

SWAN HILL TOURISM AND CULTURAL HUB

Community Consultation Outcomes Report

Following several focus group sessions and numerous submissions via our Let's Talk page, Council is pleased to present the feedback received from our community regarding the new Swan Hill Tourism and Cultural hub.

A comprehensive list of ideas produced from workshops are included on the following pages and broken down into themes including: Community Ideas, Materials, things to Avoid, Landscaping, Accessibility and Artwork. Let's Talk received 30 responses, these too are listed.

Ideas from the community took inspiration from our local Pioneering history, incorporating First Nations culture and ensuring the new building is complimentary to the Pioneer Settlement.

Feedback focused on the locations' strong ties to the land and Mallee environment, ensuring the building materials would best reflect this and be sympathetic to the locations heritage from the 1870-1930 era .

Summary of consultation outcomes:

Building materials must be reflective of the Pioneer Settlement era and should complement the sites heritage and natural environment. The community has stated that the history of this site should be preserved and a modern building would be out of context, at this location.

It was suggested that landscaping should be low maintenance and reflective of the natural environment, including bush tucker and native gardens and the inclusion of a large fire pit for outdoor events, gatherings and conversations.

The new building should be accessible and enjoyed by all -with all abilities access both inside and outside the building. It was suggested that a traffic management plan must be undertaken with consideration of car parking including provision for caravans, motor homes, mobility scooters, bikes and buses.

Some members expressed their passion regarding the retention of the train and windmill and ensuring that the new building would not impede the ability to showcase these pieces of history.

Sharing the site with the Visitor Information Centre appeared to be of concern to some members of the community.

The inclusion of Aboriginal Culture needs to be meaningful and relevant to our local elders and a culturally sensitive space, equally shared with the other functions of the building.

Constructive ideas have been captured - we appreciate each contribution and thank our community for getting involved!



Community Ideas

- A better child friendly zone
- · Preserve the sites history including Aboriginal history
- · Friends of Pioneer Settlement need to be consulted
- · Maintain road past entry point Horse/cart route
- · A bridge across the railway tracks
- Building to have access to caravan park as well as Pioneer Settlement
- The design to reflect history and a continuing evolution of who we are and now and who we will become
- Quality design
- · Audio visual of the era
- · Natural lighting
- · Large veranda and seating
- Showcase our history/Pioneers plus what our area offers -Lake, horticulture, fruit, and sports
- Coffee shop to hold people open during Information Centre hours
- · Make the building a Train station if it is near the train
- Sympathetic to era
- · Culturally sensitive
- · Keep the train and the windmill
- · Maintenance of site to ensure the area looks welcoming
- Toilet facilities/showers/changerooms
- · Ensure there is room for events at Pioneer Settlement
- · Improved position and availibility for car parking
- · Access to Gem and Spoons
- Cultural Centre to be meaningful and relevant to local community - not tokenistic

Materials

- Tin / old corrugated iron
- · Selected from 1870-1930 time frame
- Local timber redgum, mallee and mallee roots
- Mudbrick
- · Red brick
- Glass
- Granite
- Hessian
- · Anything but modern materials
- · Red gum slabs under verandah
- · Well insulated
- · Drop log





Landscaping

- Bush tucker / Native gardens
- Minimal landscaping, as a lack of space
- Australian Plants
- · Low maintenance salt bush
- Keep with the Pioneer Settlement era 1870-1930
- Keep rose garden somewhere to reflect migration
- No rose garden, Mallee environment only
- · Re-installation of the sun dial
- · Indigenous garden
- Plantings specific to riverside area and pre-colonial times
- Seated quiet places or a walk
- Large fire pit area for outdoor events, gatherings or conversations
- · None, it is cluttered now
- Rose garden like now, for functions and weddir
- Less is more
- Low maintenance

Artwork

- · To reflect time period
- Mallee Scenery
- Horse and Cart, Paddlesteamers, wheels, harvesting, cropping, shearing
- Tell stories by including videos and movies
- Local Aboriginal artwork and craftwork
- · Reflect community and environment
- Exterior sculptures
- Redgum features
- · Mallee roots
- Artwork to set the scene of song and dance on Pental Island (depicting 1920's)
- Large scale interactive sculptures, commissioned with First Nations a priority
- · Balance of cultures
- Creating an Art Centre and leading people to the Art Gallery
- · Leave the artwork at the gallery
- Incorporate a water wall in building
- Incorporate art from MASH (Mallee Artists Swan Hill)

Accessibility

- · Access for all
- Ramps no steps or stairs
- Directional signs to Pioneer Settlement
- New bridge might impact northern access
- Pedestrian access linking to CBD across the railway
- Family rooms with disabled access
- Open 7 days a week
- Well functioning website, including interactive zones
- Traffic management including car parking including provision for caravans, motor homes, mobility scooters, bikes and buses.
- QR codes to enhance information accessibility
- Hearing loops
- · Speed zone change in Campbell Street







Other ideas

- Split the buildings Pental Island / Pioneer Settlement or the Art Gallery / Pental Island
- Large aquatic tank with Murray Plants and fish display
- Council to take over Road on Pental Island
- · Employment opportunities for young and old
- Entry exit building and Aboriginal centre outside the Gem (there was a question whether all support this)
- · Create a circuit in the precinct
- · Survey of tourists as part of this project
- Survey of people in town about whether they want the information centre to be incorporated with the Tourism and Cultural hub
- Do not include the Information Centre at the proposed site
- · Make the building a hall at Pioneer Settlement







Building location

- Want the Information Centre building on the Highway across from the Police Station, behind the racecourse
- Information Centre should be located separate from Pioneer Settlement
- We want the Aboriginal Cultural Centre not to be segregated from the rest of the building
- Put new Council office and Information Centre next to cop shop
- Put Information Centre at toilet block stop on Murray Valley Highway



What we don't want

- No Visitor Information Centre inside this building
- · No building at all
- · Not a stick shed
- · Not a starkly modern building
- · Lifespan on project don't knock it down in 10 years
- Do not want to exclude migrant groups
- · A heap of concrete walls
- An unbalance of cultural representation
- · Reduced opening hours
- Don't want to see rubbish bins, air conditioners and gas bottles
- To put all our tourism eggs in one basket
- Cultural area enclosed and internally separated
- · To lose the intent of the folk museum
- No café in area, as have Paragon and Spoons
- · A modern building stay on theme
- No public access to the river between the new building and the Gem as was suggested in previous design
- · Gem must be retained as part of Pioneer Settlement
- The PS Gem and Spoons cut off from Pioneer Settlement
- A cluttered site









Feedback from Primary School aged children

- A horse arch on entry with lights underneath and vines hanging from it.
- In the bushes at the entrance, have speakers with music and rainbow lights.
- Wooden arch painted white, inside the entrance photos of the settlement. Vines over the pathway to the entrance to provide shade.
- A timeline of Australian prime ministers inside the building. Also a time line of the different horses that have pulled the carts at the settlement.
- Horseshoe and blacksmith tools on entry arch. Waist high rectangular gates with a horse and cart and picture of Gemma.
- Olden day style entrance, olden day gates that you open.
- Wooden sign with old car carved out of it. Horseshoe trail leading to entrance.
- Horseshoe gate arch with cartwheel gates surrounded by olden day things.
- Horseshoe saying welcome with information on Gemma the horse.
- A tribute to Gemma the horse.
- Have Macca's there.
- Have Pizza there and a rainbow gate.
- Big horseshoe and a blacksmith either side. More workers for the bread shop.
- A glass case with old tins and bottles inside it.
- Plant flowers near the entrance.
- Sculpture of the Gem in an arch.
- Have a TV in entrance and toy's.
- Pictures of the olden days.
- A shop on either side of the horseshoe archway entrance with a shop for slushies.
- A garden.
- Old looking gates made from cartwheels.
- Olden day people on the walls.
- Photo booth type area for people to stand in front of with a picture of the paddle steamer or horse and cart.
- Half a steam train on either side of the entrance with a background of water with the Gem on it.
- A Tin arch carved with the Pyap and a horse and cart.
- Entrance arch of two horses rearing with the front feet meeting.







Let's Talk: Design Ideas -Landscaping & Accessibility

"Use local building materials that reflect the heritage of the river/Mallee area. Limestone and Mallee pine were common items used. this would fit the current rhetoric of sustainable sourcing."

"Include water saving/reuse with in the fabric of design add solar generation for carbon neutrality."

"The Mallee homestead high pitched roof with wide verandahs, add double glazed windows. This would fit with the settlement theme and uses natural means to manage climate in the summer months. There would still need to be air conditioning for people space and artifact preservation."

"There are three clear functions proposed for this building

- 1 Entry to Pioneer Settlement traffic management and flow of people is prime target at this point, handling small family groups to large coach loads of people, collection point for Heartbeat of the Murray participants. Usage informs the space required to function effectively
- 2 Visitor Information Centre a place to stop browse and talk with informed staff about individual needs this needs to be away from the traffic flow of entry to the settlement
- 3 Aboriginal cultural space is this for display, public activities, presentations, private Aboriginal business? This needs to be thought out carefully with input from the local Aboriginal community if it is to incorporate space they would want to use and share with the wider community
- 4 Exiting the settlement is not included in this statement but is just as important to plan. there should be no cross over in the traffic flow in and out of the settlement. Most exits include a souvenir shop of some description another traffic flow issue that requires good flow patterns with large groups exiting at once."

"Include indigenous interpretive centre, cafe and family friendly interactive area, suitable for neuro diverse and physical disability. Intro to our shared history would also be good, with entry to Pioneer Settlement. Assume re purpose of Spoons building with extensions or replacement."







Let's Talk: Design Ideas -Landscaping & Accessibility

"My suggestion is a replica of The Royal Hotel, Swan Hill. Or another historic hotel from the area. The outside replicating the hotel with wide verandah offering shade and space for exhibits. The inside could be modern to a practical sense - large rooms, lighting etc. The down stairs could hold the entrance and Art Gallery, and the upstairs, the Aboriginal Cultural Centre with room for artifacts etc under the verandah."

"This is slightly off topic but I think that Pioneer Settlement should have a more substantial kids play area. A mini town would be perfect. I am from California and if you want to take a look at Sonoma Train Town, there is a train that takes you to a minitown that the children can play in. If there was a small section with a minitown, I would definitely be coming back a lot or buying a membership. Also some rides would be great. A carousel would be very popular: https://www.inside-guide-to-san-francisco-tourism.com/train-town.html."

"I like the idea of an old-style homestead with a verandah that goes all the way around."

"I would like to see the design for the Hub in keeping with the historical significance of the Pioneer Settlement."

"Do not sell or destroy any more heritage material at the pioneer settlement leave the place intact."

"That it reflect the period 1835-1935. That it be representative of the Mallee. That it allow for events at the Pioneer Settlement."

"Design with the community. Bring the community along with the development journey. Ensure it is accessible and inclusive."

"My suggestions are simple. Keep it within the heritage of the city. Keep the settlement 'pioneer' oriented. Whatever you do, don't let them build a monstrosity as they first planned. It must be congruent to the settlement and its principles, please."







"I would like to suggest that the Information centre be situated on the corner of the Racecourse opposite the Police station OR in the building next to the railway carpark."

"I am delighted that there is new thinking for the buildings needed. It is important that they are to scale, easy to access and low maintenance, but most importantly, that they compliment the existing structures. They should be multi-functional. I would suggest that a study of the Architectural Report by Troppo Architects in 2010 for the Swan Hill Rural City Council would be worthwhile as there are some excellent drawings and floor plans that could well fill the current need and could certainly be adapted to today's requirements. I think it is exciting that the temporary entrance building and the retail outlet will be replaced by something more in keeping with the spirit of Pioneer Settlement. (Well overdue). It is so important that the integrity of Pioneer Settlement is maintained and treasured for future generations. It is a wonderful opportunity to value-add to the operations and experiences of Pioneer Settlement."

"If it MUST be built in Pioneer Settlement then it MUST be sensitive to the original pioneering concept of The Pioneer Settlement.

We still feel there are 2 other locations that would have served the purpose. One of these being on the main entrance to town, very easy for tourists to locate and enter directly off MV Highway and with ample space for parking esp caravans.

The crash rate at Gray St/ Campbell St is set to increase unless this intersection can be controlled by lights."

"Please get out and about and speak to the older people of Swan Hill who have been here for many, many years and see how this council has not been active in using common sense for the real benefit of the local community. Thought should definity be given to the traffic at the information center, caravans turning etc. common sense given to the old Grain offices would have made an excellent place regarding traffic, parking space, turning and departure."







"Build it opposite the police station, there is lots of room for caravan parking. The parking at the settlement has been upgraded but mainly for buses."

"The Information Centre should not be at the Pioneer Settlement where there is limited parking, especially for caravans."

"Put the tourist information centre in main street not at the only attraction in town and scrap the cultural my place put the money into a t water theme park or ten pin bowls something for families and kids you are wasting money on things that are not needed at the settlement as for the art gallery great idea make it bigger more attractions great idea."

"I think the perfect site for the new entrance to the Pioneer Settlement is on the current art gallery car park. Imagine the entrance being like the goods shed at a wharf with a bullock train, wagon filled with wool bales to be delivered to a paddle steamer, The Gem. What a great site to entice people to visit the Pioneer Settlement. Recreate what was at our original wharf. The building needs to reflect the historic/rustic theme of the Pioneer Settlement, our historic past, in tune with its surroundings. Definitely only single story.

Cultural Hub should be with art gallery."

"That the opinions of the volunteers who contribute many hours are valued and listened to in this process:

- Priority is that we are kept informed as a interested party onsite
- We understand it will need to meet heritage requirement
- We are more concerned about function over style, we trust the architects will create something appealing
- Leave the road and the way the horse etc go all the way around."

"The tourism hub needs to be on the main transit road suitable for cars, caravans and campers to access. I suggest acquiring the corner block behind Aldi and BWS. I would like to formally oppose any structure at the pioneer settlement."

"With respect to the people whom donated buildings, material, machinery and articles expressing life living in the Swan Hill district it is very important to keep the theme of early architecture. No modern buildings to corrupt that theme."





"I am really sad that we are now missing out on a modern, combined building in this space due to the noise of a few loud awful people. They don't speak for the whole community as much as they would like to think that they do.

My ideas for the entry are to enter through a large rusty coloured steel or timber gate with an overhead sign and then into the buildings. It might be a nice spot for some native garden to walk through to the entry way. Larger entry with shop section either to the side or through the exit (like at the zoo / all other major attractions). Kids books, older peoples books, and other items would be great.

I would really like to see aboriginal art woven into the inside entry building and directing people to the aboriginal hub part of the building - something sort of showing the way and encouraging people to go into that area for a look. A bush tucker / native food garden would be a really great addition - especially if there are signs / guides that can talk about what the plant is and how it was / could be used. I would be great to have tours or showcases ran by local aboriginal people on the artefacts in the museum and the gardens etc. Story / art / language time for kids would also be great - I want my kids to grow up learning about aboriginal culture from community.

I know that the outside has to look like the rest of the settlement, but making the inside really modern and using lots of screens / sound to showcase both the settlement, the hub and linking to the art gallery would be great. Something like the aboriginal centre in the national gallery

https://museumsvictoria.com.au/bunjilaka/ which glass sections showing artefacts but still making it feel open, uses screens and sound and lighting to make it feel really engaging - this idea could work for the pioneering history section and the aboriginal hub but with different lighting / noises."

"Sure, a new entrance and Aboriginal Cultural Centre works. However, the building needs to be sympathetic to the Museum, build something that reflects the era that the Settlement depicts externally. Internally it can be as modern as needed. Perhaps a train station that showcases the locomotive. If not that, then maybe a shearing shed look."







"That it be a re representation of what the pioneer settlement founding members built and believed that the next generation what continue on with. Such as time, workmanship and craftsmanship be used in the interior and exterior of this building. Ask the community to become involved. Paving around building can be purchased through paving fundraisers where people, families, past and present can purchase pavers to help with the cost of this while also being a part of history. Shelving inside hub built from wood and put together by our local Swan Hill woodworkers group, men's shed, wood classes at local colleges, not multi purchased shelving and display cabinets purchased on line. A area where visitors especially at this time of the year are able to take with them local fruit from our area. Seconds fruit that our farmers are unable to sell but can be enjoyed by our tourists but also showcasing another side of our community."

"To build an art gallery information centre all in one place. What would be wrong with having it built on the corner of Campbell Street and Wattie street opposite the Swan Hill police station. That piece of land is quite large and it is going to waste it needs to be cleaned up."

"I consider, from a distance, the proposed single story tourism and cultural hub, a purpose built entry for the Pioneer Settlement Visitor Centre, encompassing the redevelopment of Pental Island, I support! The preservation of Swan Hill, and the Murray's history, are both a vital parts of Victorian History!! Both MUST be available to students of History."

"Ideas to keep people engaged and staying in region eg indigenous history, story telling, practical skills eg fishing in river with traditional nets, workshop spaces for weaving, painting, bush tucker cooking etc and centre from where regional tours leave from to visit cultural sites. Overnight glamping accom in humpys. Definitely need farm gate produce maps and engagement of growers. People come here to learn. Some produce gardens around centre for people to access. Bike paths for people to ride from."







"As to what I would like to see in the way of the Settlement building, could I recommend that the Architects draw some inspiration from the design sketches in the the Aug 2010 Troppo Consulting Report drawn up for the SHRCC at the foot of both pages 5 and 6, on pages 14 and 15, to name a few, are illustrations of buildings, single storey, separate in appearance but joined, with their pitched roof silhouettes reflecting the rural, pioneering and climate aspects. The plan drawing on page 15 is a particularly neat drawing of entry, foyer, sound and light drop off etc. In the reports own words "reinforce the story of living on the Mallee through the themes of Earth, Wood & water, environmentally sustainable and utilise local & recyclable material to reflect the Mallee and so forth it also had conceptual drawings of placement of buildings, along Monash Drive, effectively nestling them along the street as a boundary, removed from intruding upon the river vista, the Settlement streets or views across the Settlement to the GEM.

The Troppo report also voiced some great design principles.. that new buildings be of a "form and scale for the site & Mallee environment" this is a principle that the original 'our place design' clearly Did Not illustrate. More, "should fit with site interpretation thru use of Mallee materials, techniques & materials" and importantly, unlike 'the original 'our place' proposal, squatting in the midst of the Settlement, dividing it in two, "enhance navigation of the Settlement site", to not intrude, impose itself upon the exhibits, the Pioneer buildings.

This is not meant to be a request that the Troppo report design elements be slavishly copied but a suggestion that its design principles point a way for any new design to be a good fit to the ethos of the Settlement, the ambience of the location and importantly, its place within Heritage Victoria's guidelines."







Has Council received the Grant money yet?

Grant funds are normally provided in stages, when expenditure is completed.

Is the available funding only for Visitor Information Centre and entrance in the Pioneer Settlement?

The Conditions of the Variation include an extension to the existing Art Gallery which is a separate project.

Will Council listen to us?

Council has compiled the information that has been provided at the Focus Sessions and online. The community will have a chance to review it and add to it.

All feedback will be considered, by Council and the architect.

Can we have another site that will attract people to go there, on the Highway?

Visitor behaviour is changing with each generation. Statistics have shown us, with the exception of COVID times, that the visitation at Pioneer Settlement (44,000 day visitors) exceeds the number of visitors at the Visitor Information Centre in Curlewis Street (approximately 12,000 per annum).

It is sensible therefore to take the service to the visitor, rather than expect the visitor to make isolated stops at an Information Centre.

Where there are conditions on a grant can there be deviations?

Council already has a variation to extend the grant. More minor variations may be considered by the funding body.

Can Council consider Pental Island for one building and the Art Gallery as the other?

There are planning scheme limitations and crown land requirements around the use of Pental Island for development that will prevent various forms of development from being possible on this site.







Location - where will it be located? This will drive the design.

It is intended to construct the building in the vicinity of the Rose Garden. A vernacular design, sympathetic to the existing style of the Pioneer Settlement provides a general picture of what the building may look like.

Approval will be required from Heritage Victoria for design and siting.

Has VicTrack been consulted?

VicTrack is not impacted by this development.

Queries about the lack of/reduced numbers of visitors. Will this be accurate, moving forward?

It is expected the number of visitors at the Pioneer Settlement will continue to grow with the addition of a new Entry/Visitor facility.

How is the funding split - what component is for Visitor Information / Cultural space?

The funding is not apportioned to individual services. The project deliverable in the funding variation is a building that provides an extension to the Art Gallery in one project and entry to the Pioneer Settlement, Visitor Information Centre and Aboriginal Tourism development service in the other.

Why does the Information Centre have to be part of this building?

Generationally, visitor behaviour has altered. Information Centres as stand-alone services are less viable in their own right as people use different means of sourcing their visitation needs ie: websites, social media, online platforms. Combining service provision is a business decision that will create efficiency and provide a more complete experience for visitors to the region.

Has Council done a survey on the location of the Information Centre?

The Murray River Interpretive Centre Feasibility Studay, 2017 recommends the co-location of the Visitor Services and a shift to a more opportunistic location. This option offers cost savings realised through resource sharing and reduced commercial leasing requirements. A 2018 Council resolution determined the services be included in the new development (which came to be know as Our Place) which were to be the Pioneer Settlement Entry, the Visitor Information Service, the Regional Art Gallery and an Aboriginal Cultural experience be colocated at the Pioneer Settlement.







Can the Gem be used as entrance?

The Gem is registered with Heritage Victoria. To carry out renovations to create a modern and safe entrance in unlikely to be possible, given the heritage restraints. It would also not allow fr efficiencies combining the three services.

Can the location of Information Centre be reconsidered?

The Councillors resolved at the 20 September meeting 2022 to split the original 'Our Place' project funding, subject to Federal Government approval, and extend the Art Gallery as one project and construct a new building at the Pioneer Settlement in accordance with Heritage Victoria conditions, that provides the entry to the Pioneer Settlement, the Visitor Information Service and an Aboriginal Tourism Development service. Evidence shows that combining a Visitor Information Centre with a tourism experience will be a dual benefit.

Size of proposed building - how much will it intrude into existing site? It is anticipated the new building will be approximately 500m2-600m2 and be located in the vicinity of the rose garden.

Is the area between the Gem and the new building a possible site instead?

This is the location of the locomotive, so it is not suitable for the new development.

Has the masterplan from 2010 been considered?

Yes, the Troppo masterplan has been listed as background material for the designer of the new building.

Is there any likelihood that the train will be taken away again?

The locomotive is still in the same position and is in need of significant funds to reinstate it. Council has not made any decision about a new location for the locomotive.







Will Council be up front with the plan regarding train and windmill?

The train and windmill are at this time, not impacted by the new development. If there are any changes, the community will be kept informed.

What is the timeline of the whole project?

It is proposed to commence construction in 2024 and be completed by June 2025

Will the rotunda stay or be moved?

The rotunda will stay in its current location.

What is happening with the Lower Murray Inn?

The Lower Murray Inn will stay in its current location and continue to be a key venue for weddings and other events.









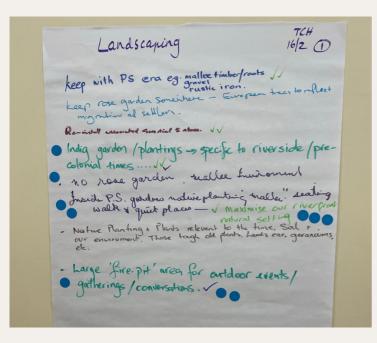
Appendices

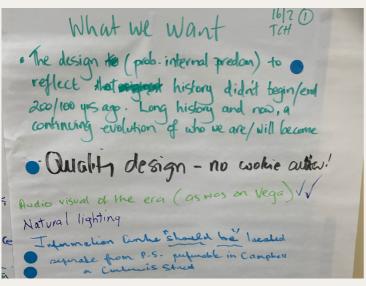
Photos of butchers paper taken from Focus Groups

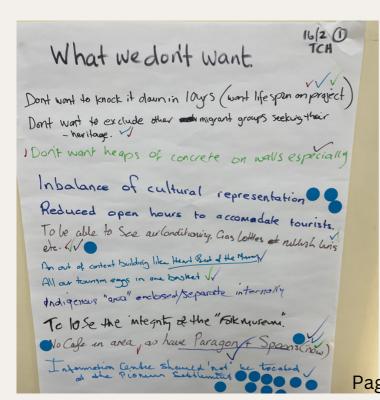


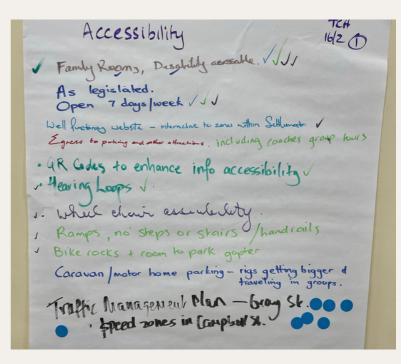


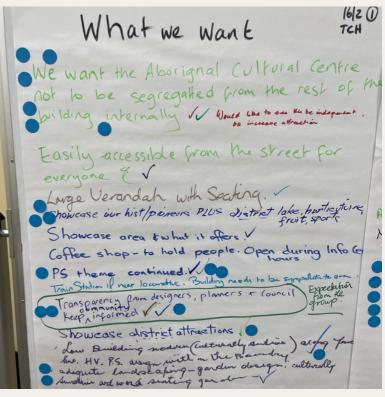


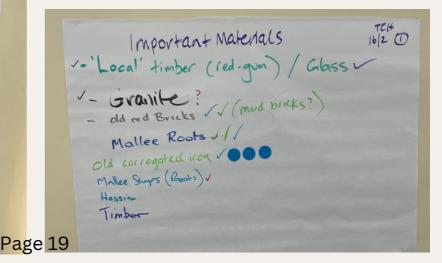




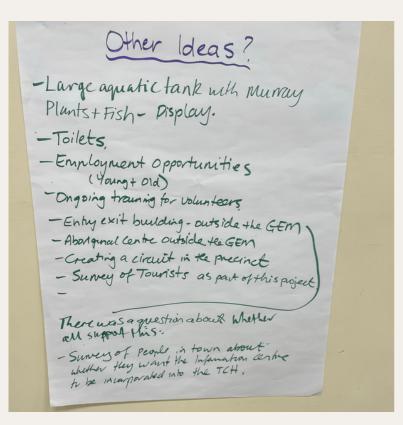


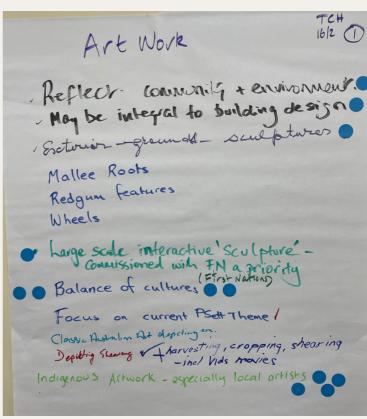


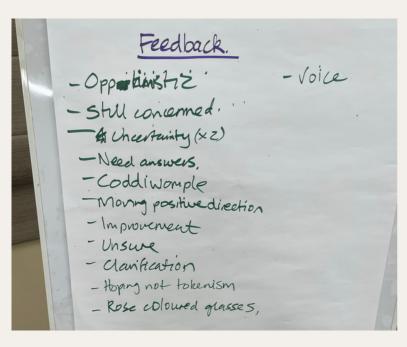












Outstanding Questions Location - Where will be located? "(This will claime design), Have the railways | Vic Fack been consulted? - Quent's about (ack of reduced numbers of Ustors - 1s the correct going forward? (Reasons numbers have reduced) - How istle funding split - what component is forthe culture | Info centre? - Why does the information centre have to be part of this building? - Have the Council done a survey on the Location of the Information tentre? - Can the GEM be used as an entrance? - Can the location of the Information Centre be peronsidered?



