage</b>	<b>96.677%</b>	<b>3.323%</b>	<b>100%</b>

Given the strong response in support of retention of Freshwater Lake in this early phase of the Community Engagement process, and the community response identifying that the reduction or removal of the waterbody are not widely favoured options, it was considered appropriate to amend the scope of the review. The scope of the review was amended, and endorsed by Council (Council Meeting held on Monday 11 April 2022), to only include the following two options:

1. Maintain the lake in its current form and continue with existing maintenance and management practices.
2. Maintain the lake in its current form with improvements to permanently enhance lake performance and quality, operations, and management.

## 7.2 Community Values

Following on from the clear community support to retain the lake in its current form, or in its current form with improvements, we undertook a more in-depth analysis of the community sentiment gathered in Stage One to understand what our community value about Freshwater Lake and reserve.

Several common themes are identifiable from our analysis, they are listed in the right-hand column on this page.

We also discovered that the features our community value about Freshwater Lake closely align with the five pillars set out in our Community Plan. This alignment is described in Section 7.2.1 below.

Additionally, we found that the features our community value fit with quadruple bottom line thinking. Refer to Section 7.2.2 below.

To read more about the analysis of community sentiment, refer to Appendix 1.2.

### 7.2.1 Thematic Analysis by Community Plan Pillars

Our Community Plan 2020-2027 is our aspirational strategic plan that sets the vision for our community and organisation of a '*Leading, Liveable City*'. It is based upon five pillars that represent our city:

- Our Community – A strong and connected community.
- Our Liveability – A liveable city of great places.
- Our Environment – An environmentally responsible and sustainable city.
- Our Economy – An economically thriving city.
- Our Leadership – A leading and progressive Local Government organisation.

These pillars shape who we are and guide how we work together as an organisation and community. Our Community Plan identifies the outcomes and aspirations for each of our pillars and how we will track and measure their success.

The following high-level themes identified within the Freshwater Lake community feedback have been categorised in alignment to these five pillars.



## Common Themes

### Plan for the Future

- Acknowledge this valuable natural open space
- Develop a long-term plan
- Commit to a higher level of maintenance

### Improve Water Quality

- Retain Freshwater Lake
- Resolve water quality and circulation issues
- Plan any construction works (desludging, dredging, lining) to minimise impact on wildlife, habitat, vegetation, and people

### Enhance Biodiversity

- Protect and care for wildlife
- Create a wetland and hub of biodiversity
- Plant more trees, shrubs, and aquatic plants
- Preserve the peace and tranquillity of the duck ponds
- Introduce environmental learning and foster volunteering

### Activate Place

- Celebrate the history of West Lakes
- Celebrate Kaurua cultural heritage
- Increase the accessibility of the precinct (paths, toilet facilities, parking, learning, enjoyment)
- Promote community use
- Investigate food trucks at peak times



#### OUR COMMUNITY

- **Community connection** – social interactions between neighbours, impromptu conversations, people walking and enjoying the flora and fauna, picnics and BBQ's, sense of belonging, a place where people of all ages can go and enjoy, accessibility for all, inter-generational enjoyment.
- **Community wellbeing** – tranquil, peaceful setting, water setting, relaxing, passive recreation, walking, good for your health, bird sights and sounds.

#### OUR LIVEABILITY

- **Amenity** – attractive place, unique compared to all other reserves in CCS.
- **Safe and accessible place** – a place for everyone, an inclusive community space.
- **Celebration of the unique history and culture of West Lakes** – designed as the centrepiece of Delfin Island, an icon, people have been coming to the lake for generations, 50 years of history associated with the place.

#### OUR ENVIRONMENT

- **Living environment for people and creatures** – appreciation for the birds, bees, freshwater aquatic life (fish, turtles), flowers, water lilies, reeds, plants, trees, biodiversity, ecosystem, adverse impact of no lake on wildlife.
- **Environmental quality and sustainable future** – educational resource, water quality, water circulation, management of the lake, health of birds and aquatic life.
- **Climate change** – water body and green space plays a part in reducing heat island effects.

#### OUR ECONOMY

- **Strengthen our prosperity** – deliver value and amenity for our community, value of properties with lake views or lake frontage.

#### OUR LEADERSHIP

- **Progressive, responsive, and sustainable management** - open and accountable governance, customers' needs at the centre of decision making.

#### 7.2.2 Thematic Analysis using Quadruple Bottom Line Thinking

The quadruple bottom line structure is a framework of analysis across four pillars being: social, environmental, economic, and civic leadership. It recognises a holistic view of multiple criteria, priorities and needs.

The following high-level themes identified within the Freshwater Lake community feedback have been categorised in alignment to these four pillars, and in terms of what our community told us they love, want more of, less of or wish to change. Refer Table 9.

Table 9: Freshwater Lake Thematic Analysis of Community Sentiment using Quadruple Bottom Line Thinking

CATEGORY	What community LOVE about Freshwater Lake	What community want to CHANGE	What community want MORE OF	What community want LESS OF
<b>SOCIAL</b>	<p><b>Access and equity</b></p> <ul style="list-style-type: none"> <li>It's free and convenient to access.</li> <li>It is a safe place for the young and aged, and it's good for all ages.</li> <li>It is protected when its windy.</li> </ul> <p><b>Public health and safety</b></p> <ul style="list-style-type: none"> <li>The lake supports my mental health and wellbeing.</li> <li>The duck ponds provide a sanctuary that helps me clear my mind, recharge my inner batteries, uplift my spirits.</li> <li>It is a wonderful place to destress and unwind.</li> <li>It's a calm oasis in a busy world.</li> <li>The duckponds were especially important during COVID and lockdowns.</li> </ul> <p><b>Recreation and active living</b></p> <ul style="list-style-type: none"> <li>The lake supports my physical well-being and fitness by providing nice areas to walk and easy walks, it encourages me to exercise each day in great surroundings, and the shape of the meandering paths makes walking interesting.</li> <li>I can kick a ball on the grass, or just sit and relax.</li> </ul> <p><b>Community connection</b></p> <ul style="list-style-type: none"> <li>A great place to meet friends, family, and neighbours.</li> <li>The lake promotes impromptu conversations between people.</li> <li>It enhances social relationships.</li> <li>It provides opportunities for people to interact with nature and each other.</li> <li>A great place for taking photos and celebrating special events.</li> <li>Locals are proud of the lake and enjoy sharing it with family and friends.</li> </ul> <p><b>Preserving heritage and culture</b></p> <ul style="list-style-type: none"> <li>It is the iconic centrepiece of Delfin Island.</li> <li>It's part of the history of West Lakes.</li> <li>Protect the history of West Lakes.</li> <li>Generations of our community are connected to the duck ponds.</li> </ul>	<p><b>Access and equity</b></p> <ul style="list-style-type: none"> <li>Access-friendly ablution block and open for longer.</li> <li>Open the carpark next to the dental surgery.</li> </ul> <p><b>Public health and safety</b></p> <ul style="list-style-type: none"> <li>Tidy up along water's edge.</li> <li>Fix up the low-lying paths which flood near the wedding gazebo area.</li> <li>Replace brick pathways – some are lifting and causing a tripping hazard.</li> <li>Some paths are difficult to use with a walker.</li> <li>Would go there more often if the paths were level and even, there are pavers lifting, it's impossible to walk with walkers (disability) &amp; wheelchairs.</li> </ul> <p><b>Recreation and active living</b></p> <ul style="list-style-type: none"> <li>Add a playground near West Lakes Boulevard.</li> <li>Refresh the gazebos as a bit old style and tired.</li> <li>Update BBQ areas.</li> <li>Add seating in shaded and protected positions.</li> </ul> <p><b>Cultural activities</b></p> <ul style="list-style-type: none"> <li>Link to Kaurua cultural heritage.</li> <li>Paint a mural on the wall of the ablution block.</li> </ul> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>Education centre / learning place for school excursions looking at the wildlife and environment.</li> <li>Information tags on plants and trees.</li> <li>More signage educating people about feeding of ducks and other birds.</li> </ul> <p><b>Consultation and community participation</b></p> <ul style="list-style-type: none"> <li>Strong positive support for Freshwater Lake with many saying 'don't change anything', and 'leave it as it is'.</li> </ul>	<p><b>Access and equity</b></p> <ul style="list-style-type: none"> <li>Better paths and greater accessibility.</li> </ul> <p><b>Recreation and active living</b></p> <ul style="list-style-type: none"> <li>More seating around the lake and lawn areas, flat grassed areas for picnics.</li> <li>More shelters and shade, picnic tables, BBQ facilities, rubbish bins.</li> <li>A dog water dispenser.</li> <li>Bike racks.</li> <li>Adult exercise equipment.</li> <li>Far superior lighting at night to illuminate the overall area.</li> <li>Play areas for children, water play area, a slide on the hill near West Lakes Boulevard, children's adventure playground.</li> </ul> <p><b>Cultural activities</b></p> <ul style="list-style-type: none"> <li>More information about the history of West Lakes.</li> <li>A sense of connection to Kaurua country.</li> <li>Community sculptures and artworks.</li> </ul> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>More education boards.</li> </ul>	<p><b>Public health and safety</b></p> <ul style="list-style-type: none"> <li>Less bird droppings.</li> <li>Less rubbish piled near bins.</li> <li>No cyclists on narrow paths.</li> </ul> <p><b>Built environment and urban design</b></p> <ul style="list-style-type: none"> <li>Less concrete – concrete edges are unsightly.</li> </ul>

CATEGORY	What community LOVE about Freshwater Lake	What community want to CHANGE	What community want MORE OF	What community want LESS OF
ENVIRON- MENTAL	<p><b>Preserving biodiversity</b></p> <ul style="list-style-type: none"> <li>• The flora, fauna, and biodiversity.</li> <li>• The abundance of wildlife – ducks, ducklings, swans, pelicans, turtles, birds, butterflies, and bees.</li> <li>• The water lilies, groundcovers, shrubs, and trees.</li> </ul> <p><b>Protecting environmental features</b></p> <ul style="list-style-type: none"> <li>• The natural setting - it is peaceful, tranquil, serene, relaxing, calming, reflective, pleasant, quiet, beautiful, unique, and alive.</li> <li>• The ever-changing vistas, reflections on the water, the fountain.</li> <li>• Freshwater lake adds to the character of the area.</li> <li>• It represents an important natural open space in the local area.</li> <li>• It provides observation and contact with nature.</li> <li>• It's a place where you can appreciate seasonal variation.</li> </ul> <p><b>Climate change impacts and initiatives</b></p> <ul style="list-style-type: none"> <li>• It is a green space in our city that helps cool urban areas.</li> </ul>	<p><b>Preserving biodiversity</b></p> <ul style="list-style-type: none"> <li>• Make the ponds more of a wetland and a genuine hub of biodiversity and a better area for wildlife.</li> <li>• Reduce or get rid of the white ibis, stop ibis breeding.</li> <li>• Dispensing unit with appropriate duck food.</li> <li>• Remove European Carp and stop people fishing.</li> <li>• Introduce native water creatures like yabbies.</li> </ul> <p><b>Environmentally sound operation of assets</b></p> <ul style="list-style-type: none"> <li>• Keep the waterways well maintained.</li> <li>• Enhance lake performance and quality, operations, and management.</li> <li>• Better maintenance and management.</li> </ul> <p><b>Total water cycle management</b></p> <ul style="list-style-type: none"> <li>• Improve water quality.</li> <li>• Improve the filtration system.</li> <li>• Clean up the water, clearer water, control of algae.</li> <li>• The lake could be reduced in size with larger islands.</li> </ul> <p><b>Vegetation management</b></p> <ul style="list-style-type: none"> <li>• Get rid of palms or cut palm fronds and fruit off palms more regularly.</li> <li>• Get rid of the woolly bush.</li> <li>• Plant more understorey groundcovers and shrubs.</li> <li>• Remove the bullrushes between the two ponds that are unkept.</li> <li>• Remove over-grown and untidy reeds.</li> </ul>	<p><b>Preserving biodiversity</b></p> <ul style="list-style-type: none"> <li>• More birdlife (swans, ducks, pelicans), more bird diversity and more butterflies and bees.</li> <li>• More flowering plants to attract bees, flowering low growing natives.</li> <li>• More water lilies.</li> <li>• More support for ducks and wildlife, more breeding water birds.</li> <li>• More conservation / care for the environment and reserve, safe nesting areas away from cats and foxes, more surveillance,</li> <li>• More volunteers caring for the environment, and litter control.</li> <li>• More conservation programs and breeding programs.</li> <li>• More native fish, native aquatic plants, native plants.</li> </ul> <p><b>Total water cycle management</b></p> <ul style="list-style-type: none"> <li>• More research into how to maintain water bodies like Freshwater Lake.</li> <li>• More fountains to aerate the water.</li> <li>• More plantings of extensive reed beds to manage the nitrogen in the water.</li> <li>• More frequent de-sludging.</li> </ul> <p><b>Climate change impacts and initiatives</b></p> <ul style="list-style-type: none"> <li>• More trees especially in lawned area near West Lakes Boulevard.</li> </ul>	<p><b>Preserving biodiversity</b></p> <ul style="list-style-type: none"> <li>• Less Ibis.</li> <li>• Less European Carp.</li> <li>• Less fishermen.</li> <li>• Less dogs off lead.</li> </ul> <p><b>Environmentally sound operation of assets</b></p> <ul style="list-style-type: none"> <li>• Less dust, dirt and noise associated with lake renovation.</li> </ul> <p><b>Total water cycle management</b></p> <ul style="list-style-type: none"> <li>• Less green stagnant water and sludge.</li> </ul> <p><b>Vegetation management</b></p> <ul style="list-style-type: none"> <li>• Less dead and dying reeds around the water edge and less reeds altogether.</li> <li>• Less date palms.</li> <li>• Less floating debris.</li> </ul>

CATEGORY	What community LOVE about Freshwater Lake	What community want to CHANGE	What community want MORE OF	What community want LESS OF
ECONOMIC	<b>Tourism</b> <ul style="list-style-type: none"> <li>The lake is one of the biggest attractions in West Lakes.</li> </ul>	<b>Tourism</b> <ul style="list-style-type: none"> <li>Bring back the café / kiosk or allow food trucks, ice-cream, and coffee carts.</li> </ul>	<b>Tourism</b> <ul style="list-style-type: none"> <li>Ice-cream and coffee stalls.</li> <li>More promotion of the reserve as a lovely tourist destination.</li> <li>More weddings.</li> <li>More people participation, attractions, events, family community events.</li> </ul>	
CIVIC LEADERSHIP	<b>Levels of service</b> <ul style="list-style-type: none"> <li>I love the people who look after the duckponds.</li> </ul> <b>Leadership and representation</b> <ul style="list-style-type: none"> <li>Maintain the lake for the long-term and decide not to do a review of this kind again.</li> <li>Just because this project was constructed in the 1970's doesn't mean that the idea, intention, and outlook needs to be changed. Delfin Island was ahead of its time and has been awarded for its innovation and excellence. All effort (financially) engineering and manpower should be going towards keeping and maintaining its beauty for generations. Therefore, no changes unless it serves to better or maintain this park.</li> <li>With the new housing development and most houses having minimal yards, I believe it's more important now than ever to keep as much open space as possible. Once this asset is gone, you'll never recover it.</li> <li>Please do not use the excuse the Council does not have the money to spend on the upkeep. With all the extra homes at West Lakes the Council will have an abundance of rate money.</li> </ul>	<b>Leadership and representation</b> <ul style="list-style-type: none"> <li>We are the world's second 'national park city' and this is an incredible opportunity to put some effort into really thinking about other living things we share this world with.</li> </ul>	<b>Levels of service</b> <ul style="list-style-type: none"> <li>A higher level of maintenance. Over the last 30 years we have seen a slow deterioration of the area. We once had a gardening gang who maintained the area we love.</li> <li>More maintenance. We have lived here for 30 years and paid good money as ratepayers. We expect the Council to do regular maintenance of the lake, so that the problems encountered don't accumulate and become major problems.</li> <li>More maintenance. The lake is a fantastic asset to the area. Charles Sturt Council should feel it is valuable and attractive open space and should make every effort to maintain it to the highest standard that it can.</li> <li>We would prefer to contribute to improved management and retention of all the current features even if this did require some increase in rates rather than lose any of the wonderful features of our duck ponds.</li> </ul>	

## 8. Stage One Engagement - *how we responded*

### 8.1 Amendment to Project Scope (April 2022)

Following the close of Stage One community engagement on 31 March 2022 we immediately undertook a high-level analysis of the feedback received and reported to Council the significant community support for the retention of Freshwater Lake in its current form, or current form with improvements.

Given the strong response in support of retention of Freshwater Lake in this early phase of the Community Engagement process, and the community response identifying that the reduction or removal of the waterbody are not widely favoured options, it was considered appropriate to amend the scope of the review regarding these findings. At the Council Meeting on 11 April 2022, Council endorsed that the scope of the Freshwater Lake Review be amended to focus on the following two options only:

3. Maintain the lake in its current form and continue with existing maintenance and management practices.
4. Maintain the lake in its current form with improvements to permanently enhance lake performance and quality, operations, and management.

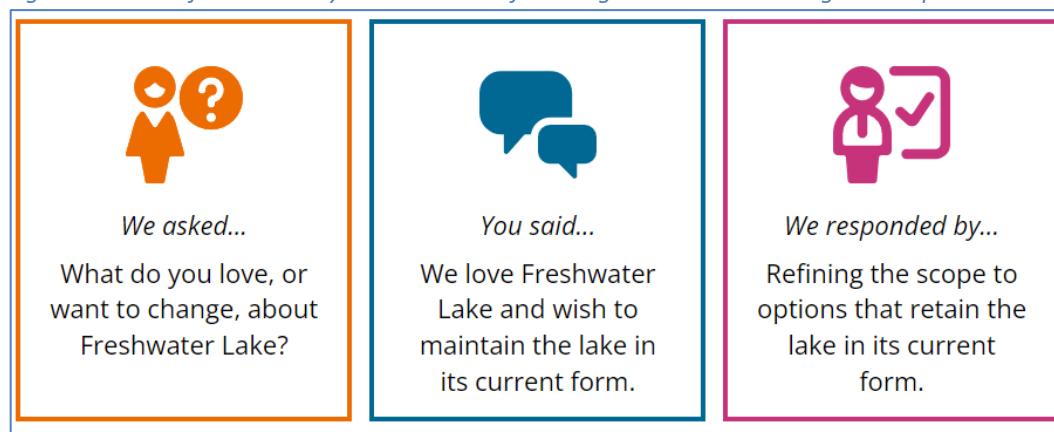
The following two options were therefore removed from the scope of the review and are no longer considerations for further investigation.

- Reduce or change the size and shape of the water body and increase the amount of terrestrial (land) open space as a result.
- Have no lake and make the entire reserve terrestrial (land) open space.

### 8.2 Communication of Amendment to Project Scope (April 2022)

Communication of the revision of the scope of the Freshwater Lake Review followed the April 11 Council Meeting including news updates on Your Say Charles Sturt, the City of Charles Sturt website, Council's social media channels, letters to Delfin Island residents and ratepayers and signage at Freshwater Lake Reserve. Refer to example in Figure 5 below.

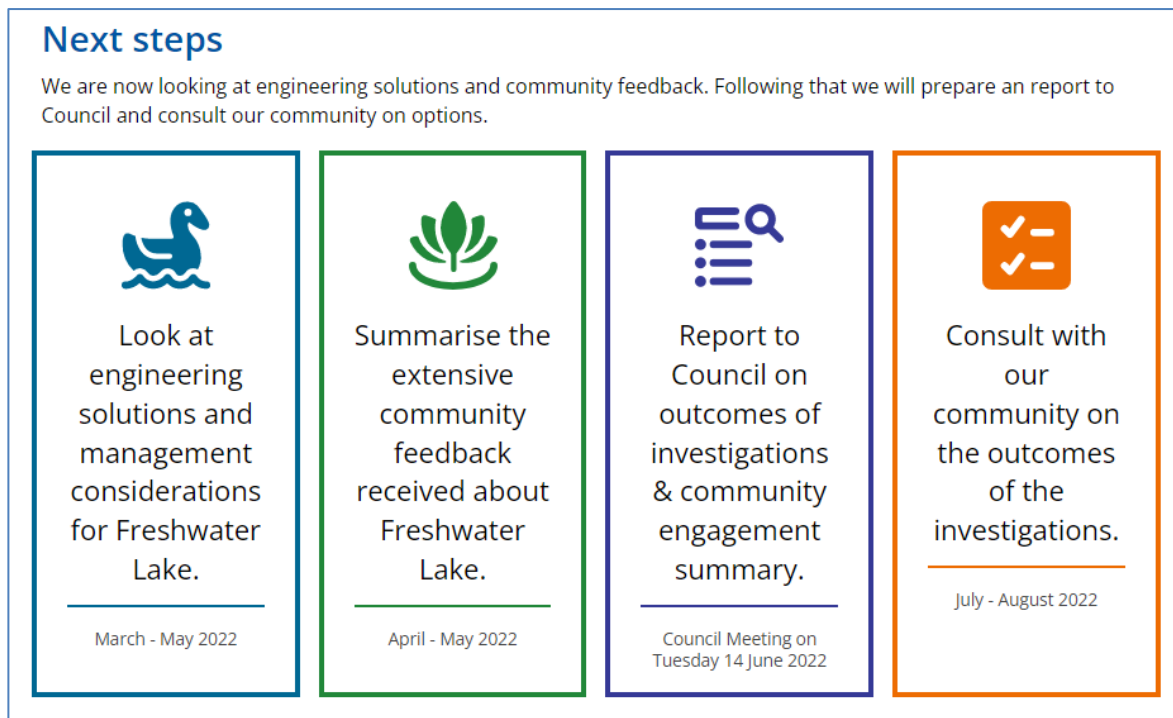
*Figure 5: Extract from Your Say Charles Sturt – following the Council Meeting on 11 April 2022*





Next steps were also communicated to our community. Refer to example in Figure 6 below.

*Figure 6: Extract from Your Say Charles Sturt informing community of next steps, April 2022*



### **8.3 Preparation of Stage One Community Engagement Report (May 2022)**

An in-depth analysis of the community sentiment gathered in Stage One was completed in May 2022 leading to the identification of common themes and ideas set out in this report.

The community feedback gathered will provide a valuable input into the development of options for Freshwater Lake.

## 9. Next Steps

The next steps for the Freshwater Lake Review are as follows:

- Council consideration and endorsement of options for Freshwater Lake for Stage Two community engagement.
- Conduct Stage Two community engagement, including:
  - Report on Stage One community sentiment.
  - Present options for Freshwater Lake including key features and merits of each option.
  - Clarify incorrect statements in the community, such as:
    - never Council's intention to sell the land or convert to housing
    - dentist property (former café) never in Council's ownership
    - why we can't replace freshwater with saltwater.
  - Where relevant, 'tease out' some of the potential differing views in our community that have been identified in community sentiment, for example:
    - plant more reeds *or* pull-out reeds
    - encourage cyclists to ride through *or* don't encourage cyclists
    - provide more off-street parking *or* don't provide more parking
    - encourage more events at the reserve *or* don't promote events
    - encourage more birdlife at the lake (except for ibis) *or* don't encourage more birdlife.
- Analyse Stage Two community feedback and provide report to the project team reviewing options.
- Continue communications with our community.

## **Appendix 1.1**

### **Examples of Stage One Communications and Community Engagement Activity**

## Your Say Charles Sturt

<https://www.yoursaycharlessturt.com.au/freshwater-lake>

### Taking a fresh look at Freshwater Lake

Help us review, refresh, renew and reimagine Freshwater Lake, West Lakes (also known as the Delfin Island duck ponds).

+ Follow



Home > Taking a fresh look at Freshwater Lake

#### Review, refresh, renew and reimagine

We are reviewing the way Freshwater Lake (also known as the Delfin Island duck ponds) on Delfin Island at West Lakes operates and exists. Freshwater Lake is located within Freshwater Lake Reserve.

As yet, **no investigations or decisions have been made on the Lake's long-term future.**

Freshwater Lake was constructed in the 1970s as a key water feature of the West Lakes Delfin Island Development. It was built to the standards of that era and now requires a high level of ongoing maintenance due to its unique design, structure and age.

#### Share this page



#### How to become involved in this project



##### Complete an online Feedback Form

- Complete an online Feedback Form
- OR
- Complete a paper copy Feedback Form (available at West Lakes Library).

The same questions are asked in both versions.

[Click to complete our Feedback Form >](#)



##### Tell us what you love about the Lake

Scroll down to the question in the blue box and tell us what you love or would like to change about Freshwater Lake.

You can also add comments to what other members of our community have written.



##### Click on the + Follow button

To receive project updates, click the + Follow button at the top of this page.



Freshwater Lake Reserve, West Lakes - close up

Significant environmental, technological and engineering advancements have taken place over the past 50 years, since the Freshwater Lake was first constructed, and it is appropriate that Council examine other viable options. Are there new ways to create a great outcome for our community and the natural environment?

**Your Say Charles Sturt online 'Gather' tool enabling residents to leave comments and photos**  
<https://www.yoursaycharlessturt.com.au/freshwater-lake>

Posted by **vicki\_brown** | 20 days ago

We have been residents on Delphin Island for 12 years and we walk around the full length of the duck pond between 7-10 times each and every week. It is where we walk our dog and take the grandchildren to see the ducks and other wildlife. A wide variety of the community utilise the lake at all times and in different seasons. It is disappointing that the Council has not had an adequate asset management plan in place for the waterways and it is now looking at it's possible removal. I, like...

[I WANT TO SEE MORE](#)

♥ 12 Likes    💬 1 Comments

**Maurice**

Posted by **Maurice** | 15 days ago

I have lived on the Duck Pond for over 20 years, the thought of there being no Freshwater Lake is absolutely not on in my opinion. The pond is used daily by hundreds of people whether they live at West Lakes or not. Families old and young have enjoyed this area for years and the council should never have let it get to this stage. Costs may be high but rates continually rise and with the new development at the old Football Park there are plenty more rate payers coming on board. This is a...


[I LOVE](#)

♥ 12 Likes    💬 1 Comments

**Saving our duck 🦆 pond 🌴.**

Posted by **Lorellazollo** | 23 days ago

Hello it has been brought to my attention that our




**Preserve our water lily ponds**

Posted by **Your Say CCS** | 16 days ago

Where else in Charles Sturt Council area can you find a water lily pond? I spend hours outside watching people especially children admire and enjoy the beautiful water lilies, it is such a special place. The area is different to any other in South...

[I LOVE](#)

♥ 12 Likes    💬 1 Comments



## CCS Website – 'Latest News':

<https://www.charlessturt.sa.gov.au/council/news-and-media/latest-news/2022/taking-a-fresh-look-at-freshwater-lakes>



[Home](#) > [Council](#) > [News and media](#) > [Latest news](#) > Taking a Fresh Look at Freshwater Lakes

7 March 2022

We are reviewing the way [Freshwater Lake](#) (also known as the Delphin Island duck ponds) operates and exists and want to hear from you. Tell us what you love or want to change about Freshwater Lake?

Your feedback will help us explore options, including:



## Freshwater Lake Review - Stage One Feedback Form

### FEEDBACK FORM

OSR&P



## Taking a fresh look at Freshwater Lake

The City of Charles Sturt is seeking community sentiment as we review, refresh, renew and reimagine Freshwater Lake, West Lakes (Delfin Island duck ponds).

**This round of feedback will close on Thursday 31 March 2022.**

### Tell us your thoughts!

To provide your feedback please do only **ONE (1)** of the following:

- Complete this feedback form and return by using the enclosed reply paid envelope.

OR

- On-line via Council's website <https://www.yoursaycharlessturt.com.au/> or use the QR code on your smart device



### Your Details

Please provide your name or organisation and e-mail address should we need to contact you regarding your feedback. *(By completing this form, you consent to the City of Charles Sturt collecting, retaining and using the personal information provided by you in line with Council's Privacy Policy)*

Name: \_\_\_\_\_  
(Mr/Mrs/Miss/Ms/Dr) (First Name) (Surname)

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ P/Code: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Home: \_\_\_\_\_ Mobile: \_\_\_\_\_

### Your Feedback

**1. What is your connection to the City of Charles Sturt?** *(Select all that apply to you)*

- ☐ Resident
- ☐ Ratepayer
- ☐ Business owner
- ☐ Other *(please specify)* \_\_\_\_\_

**2. How often do you visit Freshwater Lake and Reserve?** *(Select one)*

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Never *(please specify why you don't visit)* \_\_\_\_\_
- ☐ Other *(please specify)* \_\_\_\_\_

**3. If you visit Freshwater Lake and Reserve how long do you usually spend there?** *(Select one)*

- ☐ 30 minutes
- ☐ 1 hour
- ☐ Other *(please specify)* \_\_\_\_\_

**4. If you visit Freshwater Lake and Reserve, what do you do there?** *(Select any that apply to you)*

- ☐ I walk around / drive my mobility device around
- ☐ I greet and meet people
- ☐ I spend time with my children/grandchildren
- ☐ I enjoy watching and being in touch with nature (birdlife, fish, turtles)
- ☐ I relax in the peaceful tranquil setting, its good for my mental health
- ☐ I have picnics
- ☐ I cycle through the reserve
- ☐ Other *(please specify)* \_\_\_\_\_

**5. Tell us what you love or want to change about Freshwater Lake.** *(Write in the boxes below)*

<p><b>LOVE</b></p> <p>What do you LOVE about Freshwater Lake Reserve?</p>	<p><b>CHANGE</b></p> <p>What do you want to CHANGE about Freshwater Lake Reserve?</p>
<p><b>MORE OF</b></p> <p>What do you want to see MORE OF at Freshwater Lake Reserve?</p>	<p><b>LESS OF</b></p> <p>What do you want to see LESS OF at Freshwater Lake Reserve?</p>

**6. Any other feedback about this project?** *(Attach additional pages if insufficient room below)*

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Thank you for taking the time to complete this feedback form

## Freshwater Lake Review - Stage One Fact Sheet



# TAKING A FRESH LOOK AT FRESHWATER LAKE

We are reviewing the way Freshwater Lake within Freshwater Lake Reserve, West Lakes, operates and exists. As yet, no decisions have been made on the Lake's long-term future.

Freshwater Lake, also known as the Delfin Island duck ponds, was constructed in the 1970s as a key water feature of the West Lakes Delfin Island Development.

It was built to the standards of the era but now requires a high level of ongoing maintenance due to its unique design, structure and age.

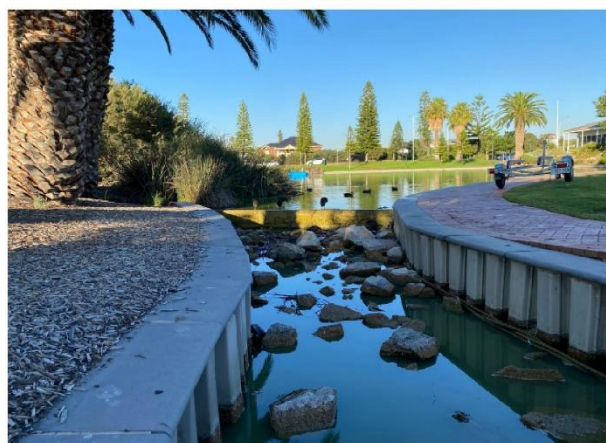
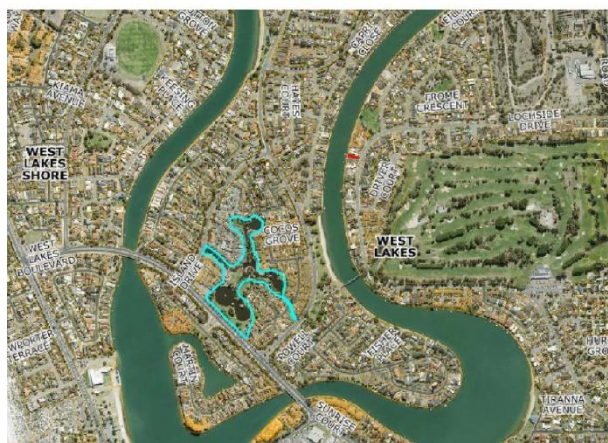
The review over the coming months will include an investigation of engineering solutions and management options.

At this stage it is too early to say exactly what options might be feasible.

### Options being explored

- Maintain the lake in its current form and continue with existing maintenance and management practices.
- Maintain the lake in its current form with improvements to permanently enhance lake performance and quality, operations and management.
- Reduce or change the size and shape of the water body and increase the amount of terrestrial (land) open space as a result.
- Have no lake, and make the entire reserve terrestrial (land) open space.

Community consultation on options will occur in mid-2022.





#### Project timeline (estimated dates only)

The project timeline includes two points of community consultation:

- Raise awareness and gather community sentiment (December 2021 - March 2022) – **WE ARE HERE**
- Options investigation (February - May 2022)
- Council consider options for community consultation (May - June 2022)
- Community consultation on options (July - August 2022)
- Review community feedback and social, environmental and economic factors (August 2022)
- Identify preferred option (September 2022)
- Council report prepared outlining preferred option (October 2022)



#### What do you love or want to change about Freshwater Lake?

We are gathering community sentiment for Freshwater Lake (lake and reserve) as part of our investigations. Your feedback will be considered in the development of options.

Complete a hardcopy feedback form (available at West Lakes Library)

or

Complete an online feedback form (visit [yoursaycharlessturt.com.au/freshwater-lake](https://yoursaycharlessturt.com.au/freshwater-lake))

Provide your feedback by Thursday, 31 March 2022.



#### For further information

Visit [yoursaycharlessturt.com.au/freshwater-lake](https://yoursaycharlessturt.com.au/freshwater-lake)

Call us on 8408 1111

or scan the QR Code



## **Appendix 1.2**

### **Summary of Community Sentiment**



# What do you LOVE about the Lake?

Respondents were asked the question “What do you LOVE about Freshwater Lake and Reserve?”

## Nearly 97% of respondents said they love Freshwater Lake and Reserve as it currently is.

We received a strong positive community response to Freshwater Lake and Reserve, confirming that there is significant support for the retention of Freshwater Lake as a water amenity asset.

Respondents told us that Freshwater Lake Reserve is an important part of West Lakes, and that the duck ponds are highly valued for the natural environment they provide, and role they play in terms of community well-being and community connectedness.

The following key feedback was received regarding the **LOVE** for Freshwater Lake:

### Access and equity

- It's free and convenient to access.
- It is a safe place for the young and aged, and it's good for all ages.
- It is protected when its windy.

### Public health and safety

- The lake supports my mental health and wellbeing.
- The duck ponds provide a sanctuary that helps me clear my mind, recharge my inner batteries, uplift my spirits.
- It is a wonderful place to destress and unwind.
- It's a calm oasis in a busy world.
- The duckponds were especially important during COVID and lockdowns.

### Recreation and active living

- The lake supports my physical well-being and fitness by providing nice areas to walk and easy walks, it encourages me to exercise each day in great surroundings,

*I love the design of the lake and the natural life that the freshwater brings. It is fantastically alive and biodiverse. What I love about it that it's relaxing, peaceful and has a calm surrounding. The general atmosphere, pleasantness, very relaxing good for mental wellbeing. Open space, trees, water lilies, quiet & tranquil, good walking trail.*

*I absolutely love the duck ponds and that whole area!! It's one of the reasons we bought on Delfin Island. We love seeing nature in this beautiful sanctuary - seeing the turtles, ducks, birds. It's a unique & much-loved spot.*

*Peacefulness and beauty of the water, birds, and fish. A beautiful spot to relax alone or with grandchildren.*

*The natural setting, water plants birds. To watch the wildlife, enjoy sitting close to the water environment. Chatting to other visitors, watching children and their interaction with nature.*

*The tranquillity of the environment, great for one's mental/physical health, grandkids love it, beautiful for the suburb.*

*Ecosystem, tranquillity & opportunity to unwind from work, day's events. Greeting, chatting with others utilising pond, convenience, being able to access.*

<p>and the shape of the meandering paths makes walking interesting.</p> <ul style="list-style-type: none"> <li>• I can kick a ball on the grass, or just sit and relax.</li> </ul> <p><b>Community connection</b></p> <ul style="list-style-type: none"> <li>• The duck ponds are a great place to meet friends, family, and neighbours.</li> <li>• The lake promotes impromptu conversations between people.</li> <li>• It enhances social relationships.</li> <li>• It provides opportunities for people to interact with nature and each other.</li> <li>• The lake is a great place for taking photos and celebrating special events.</li> <li>• Locals are proud of the lake and enjoy sharing it with family and friends.</li> </ul> <p><b>Preserving heritage and culture</b></p> <ul style="list-style-type: none"> <li>• It is the iconic centrepiece of Delfin Island.</li> <li>• It's part of the history of West Lakes.</li> <li>• Protect the history of West Lakes.</li> <li>• Generations of our community are connected to the duck ponds.</li> </ul> <p><b>Preserving biodiversity</b></p> <ul style="list-style-type: none"> <li>• The flora, fauna, and biodiversity.</li> <li>• The abundance of wildlife – ducks, ducklings, swans, pelicans, turtles, birds, butterflies, and bees.</li> <li>• The water lilies, groundcovers, shrubs, and trees.</li> </ul> <p><b>Protecting environmental features</b></p> <ul style="list-style-type: none"> <li>• The natural setting - it is peaceful, tranquil, serene, relaxing, calming, reflective, pleasant, quiet, beautiful, unique, and alive.</li> <li>• The ever-changing vistas, reflections on the water, the fountain.</li> <li>• Freshwater lake adds to the character of the area.</li> <li>• It represents an important natural open space in the local area.</li> <li>• It provides observation and contact with nature.</li> <li>• It's a place where you can appreciate seasonal variation.</li> </ul> <p><b>Climate change impacts and initiatives</b></p> <ul style="list-style-type: none"> <li>• It is a green space in our city that helps cool urban areas.</li> </ul>	<p><i>The lily ponds, nothing like it in any subdivision, tranquillity, wildlife, nature at its best. Seeing the children and their parents enjoying the lilies and ducks.</i></p> <p><i>Everything, it is a place of serenity, peace, and relaxation. It is great to recharge your inner batteries. The fellows who look after the duck pond are amazing congratulations and thank you for what you do.</i></p> <p><i>Watching children being excited at seeing ducklings and turtles and recognising different birds. It encourages them to appreciate animals and nature. Also, impromptu conversations with others.</i></p> <p><i>The flora and fauna, the beauty, peace, and the fountain. The pond and the paths, everything about it is lovely and an integral part of Delfin Island.</i></p> <p><i>Place to walk around which is protected when windy, water, birdlife, and ducks etc, water lilies, good place to meet friends, especially in lockdown, open space in built up area.</i></p> <p><i>Its iconic representation of West Lakes. A sanctuary in a developing and growing community. Birds and ducks.</i></p> <p><i>The fact that it is local, accessible, with ever changing vistas. I enjoy seeing the ducks and turtles during my walks.</i></p> <p><i>The setting, the variety of birdlife and fauna, enjoyment the grandchildren get trying to spot a turtle's nose in the water. The lily pond when in bloom when the ducklings and other chicks hatch. The palm islands, lily pond, walking trail, roly-poly hill.</i></p> <p><i>It is a calm oasis in a busy world!</i></p> <p><i>It is such an important part of our life here and peace and safety for the young and aged in this area. Please don't take this away means everything to us.</i></p> <p><i>I visit the lake and pass it often on my regular walks and it uplifts my spirits to see and feel the tranquillity of the setting which the lake</i></p>
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<p><b>Tourism</b></p> <ul style="list-style-type: none"> <li>• The lake is one of the biggest attractions in West Lakes.</li> </ul> <p><b>Levels of service</b></p> <ul style="list-style-type: none"> <li>• I love the people who look after the duckponds.</li> </ul> <p><b>Leadership and representation</b></p> <ul style="list-style-type: none"> <li>• Maintain the lake for the long-term and decide not to do a review of this kind again.</li> <li>• Just because this project was constructed in the 1970's doesn't mean that the idea, intention, and outlook needs to be changed. Delfin Island was ahead of its time and has been awarded for its innovation and excellence. All effort (financially) engineering and manpower should be going towards keeping and maintaining its beauty for generations. Therefore, no changes unless it serves to better or maintain this park.</li> <li>• With the new housing development and most houses having minimal yards, I believe it's more important now than ever to keep as much open space as possible. Once this asset is gone, you'll never recover it.</li> <li>• Please do not use the excuse the Council does not have the money to spend on the upkeep. With all the extra homes at West Lakes the Council will have an abundance of rate money.</li> </ul>	<p><i>enhances. This is a wonderful place to "destress".</i></p> <p><i>Relaxing in the peaceful tranquil setting reading my book, meeting, and talking to other people, taking a light lunch sitting watching the nature life, just unwinding it's a beautiful peaceful park</i></p> <p><i>Green space in the City. Cooing for the environment. Attractive scenery.</i></p> <p><i>I love the tranquil setting, the quiet and the absence of traffic.</i></p> <p><i>I love everything about the Freshwater Lake reserve. I have very fond memories of visiting the reserve as a child, and now I enjoy bringing my own children here to enjoy the nature and wildlife. It provides a unique atmosphere that you cannot obtain from anywhere else.</i></p> <p><i>It offers residents and visitors a place of tranquillity, a place to relax and enjoy the abundance of wildlife and beauty nature has to offer. People of all ages enjoy the lakes, watching the ducks, ducklings, and water birds. I regularly take my 3 young granddaughters to the duck pond, enjoying the surrounds as I did with my own children 40 years ago. It is a major asset within West Lakes, as Delfin said in their 1970s promotional material, West Lakes offers 'A holiday all year round.'</i></p> <p><i>The lake is one of the biggest attractions in West Lakes. The loss of open space, esp. near the former AAMI Stadium has been significant. The lake is a tranquil peaceful area to walk, sit &amp; relax, away from the main roads. It is shaded, there are trees for the birds, it is a relaxing haven!!</i></p> <p><i>It is a beautiful part of the West Lakes precinct. It is an important enhancement of the area, being the only Freshwater Lake. It is widely visited and enjoyed by the residents &amp; ratepayers. Leave it as it is.</i></p> <p><i>With the new housing development &amp; most houses having minimal yards, I believe it's more important now than ever to keep as much open space as possible. Once this asset is gone, you'll never recover it.</i></p>
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	<p><i>The lake is a fantastic asset to the area. Charles Sturt Council should feel it is valuable and attractive open space and should make every effort to maintain it to the highest standard that it can. Generations of our family have spent many hours enjoying the waterside gardens.</i></p> <p><i>Please do not use the excuse the Council does not have the money to spend on the upkeep. With all the extra homes at West Lakes the Council will have an abundance of rate money. I would like to have an explanation of where our rates are used. With every square inch of land being sold off for housing I dread the use of this land turning into a housing estate.</i></p> <p><i>Thank you for having the wonderful duck pond, we have lived on the island for 32 years and the duck pond is a significant part of our family's life story. It is really appreciated.</i></p> <p><i>The freshwater lake and reserve are a wonderful resource, and every endeavour should be made to maintain it in pristine condition.</i></p> <p><i>Just because this project was constructed in the 1970's doesn't mean that the idea, intention, and outlook needs to be changed. Delfin Island was ahead of its time and has been awarded for its innovation and excellence. All effort (financially) engineering and manpower should be going towards keeping and maintaining its beauty for generations. Therefore, no changes unless it serves to better or maintain this park.</i></p> <p><i>As I rely on a mobility scooter, I really enjoy my daily trip around the duck pond and is an important part of my mental wellbeing.</i></p>
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Below is a sample of photos and community sentiment added to Your Say Charles Sturt using our online *Gather* Tool showing the LOVE for Freshwater Lake Reserve.



### Important for Conservation

Posted by TrevorNorman | 2 months ago

I have lived in West Lakes for forty three years, not far from the freshwater lake and on average visit it about twice a week. I always carry my camera as there is a high concentration of a large number of species which are habituated to the...

I LOVE

14 Likes 0 Comments



### This is their home too!

Posted by julie\_fieldhouse | 2 months ago

The Freshwater Lakes AKA the Duck Ponds are home to Pelicans and other bird life, as well as turtles and fish. Also how many places in Adelaide apart from the botanic gardens can you see waterlilies? The Duck Ponds NEED to be preserved for future...

I LOVE

10 Likes 0 Comments



### Preserve our water lily ponds

Posted by Your Say CCS | 3 months ago

Where else in Charles Sturt Council area can you find a water lily pond? I spend hours outside watching people especially children admire and enjoy the beautiful water lilies, it is such a special place. The area is different to any other in South...

I LOVE

14 Likes 1 Comments



### Freshwater Lakes

Posted by Jeninetracey | 4 months ago

This is 'The Jewel in the Crown' of West Lakes. It is a delightful, scenic, peaceful spot that people can walk around, enjoy a picnic or a barbecue in, or just sit quietly and enjoy the sound of silence that is only interrupted by the sounds of the...

I LOVE

11 Likes 2 Comments



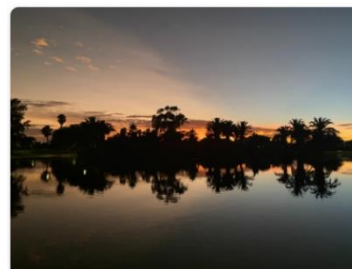
### Keep the water in the ponds for safety of wildlife and people

Posted by stephan\_richter | 3 months ago

It is extremely rare to have an established fresh water area such as this three ponds where there is so much fauna and flora present especially in an urban area. The potential infill of the ponds and turning them into land mass would compromise this...

I LOVE

10 Likes 1 Comments



### SAVE OUR Bird Sanctuary Freshwater Lake

Posted by Robyn\_Haworth | 3 months ago

The loss of something as special and treasured as the freshwater lake would be a tragedy beyond words. This stunning freshwater lake is a favourite amongst the West Lakes community, providing a peaceful oasis in the streetscape. Within walking...

I LOVE

13 Likes 1 Comments

## RESPONSE

In response to feedback received during consultation, the scope of the project was modified to only consider options that maintain the lake as it is; or maintain the lake with improvements.

Furthermore, the community sentiment about what our community *LOVE* about Freshwater Lake will feed into the design of options for the lake.

Community sentiment relating to 'land-based' aspects of Freshwater Lake Reserve will form a helpful reference point for Council's Open Space, Recreation and Property team when looking at improvements to the reserve such as landscaping, seating, shelter, toilet facilities, and the like.

# What do you want to CHANGE?

Respondents were asked the question “What do you want to *CHANGE* about Freshwater Lake and Reserve?”

## Most of our community said “*nothing - leave it as it is*” and “*keep the waterways well maintained*”.

Nearly 97% of respondents want to maintain Freshwater Lake in its current form and continue with existing maintenance and management practices; or maintain the lake in its current form with improvements to permanently enhance lake performance and quality, operations, and management.

We asked respondents what they would like to **CHANGE** about Freshwater Lake Reserve. Most in our community said don’t change anything – just leave it as it is. Other common feedback was a desire to change (improve) the quality of water in the duck pond, and to increase the level of maintenance.

The following key feedback was received regarding what our community would like to **CHANGE** about Freshwater Lake:

### Access and equity

- More access-friendly ablution block upgraded toilet block.
- Open the toilets for longer.
- Open the carpark next to the dental surgery.

### Public health and safety

- Tidy up along water’s edge.
- Fix up the low-lying paths which flood near the wedding gazebo area.
- Replace brick pathways – some are lifting and causing a tripping hazard.
- Some paths are difficult to use with a walker.
- Would go there more often if the paths were level and even, there are pavers lifting, it’s impossible to walk with walkers (disability) & wheelchairs.

*Nothing - leave it as it is.*

*Spruce up of the vegetation e.g.: new reeds planted.*

*Nothing, but if any change it would be lawn area, picnic spots, playground (near Boulevard) a space where you can go to relax.*

*Quality of water, diversity of wildlife/birds, café/kiosk.*

*Nothing except I expect the Council to keep the waterways well maintained. The park area always looks great, but the ponds have been "under maintained" for quite some time.*

*Improvement in H2O quality - for wildlife and from an aesthetic point of view.*

*Get rid of white ibis that damage everything, but a difficult task. Bring back the Café.*

*Improve management of the water quality such as better control of algae or other causes of discoloration during the summer months.*

*Remove carp, improve water quality, stop ibis breeding.*

*Maintain lake with improvements to permanently enhance lake performance and quality, operations, and management.*



<p><b>Recreation and active living</b></p> <ul style="list-style-type: none"> <li>• Add a playground near West Lakes Boulevard.</li> <li>• Refresh the gazebos as a bit old style and tired.</li> <li>• Update BBQ areas.</li> <li>• Add seating in shaded and protected positions.</li> </ul> <p><b>Cultural activities</b></p> <ul style="list-style-type: none"> <li>• Link to Kaurua cultural heritage.</li> <li>• Paint a mural on the wall of the ablution block.</li> </ul> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Education centre / learning place for school excursions looking at the wildlife and environment.</li> <li>• Information tags on plants and trees.</li> <li>• More signage educating people about feeding of ducks and other birds.</li> </ul> <p><b>Consultation and community participation in decision making</b></p> <ul style="list-style-type: none"> <li>• Strong positive support for Freshwater Lake with many saying 'don't change anything' and 'leave it as it is'.</li> </ul> <p><b>Preserving biodiversity</b></p> <ul style="list-style-type: none"> <li>• Make the ponds more of a wetland and a genuine hub of biodiversity and a better area for wildlife.</li> <li>• Reduce or get rid of the white ibis, stop ibis breeding.</li> <li>• Dispensing unit with appropriate duck food.</li> <li>• Remove European Carp and stop people fishing.</li> <li>• Introduce native water creatures like yabbies.</li> </ul> <p><b>Environmentally sound operation of assets</b></p> <ul style="list-style-type: none"> <li>• Keep the waterways well maintained.</li> <li>• Enhance lake performance and quality, operations, and management.</li> <li>• Better maintenance and management.</li> </ul> <p><b>Total water cycle management</b></p> <ul style="list-style-type: none"> <li>• Improve water quality.</li> <li>• Improve the filtration system.</li> <li>• Clean up the water, clearer water, control of algae.</li> <li>• The lake could be reduced in size with larger islands.</li> </ul>	<p><i>More of friendly ablution block, café return to original.</i></p> <p><i>Do something to change the murky water into something fresher. Fix the low-lying area paths which flood near the wedding gazebo area.</i></p> <p><i>Seating is generally in full sun rather than shaded or protected positions, planting more shade trees particularly facing the Boulevard. Norfolk pines are unsuitable to sit beneath give prickly nature of leaf litter. Allow a café to be built to encourage visitors.</i></p> <p><i>No changes - I guess that the brick pathways could be replaced - some bricks are lifting which can cause tripping!</i></p> <p><i>So many opportunities to make it even better, Education centre for school excursions, eco systems, looking after our wildlife and environment. Create curiosity for school children, make it also a learning place.</i></p> <p><i>Love it - leave as is and just fix the issues.</i></p> <p><i>More quality open space, bring back a kiosk so that we can meet for a coffee. No bicycles tearing around as they never use the bell.</i></p> <p><i>Clean up the water, it always seems dirty/algae, add fish, add flowers, repair edges as they are crumbling in many places.</i></p> <p><i>Water to be cleaner like it used to be. A sealed surface to stop seepage, an ice-cream café shop.</i></p> <p><i>It would be great if the pond could be maintained but improved to enhance the operations and management of it therefore making it more economical to maintain its future.</i></p> <p><i>There used to be a café where the dentist is now. Whilst erecting a new café would be costly/time consuming - having vendors in coffee carts or food vans on the grassed areas (i.e., on weekends)</i></p>
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<p><b>Vegetation management</b></p> <ul style="list-style-type: none"> <li>• Get rid of palms or cut palm fronds and fruit off palms more regularly.</li> <li>• Get rid of the woolly bush.</li> <li>• Plant more understorey groundcovers and shrubs.</li> <li>• Remove the bullrushes between the two ponds that are unkept.</li> <li>• Remove over-grown and untidy reeds.</li> </ul> <p><b>Tourism</b></p> <ul style="list-style-type: none"> <li>• Bring back the café / kiosk or allow food trucks, ice-cream, and coffee carts.</li> </ul> <p><b>Leadership and representation</b></p> <ul style="list-style-type: none"> <li>• We are the world's second 'national park city' and this is an incredible opportunity to put some effort into really thinking about other living things we share this world with.</li> </ul>	<p><i>could be a nice change &amp; allow for support of local small businesses.</i></p> <p><i>Update BBQ areas, Increase BBQ areas, brickwork on footpaths, walkways updated and flattened.</i></p> <p><i>Some of the paths are difficult to use with a walker.</i></p> <p><i>Improve the maintenance as it has slipped. Plant more understorey shrubs and plants.</i></p> <p><i>Upgrade the quality of the water and create a better wetland area for wildlife.</i></p> <p><i>Remove the bullrushes between the two ponds that are unkept.</i></p> <p><i>I would like to see the reserve become a genuine hub of biodiversity where native wildlife and plants thrive. A wetlands type pond would be wonderful, or something that is more reflective of how the land was before it was developed over with housing, taking it back to how nature intended and what plants &amp; animals used to be here. Can wetlands be a way to mitigate the growing flood risk and provide a refuge for wildlife during heatwaves? Could a wetlands system be more sustainable in its upkeep than shallow concrete ponds that require sludge removal?</i></p> <p><i>This is a great opportunity to look at incorporating a large quantity of plants in a dedicated effort to bring back native butterflies from the brink of extinction, have some native bee nesting sites, bird and bat boxes installed. In terms of the water creatures, this seems like a good chance to get rid of carp and introduce native water creatures - yabbies for example.</i></p> <p><i>I want to see less algae in the lake, this will help reduce the smell.</i></p> <p><i>Toilet block to be upgraded, maybe a mural painted on the toilet block to make it more aesthetically pleasing, information tags near plants explaining what they are especially native plants how they link to aboriginal culture, a new name for the lake area - linked to the area.</i></p>
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	<p><i>I think after nearly 50 years the area could do with a refresh the gazebos are a bit old style and most of the steel work has advanced corrosion and the toilet block is a bit tired after 50 years</i></p> <p><i>Overall design needs to be considered to better suit families and their changing lifestyle. Car parking is centred out of the park to the west, and it is closed at night as though it is privately owned !</i></p> <p><i>I would want to change or improve the filtration system so the ducks and turtles can swim / live in nice clean waters. Also, would want to change the amount of animals there, we used to have many more ducks and swans and pelicans come to the lake. I believe if we made it a nicer place for them to be we would have more animals coming back to live there.</i></p> <p><i>Utilize the area, promote the area, hold events, and hire it out for social gatherings so long as it does not affect locals using it. It may bring in enough to cover cleaning the pond, also is there any chance of a pipe run off to the lakes.</i></p> <p><i>Remove the ibis which have had a drastic impact on the flora and fauna over the past few years. Ensure maintenance is at the forefront of council's plan and budget, (with all the revenue gained from the West Development, costs should not be an issue).</i></p> <p><i>A major priority that needs to be changed about the reserve is the maintenance of the paths. My grandmother loves visiting the pond but as she is now in a walking frame, the pathways are hazardous with cracks and uneven surfaces. Sadly, some her friends have fallen whilst they have visited and now sit on the bench rather than enjoying the full scenery.</i></p> <p><i>Additionally, my friends in wheelchairs find the paths inaccessible. The water quality could be better managed as often it is filled with algae and dirt - a health risk to the many animals and wildlife that call the Freshwater Lake Reserve home. It would be beautiful to have some added</i></p>
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	<p><i>bridges that lead to a gazebo that you could sit in within the lake itself (gates around to prevent falling in). If anything, there just has to be more general maintenance rather than remodelling or changing the current structure. There is nothing wrong with how the pond currently stands, therefore it is not essential that is changed rather maintained.</i></p> <p><i>I think this is a wonderful opportunity to really re-imagine this space with a changing climate and declining biodiversity at top of mind. It's clear that people love the wildlife, water, and vegetation of the freshwater lakes. This is a chance to add even more of that! With smaller backyards due to infill in this area in particular, and more anxiety and stress, people and wildlife must have access to ALL of this space for wellbeing and living. In a world and country that is only getting hotter, this is a chance to provide a haven for wildlife (and people) that can withstand heatwaves and floods.</i></p> <p><i>We are the world's second 'national park city' and this is an incredible opportunity to put some effort into really thinking about other living things we share this world with.</i></p> <p><i>Would go there more often if the paths were level and even, there are pavers lifting, it's impossible to walk with walkers (disability) &amp; wheelchairs.</i></p>
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#### **RESPONSE**

In response to feedback received during consultation, the scope of the project was modified to only consider options that maintain the lake as it is; or maintain the lake with improvements.

Furthermore, the community sentiment about what our community want to CHANGE about Freshwater Lake will feed into the design of options for the lake.

Community sentiment relating to 'land-based' aspects of Freshwater Lake Reserve will form a helpful reference point for Council's Open Space, Recreation and Property team when looking at improvements to the reserve such as landscaping, seating, shelter, toilet facilities, and the like.

# What do you want to see MORE OF?

Respondents were asked the question “What do you want to see MORE OF at Freshwater Lake and Reserve?”

## Respondents want to see more maintenance and greater preservation of biodiversity.

Many said they would like a higher level of maintenance reflective of the importance of the lake and reserve. Access improvements, more care and protection of birdlife, and events were also mentioned.

Respondents told us what they would like MORE OF at Freshwater Lake Reserve. Significant feedback included more conservation of birdlife, a more accessible place, and greater community participation.

The following key feedback was received regarding what our community would like to see MORE OF at Freshwater Lake:

### Access and equity

- Better paths and more maintenance.

### Recreation and active living

- More seating around the lake and lawn areas, flat grassed areas for picnics.
- More shelters and shade, picnic tables, BBQ facilities, rubbish bins.
- A dog water dispenser.
- Bike racks.
- Adult exercise equipment.
- Far superior lighting at night to illuminate the overall area.
- Play areas for children, water play area, a slide on the hill near West Lakes Boulevard, children’s adventure playground.

### Cultural activities

- More information about the history of West Lakes.
- A sense of connection to Kurna country.
- Community sculptures and artworks.

### Education

- More education boards.

*More fountains & better aeration to keep the water healthy and more water lilies.*

*Research and exploration of how other similar water bodies are maintained. Research into options to address issues related to water quality and maintenance so that the lakes can remain as a community area. Open & transparent communication with residents regarding these options.*

*Open spaces kept plants to attract bird life, mobile coffee van on weekends.*

*More seating around lake and lawn areas. Perhaps more trees especially in lawned area near Boulevard.*

*More bird life.*

*A few shelter/shade covers.*

*Flowering plants to attract bees.*

*More support for ducks and wildlife.*

*Breeding water birds (currently hindered by ibis) Water filtration, aeration to improve water quality. There is plenty of examples of this being done elsewhere - try a bit of research!*

*Play areas for children, native fish introduced, more water plants, another water fountain.*

*Toilets that are open so that people can spend longer there, have picnics etc.*

<p><b>Preserving biodiversity</b></p> <ul style="list-style-type: none"> <li>• More birdlife (swans, ducks, pelicans), more bird diversity and more butterflies and bees.</li> <li>• More flowering plants to attract bees, flowering low growing natives.</li> <li>• More water lilies.</li> <li>• More support for ducks and wildlife, more breeding water birds.</li> <li>• More conservation / care for the environment and reserve, safe nesting areas away from cats and foxes, more surveillance.</li> <li>• More volunteers caring for the environment, and litter control.</li> <li>• More conservation programs and breeding programs.</li> <li>• More native fish, native aquatic plants, native plants.</li> </ul> <p><b>Total water cycle management</b></p> <ul style="list-style-type: none"> <li>• More research into how to maintain water bodies like Freshwater Lake.</li> <li>• More fountains to aerate the water.</li> <li>• More plantings of extensive reed beds to manage the nitrogen in the water.</li> <li>• More frequent de-sludging.</li> </ul> <p><b>Climate change impacts and initiatives</b></p> <ul style="list-style-type: none"> <li>• More trees especially in lawned area near West Lakes Boulevard.</li> </ul> <p><b>Tourism</b></p> <ul style="list-style-type: none"> <li>• Ice-cream and coffee stalls.</li> <li>• More promotion of the reserve as a lovely tourist destination.</li> <li>• More weddings.</li> <li>• More people participation, attractions, events, family community events.</li> </ul> <p><b>Levels of service</b></p> <ul style="list-style-type: none"> <li>• A higher level of maintenance. Over the last 30 years we have seen a slow deterioration of the area we once had a gardening gang who maintained the area we love.</li> <li>• More maintenance. We have lived here for 30 years and paid good money as ratepayers. We expect the Council to do regular maintenance of the lake, so that the</li> </ul>	<p><i>Conservation/Care for the environment and upkeep of the reserve.</i></p> <p><i>Education boards, more seating and provide picnic tables.</i></p> <p><i>Community sculptures, more surveillance, wildlife protected, signs protecting wildlife, signs to fine people that litter - volunteers caring for, bins emptied regularly.</i></p> <p><i>Water lilies, the gardener has done a good job replanting water lilies in some areas of the pond - others could be extended.</i></p> <p><i>Swans, pelicans and ducks and water lilies.</i></p> <p><i>Maintenance - looking a little bit sad, paint work on Gazebos.</i></p> <p><i>Native plants, native aquatic plants, regular maintenance, safe areas away from cats for fowl and ducks to nest.</i></p> <p><i>Enticement of people participation, attractions, events, family community events, (e.g., like Prospect reserve).</i></p> <p><i>Signs re: don't feed the duck's bread.</i></p> <p><i>More trees around reserve.</i></p> <p><i>Fountains, running water features, attract more wildlife, playground area for kids to bring families. I think BBQ are there already.</i></p> <p><i>More walking paths with trees &amp; seats - lots of people just walk around.</i></p> <p><i>More trees &amp; island area for birds, picnic &amp; BBQ facilities for visitors &amp; locals, perhaps a café/coffee shop as per botanical gardens.</i></p> <p><i>Fun - water play area, sand, picnic tables. Events, Flat grass areas for picnics - Create a dog park, a slide and park on the hill of the Boulevard.</i></p> <p><i>Children's Adventure Playground, walking paths, rose garden etc, off street parking increase.</i></p>
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<p>problems encountered don't accumulate and become major problems.</p> <ul style="list-style-type: none"> <li>• More maintenance. The lake is a fantastic asset to the area. Charles Sturt Council should feel it is valuable and attractive open space and should make every effort to maintain it to the highest standard that it can.</li> <li>• We would prefer to contribute to improved management and retention of all the current features even if this did require some increase in rates rather than lose any of the wonderful features of our duck ponds.</li> </ul>	<p><i>Promotion of the reserve as a lovely tourist destination, perhaps for picnics from elderly group. Perhaps implement and incorporate conservation projects for example frogs.</i></p> <p><i>More signs educating the public about the dangers to our birdlife that feeding them presents. More birdlife as numbers seemed to drop drastically when the ibis arrived.</i></p> <p><i>Adult exercise equipment similar to these at other reserves in our council district. More gazebos with tables and bench seats so that people can have a picnic lunch.</i></p> <p><i>More ducks, a breeding program. I understand that foxes have impacted the numbers of ducks and wildlife, creating infrastructure to allow safe spots for ducks to breed and reside would be of benefit and this is an easy fix with the islands in the duck pond already.</i></p> <p><i>Modifying these would help. A sense of connection to Kaurua country... signage and acknowledgment of land to be displayed. Yes, the pond is man-made, but recognising the significance of the first peoples and owners of the land is significant in my opinion. Knowing that areas of water are sacred to indigenous peoples, this concept could be easily incorporated.</i></p> <p><i>The use of the lake as a focal point for the community. More community events at the lake. Perhaps a playground for children.</i></p> <p><i>I would like to see extensive reed beds planted to manage the nitrogen in the water and encourage native species of birds and fish water can be turned over more frequently if the lake is used for irrigation of the surrounding plants. Less lawns and more natives around the lake.</i></p> <p><i>Install artworks throughout the area plus install far superior lighting at night which will further illuminate the overall area, more public-toilets urgently required.</i></p> <p><i>More information about the history of WEST LAKES.</i></p> <p><i>Bike racks.</i></p>
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	<p><i>More bird diversity, we used to have Swans and Pelicans a lot more frequently but now they have gone away I'm presuming because of the water quality. I'd like to see more signs saying, 'Don't feed the birds bread'. I love the plants you plant there so I'd of course love to see more to attract butterflies, birds, and bees. MORE bins! I saw them being taken away and it made me so mad, now I have to pick up other people's litter.</i></p> <p><i>More wildlife and more investment to ensure the longevity and sustainability of the reserve.</i></p> <p><i>We have lived here for 30 years &amp; paid good money as ratepayers. We expect the Council to do regular maintenance of the lake, so that the problems encountered don't accumulate &amp; become major problems! Why spend money on basketball courts and viewing platforms, when the money isn't being spent on the upkeep of a major drawcard like the Duck Ponds.</i></p> <p><i>As a family we would prefer to contribute to improved management and retention of all the current features even if this did require some increase in rates rather than lose any of the wonderful features of our duck ponds.</i></p> <p><i>The biggest disappointment was when Council let the shop close, and the dentist take over. We lost our lovely café to visit with family and friends, a gem in the heart of the village!!</i></p> <p><i>Over the last 30 years we have seen a slow deterioration of the area we once had a gardening gang who maintained the area we love.</i></p>
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#### **RESPONSE**

In response to feedback received during consultation, the scope of the project was modified to only consider options that maintain the lake as it is; or maintain the lake with improvements.

Furthermore, the community sentiment about what our community want to see MORE OF at Freshwater Lake will feed into the design of options for the lake.

Community sentiment relating to 'land-based' aspects of Freshwater Lake Reserve will form a helpful reference point for Council's Open Space, Recreation and Property team when looking at improvements to the reserve such as landscaping, seating, shelter, toilet facilities, and the like.

# What do you want to see LESS OF?

Respondents were asked the question “What do you want to see LESS OF at Freshwater Lake and Reserve?”

## Respondents would like to see less bird droppings, less ibis, and less stagnant water.

Whilst enhancement of biodiversity is important, people would like to see a higher level of service in terms of clean up of bird droppings and tidying up of dead and dying reeds. Improvement of water quality is a priority.

The following key feedback was received regarding what our community would like **LESS OF** at Freshwater Lake:

### Public health and safety

- Less bird droppings.
- Less rubbish piled near bins.
- No cyclists on narrow paths.

### Built environment and urban design

- Less concrete – concrete edges are unsightly.

### Preserving biodiversity

- Less Ibis.
- Less European Carp.
- Less fishermen.
- Less dogs off lead.

### Environmentally sound operation of assets

- Less dust, dirt and noise associated with lake renovation.

### Total water cycle management

- Less green stagnant water and sludge.

### Vegetation management

- Less dead and dying reeds around the water edge and less reeds altogether.
- Less date palms.
- Less floating debris.

*Bird droppings on paths. Culling the numbers will decrease the droppings.*

*Ibis.*

*Green stagnate water.*

*Piles of rubbish around the bins.*

*Dead and dying reeds around the edge and less reeds altogether.*

*Planting unsuitable trees which drop prickly leaves - leaving the grass unsuitable to sit upon. The current landscaping is more formal that when I moved to the area 32 years ago. The current layout is not as wildlife friendly or as pleasant to walk around.*

*Date palms.*

*Put a stop to cyclists as they do not consider the disabled & older people. Less tall trees.*

*Floating debris.*

*Fishermen.*

*The paths around the lake should be walking paths only. No cycling as the paths are narrow and used by the elderly some with walking frames mobility scooters allowed of course.*

*Metal caging in water (? What for)  
Carp and sludge.*

	<p><i>Bread given to ducks.</i></p> <p><i>Remove all European Carp - they contribute to the poor quality of the water as does the bull rushes.</i></p> <p><i>Dogs off lead.</i></p> <p><i>I simply dread the dust and dirt and noise if the council decides to renovate as they did some years ago. That was a nightmare I wouldn't like to experience again.</i></p> <p><i>Less concrete. Some of the pond structure itself is quite unsightly where there are just concrete edges and no reeds hiding it.</i></p> <p><i>Less large expanses of grass - pockets of grass here and there for private picnics would be great. Less money on dredging.</i></p> <p><i>Less carp. Less introduced species.</i></p> <p><i>Tortoises - In the past, management of some species has been necessary, and we have seen management of the numbers of hybrid ducks, Ibis European carp, and geese. I believe another species which should be managed are the tortoises. A few tortoises are OK as they clean up the environment (dead birds and fish) but as cute as they are, there are too many tortoises in the lake. They prey on the young of smaller species such as grebes and ducklings thus reducing the biodiversity. Today there are no grebes living at the lake whereas five years ago there were a number of breeding pairs. Excess tortoises could be relocated into the Murray River where they would be welcomed.</i></p>
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## **Appendix 1.3:**

### **Community Sentiment gathered from Feedback Forms (online and hardcopy combined)**

**[Refer separate document](#)**

## **Appendix 1.4**

### **Community Sentiment gathered from online 'Gather' Tool**

**[Refer separate document](#)**