



Break O'Day
COUNCIL

Township Survey Community Engagement Report



Version: 1 – Date: June 2022

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Contents

Introduction

The Township Plan Review Survey was developed so Council could understand the aspirations and priority activities for each township. Once these are understood we can develop an Action Plans for each township.

It also allowed us to gather some information around the identity of each township so that we can make sure that we represent and advocate for your understanding who you are and what is important to you and your town's community.

Questions 5, 6, 8, 9 and 10 were used to directly inform the Township Plans. The answers from these questions were collated together with the information gathered at the drop-in sessions. This information was used specifically to formulate individual Township Plans.

Once completed township plans will be shared via our website and Township email databases.

Survey Details

The survey was open from 11 March and closed on 2 June 2022.

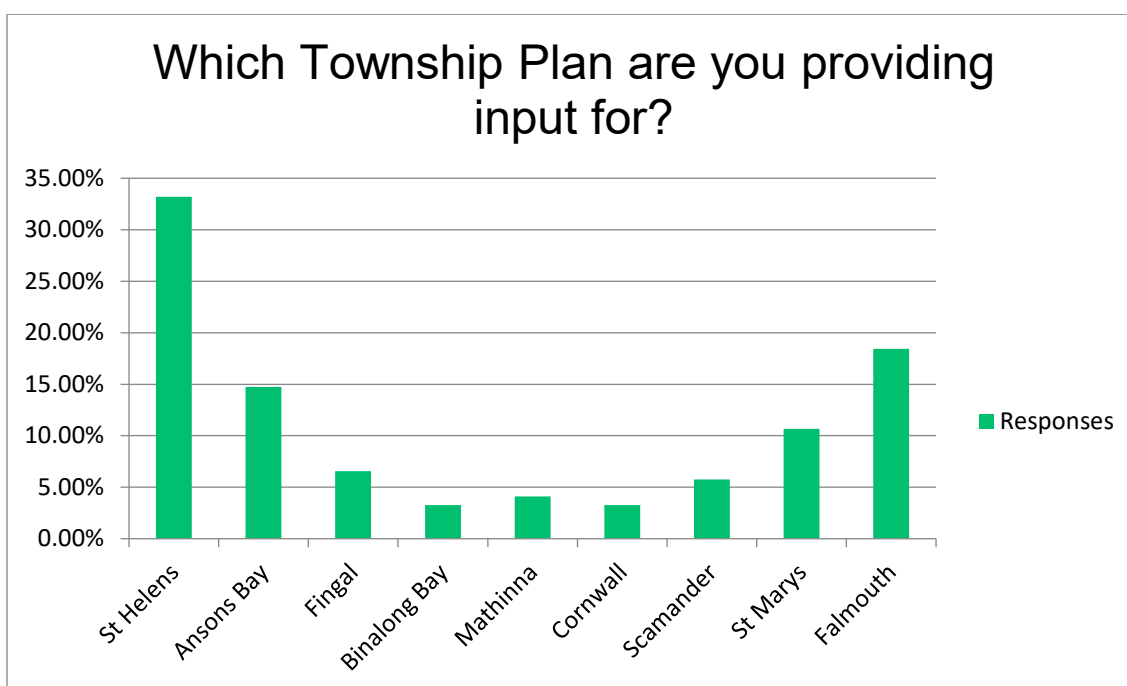
The survey was promoted in the following ways:

- Website – blurb and relevant links uploaded to website – March
- Facebook
 - Individual meeting sessions which were set up as events and shared at least twice.
 - Overall Survey promotion, 2 posts 1 May and 12/4
- Newsletter
 - March and April editions – List of drop-in session dates
 - May edition – Township plan update
- Coastal Column – April and May editions
- Valley Voice – 31 March and 28 April editions
- The Examiner Classifieds – 26 March
- StarFm – Adverts ran 2 per day from 24 March – 21 May
- Email Databases – Sent out to each township to promote their town's drop-in session.

The survey received 244 responses.

Question 1 – Which Township are you providing input for?

Answer Choices	Responses Number	Attendees to drop-in sessions	Total
St Helens	81	18	99
Ansons Bay	36	16	52
Fingal	16	14	30
Binalong Bay	8	7	15
Mathinna	10	4	14
Cornwall	8	4	12
Scamander	14	10	24
St Marys	26	6	32
Falmouth	45	9	54



Summary:

Overall this survey returned 244 responses from across the municipality. Combining this number with the number of people who attended the drop in session we feel we have reached a good representation of the community from each township.

Considering the broad range of methods used to publicise the event and the length of time the consultation was advertised for – we feel that Council made a more than reasonable effort to promote the drop-in sessions and the survey. At the end of the day, we cannot force people to engage with us.

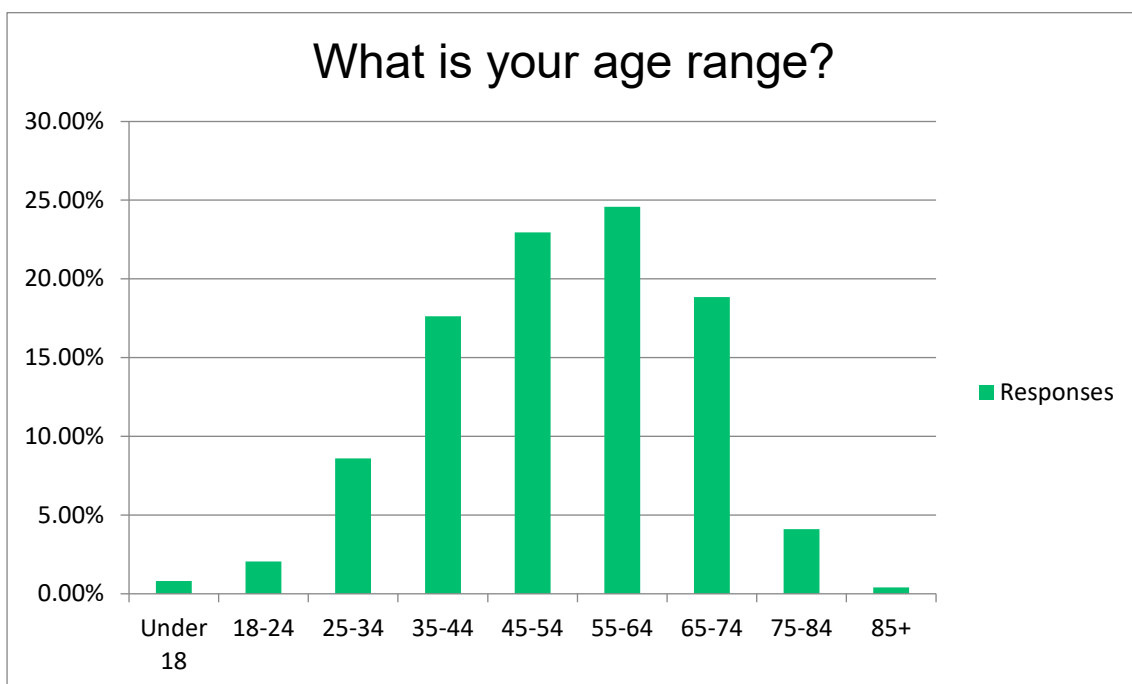
Question 2 – First name last name

Question 3 – Would you like to be added to our email database?

142 people signed up to our Township email databases. These databases allow us to communicate directly with the community in a timely manner.

Question 4 – What is your age range?

Answer Choices	Responses Number	% of responses
Under 18	2	0.82%
18-24	5	2.05%
25-34	21	8.61%
35-44	43	17.62%
45-54	56	22.95%
55-64	60	24.59%
65-74	46	18.85%
75-84	10	4.10%
85+	1	0.41%



Summary:

Considering the median age for the break O'Day community is 54 and looking at the ABS age demographics, we feel we have reached a reasonable age range across the municipality. Comparing the ABS % of population age demographics with our responses, the only groups not suitably represented were those under 18 and aged 80-84 and 85 and older.

Question 5 – What do you love most about your town/community?

The answers to this question was open ended. As the answers refer to particular townships we have broken the results into townships.

We went through every comment looking for common themes as we went, once these themes were established we tagged each comment with these themes.

It was no surprise that these common themes were found throughout Break O'Day.

The responses to this question will help us understand what you love most about your community and why you choose to live in that town. From these responses we have developed a unique, identifying statement for each township.

Ansons Bay

Community	<div><div></div></div>	27.59%	8
Environment	<div><div></div></div>	72.41%	21
heritage	<div><div></div></div>	0%	0
Infrastructure	<div><div></div></div>	0%	0
Lack of development	<div><div></div></div>	20.69%	6
Lifestyle	<div><div></div></div>	17.24%	5
Untagged	<div><div></div></div>	0%	0

The top responses at the drop-in sessions were; community, environment and peace and quiet. Below shows a word cloud representation of all responses to this question which was used to develop the statement below.

Q5 What do you love most about your town/community?

friendly love community beautiful S scenery fishing remoteness bay
Peace quiet walking peaceful

Concluding Statement:

The Ansons Bay Community most values their connection to the natural environment, each other, their remoteness and the peace and quiet their township provides.

Falmouth



The top responses from the drop-in session were the peace and quiet and lack of development. Below shows a word cloud representation of all responses to this question which was used to develop the statement below.

Q5 What do you love most about your town/community?

friendly street lights feel small traffic Centre community hamlet
quiet Falmouth beach towns shops Council low safe peaceful

Concluding Statement:

The Falmouth Community most values the quiet lifestyle their town offers with its strong connection to the environment and community.

Binalong Bay

Community	<div><div></div></div>	37.50%	3
Environment	<div><div></div></div>	62.50%	5
heritage	<div><div></div></div>	0%	0
Infrastructure	<div><div></div></div>	12.50%	1
Lack of development	<div><div></div></div>	0%	0
Lifestyle	<div><div></div></div>	50%	4
Untagged	<div><div></div></div>	0%	0

The top results from the drop-in session were the community and the environment. Below shows a word cloud representation of all responses to this question which was used to develop the statement below.

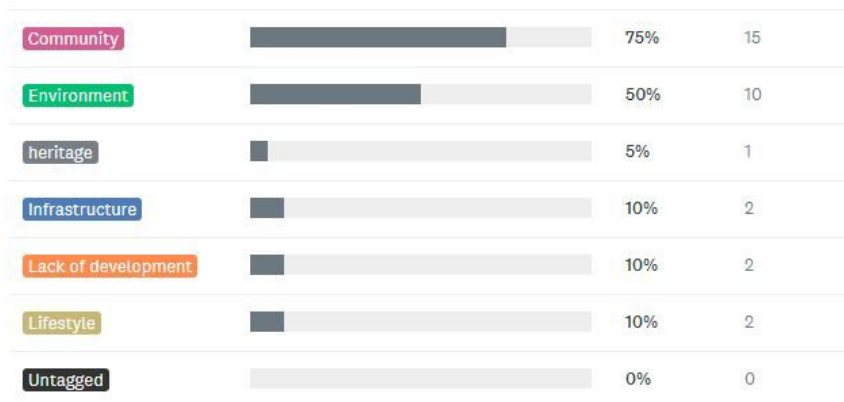
Q5 What do you love most about your town/community?

community Quiet beach small

Concluding Statement:

The Binalong Bay Community most values their coastal lifestyle which provides a sense of connection to the natural environment and each other.

St Marys



The top results from the community drop-in session were community, natural environment. Below shows a word cloud representation of all responses to this question which was used to develop the statement below.

Q5 What do you love most about your town/community?

natural community spirit friendly small people community

Concluding Statement:

The St Marys Community most values its community connection and the area's unique natural environment.

Scamander



The top results from the drop-in session was the environment.

Below shows a word cloud representation of all responses to this question which was used to develop the statement below.

Q5 What do you love most about your town/community?

people friendly beach s Small area

Concluding Statement:

The Scamander Community most values its connection to the natural coastal environment as well as the small community feel of their township.

Fingal

Community	<div><div></div></div>	66.67%	6
Environment	<div><div></div></div>	11.11%	1
heritage	<div><div></div></div>	0%	0
Infrastructure	<div><div></div></div>	0%	0
Lack of development	<div><div></div></div>	0%	0
Lifestyle	<div><div></div></div>	33.33%	3
Untagged	<div><div></div></div>	0%	0

The top results from the drop-in session were the community and the history. Below shows a word cloud representation of all responses to this question which was used to develop the statement below. The word clouds picks up a minimum of three mentions of the same word – in this case ‘people’ was the only word that was mentioned enough to make it to the cloud.

Q5 What do you love most about your town/community?

people

Concluding Statement:

The Fingal Community most values its strong sense of community and history as well as the peaceful country living their town offers.

Cornwall

Community	<div></div>	0%	0
Environment	<div></div>	0%	0
heritage	<div></div>	0%	0
Infrastructure	<div></div>	0%	0
Lack of development	<div></div>	33.33%	1
Lifestyle	<div></div>	66.67%	2
Untagged	<div></div>	0%	0

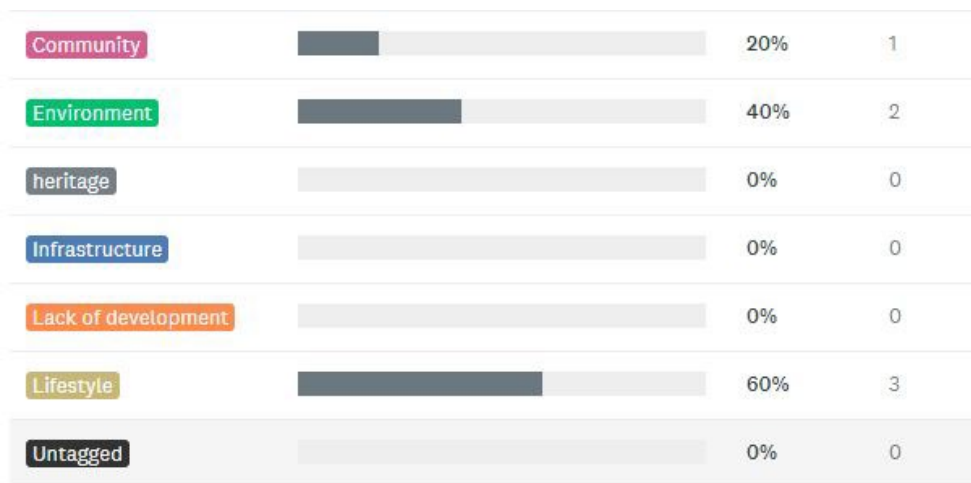
The top results from the drop-in session were; community and the peace and quiet.

Unfortunately a word cloud is not possible for Cornwall as word clouds picks up a minimum of three mentions of the same word – in this case no words were mentioned enough to make it to the cloud so the statement was developed wholly on the comments by residents.

Concluding Statement:

The Cornwall Community most values their peaceful and quiet family lifestyle that is free of development.

Mathinna



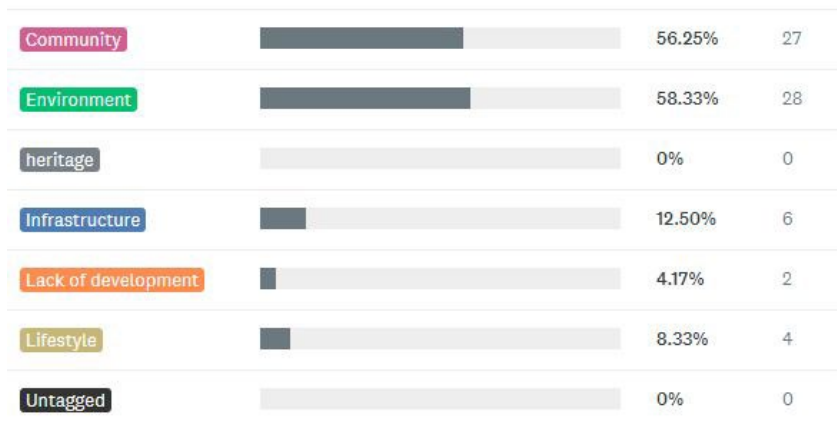
The top result from the drop-in session was community.

Unfortunately a word cloud is not possible for Mathinna as word clouds picks up a minimum of three mentions of the same word – in this case no words were mentioned enough to make it to the cloud so the statement was developed wholly on the comments by residents.

Concluding Statement:

The Mathinna Community most values their peaceful, simple lifestyle that has strong connections to the natural environment and the community.

St Helens



The top results from the drop-in session were community and the environment.

Below shows a word cloud representation of all responses to this question which was used to develop the statement below.

Q5 What do you love most about your town/community?



Concluding Statement:

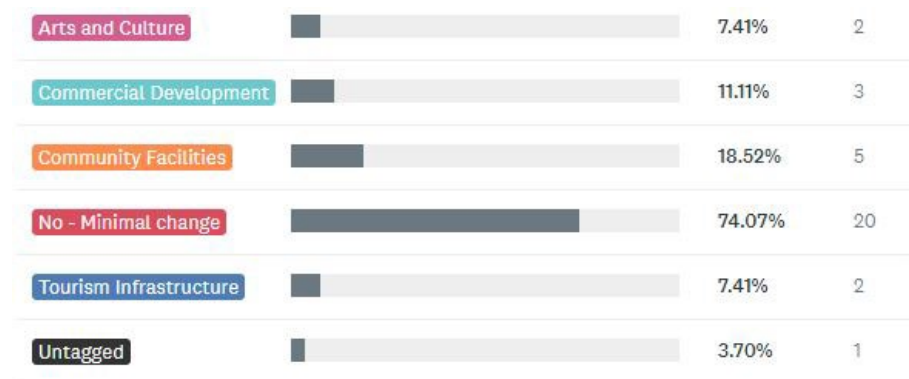
The St Helens community most values their connection to the natural environment as well as their strong sense of community.

Question 7 – How would you like your town to look in 10 years' time?

The answers to this question were open ended. The answers to these questions will help Council understand the aspirations that the community has for its township.

As they refer to particular townships we have broken the information into Townships.

Ansons Bay



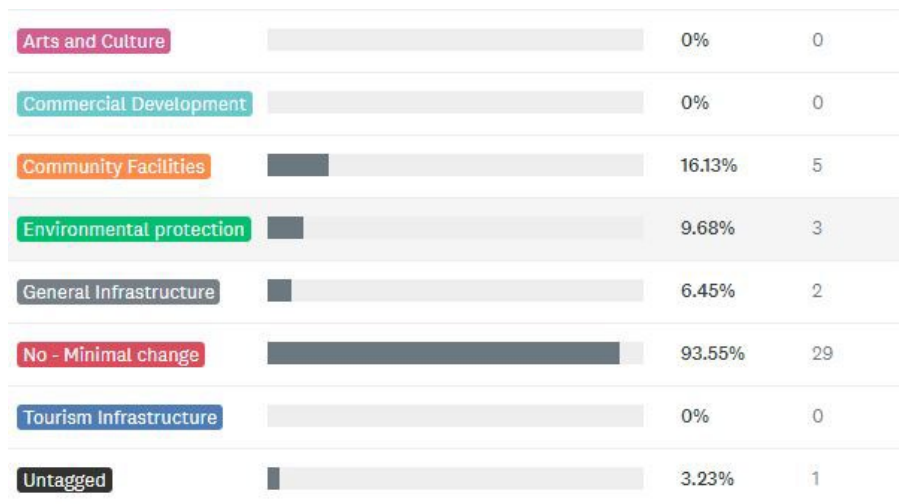
Community Sentiment:

The community would largely like Ansons Bay to remain untouched. They are happy for minimal development in the form of community facilities that increase the residents way of life for example beach access and bbq.

This was one of the responses direct from the community:

“Healthy environment, good access to walking tracks around the bay & river. Limited commercial development.”

Falmouth



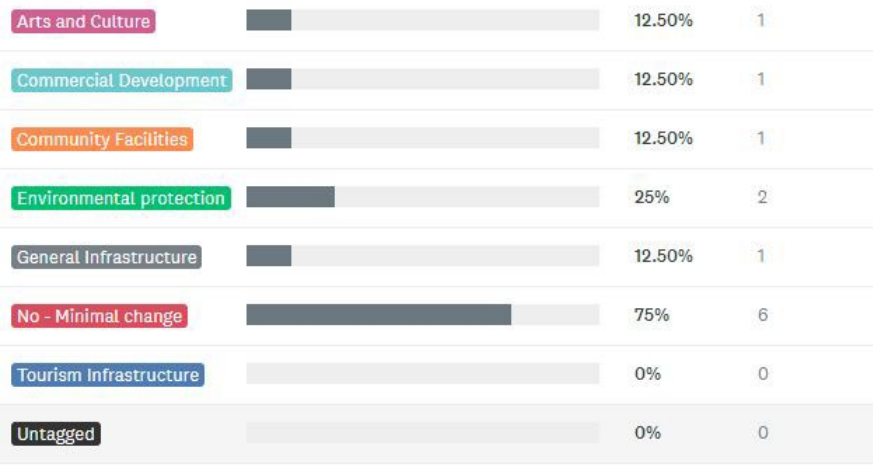
Community Sentiment:

The community would largely like Falmouth to remain the same. They are happy for minimal development in the form of community facilities that increase the residents lifestyle, eg footpaths and beach access.

This was one of the responses direct from the community:

“Similar to now. Houses built to be sustainable, acknowledge wind and climate and reflect the character of the place.”

Binalong Bay



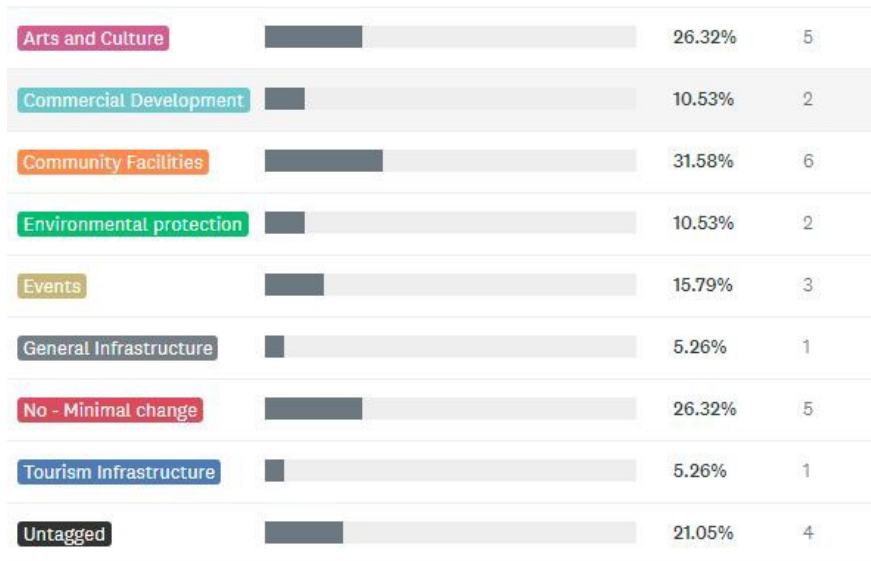
Community Sentiment:

The community would largely like Binalong Bay to remain the same. They want to see the natural environment protected.

This was one of the responses direct from the community:

“Maintaining the sense of community in the area without over development to spoil it.”

St Marys



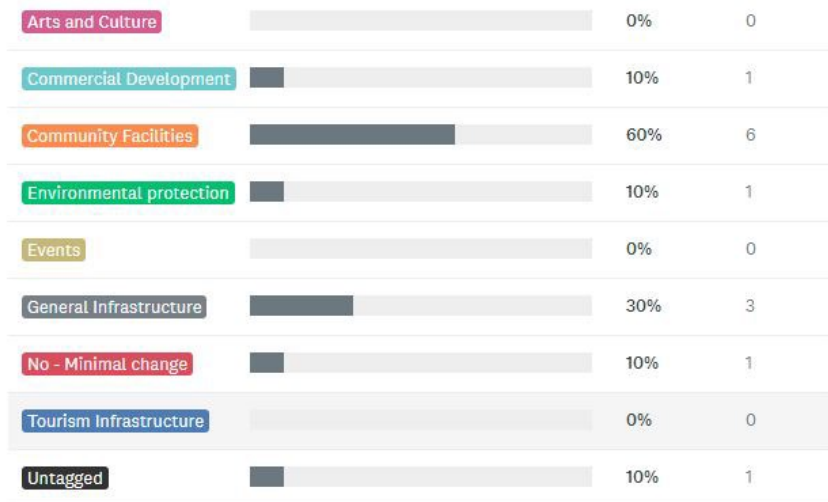
Community Sentiment:

The community would like to see St Marys township and community become more vibrant. This would be done by fostering the arts and culture scene as well as developing community and tourism facilities.

This was one of the responses direct from the community:

“Vibrant, hip, cool coffees... wonderful walking trails making the most of the valley/river, excellent services for aging community and inspiration for young artists with exhibition spaces and creative incentives.”

Scamander



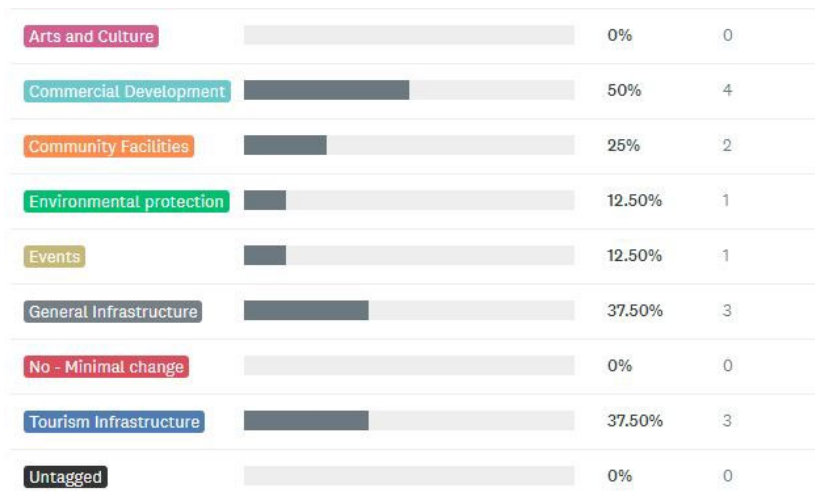
Community Sentiment:

The community would like to see development at Scamander that would include general infrastructure like footpaths and roads as well as shared community facilities.

This was one of the responses direct from the community:

“Lots of things for teens / young adults to do. Family friendly. Supportive, not divided on community issues - respectful of each other.”

Fingal



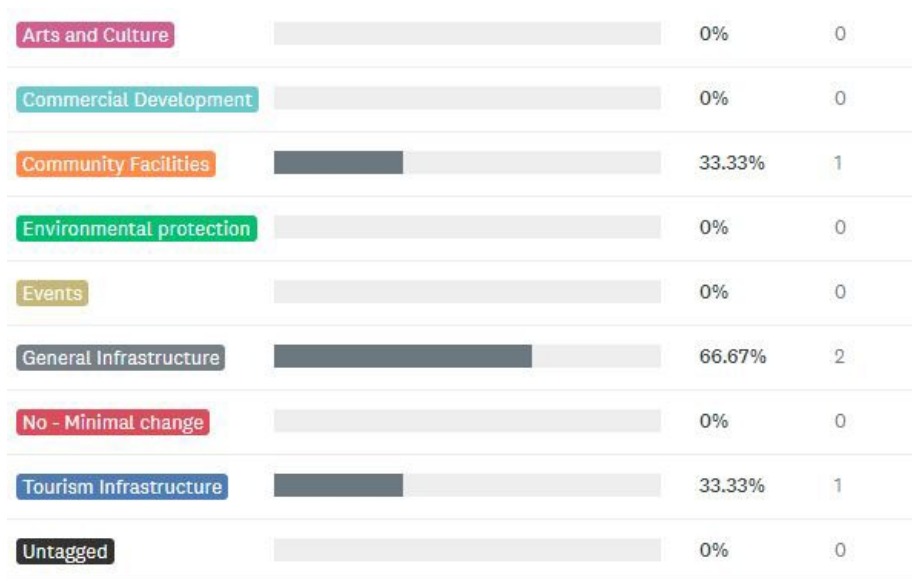
Community Sentiment:

The community of Fingal would like to see the township become a popular place for tourists to stop with an increase of commercial businesses and tourism infrastructure. They would also like to see more opportunity for community facilities and general infrastructure like roads.

This was one of the responses direct from the community:

“Maximising the obvious heritage of Fingal with thriving hotel, cafes and shops. A place where people can live and work and enjoy a beautiful part of Tasmania’s East Coast while being an hour from Launceston airport and 30 minutes from the beach, all within the beauty of a historic county town.”

Cornwall



Community Sentiment:

The community of Cornwall would like to see general improvements to the town's infrastructure that would also foster better tourism.

This was one of the responses direct from the community:

"More tourists coming through. All roads paved and well kept. Neat and tidy surrounds. Maybe a bit more of a touristy thing near the waterfall."

Mathinna

Arts and Culture	<div><div></div></div>	0%	0
Commercial Development	<div><div></div></div>	0%	0
Community Facilities	<div><div></div></div>	0%	0
Environmental protection	<div><div></div></div>	0%	0
Events	<div><div></div></div>	25%	1
General Infrastructure	<div><div></div></div>	50%	2
No - Minimal change	<div><div></div></div>	0%	0
Tourism Infrastructure	<div><div></div></div>	0%	0
Untagged	<div><div></div></div>	25%	1


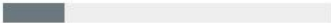
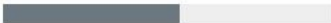
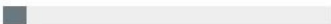
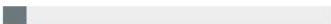
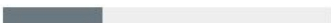

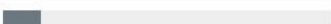
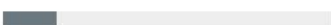
Community Sentiment:

The community of Mathinna would like to see improvements to road access to the township.

This was one of the responses direct from the community:

“All gravel roads sealed drain work to be completed the top end of the town maintained”

St Helens

Arts and Culture		2.33%	1
Commercial Development		18.60%	8
Community Facilities		53.49%	23
Environmental protection		6.98%	3
Events		6.98%	3
General Infrastructure		30.23%	13
No - Minimal change		6.98%	3
Tourism Infrastructure		11.63%	5
Untagged		16.28%	7

Community Sentiment:

The community of St Helens understands that the town is growing and would like to ensure it has the community facilities, tourism infrastructure, general infrastructure and business to support this growth and retain people in the community.

This statement came directly from the community and sums up the general sentiment of the survey responses.

“A place which grows with what is needed for the community. A community which embraces change and created opportunity for young people to stay and work in one of the best places in Tasmania.”

Question 12 – Is there anything further you would like to add?

Below is a full list of comments from the community:

We have reviewed all these comments and where appropriate included them in the development of the Township plans or understanding each township.

Some of these comments have also been flagged as Customer Service requests or future Council activity.

Comments
Telstra Tower does not service mobiles to Ansons - it used to until new tow was put up. no fibre optics from Gladstone to Farms to Ansons Bay our signal comes from Binalong. Subject to weather tower has no receptacles on it for mobile only NBN. They don't tell us truth as what tower is used for (Data)
The Federal budget stated there was money for improving phone coverage in isolated areas - please follow this up
Not enough information on what's available locally at our Neighbourhood House
Thanks for supporting the St Marys Gym
Yes, get better explanations or fuller explanations for building approval (not so disapproval) or reasons to not permit.
Explain if there is a process available to challenge that is not going to leave complainants vulnerable. Get approvals for building done at appropriate stages - not at the end when all finished. This means extra cost added if changes need to be made. April to December 20221 communication on this has been extremely poor
2027 will be Fingal's Bi-centenary - History Group will hopefully plan events - would be great for Council to support
Passenger train service can this be community owned/run?
It is great to see Council listening to what communities want
There was a lot of interest in the rail trail from many years ago up until now - it would bring tourists to the area and therefore create jobs for locals ie bike rental/shuttle bus or taxi service
local health and well being/mental health
create a safe place for walkers and cyclists
horse riders and mums with push chairs
All the valley people need to be included in Council decisions
Keep the area clean, green this is our economic strength
Thanks for the opportunity to have some input!
Take the lead for god's sake and get these things done.
Attention needs to be paid to road drainage. New sealing has directed water runoff onto private land.
Runoff is eroding roads despite large drains which have become pedestrian obstacles rather than serving their original purpose.
Council should remember that not everyone rides a bike!!!!

<p>Watch social housing, we have had a dreadful experience with a neighbors tenant on Ice Falmouth Foreshore group and members have worked really hard over recent years to put and maintain a track along the esplanade at Falmouth. With state govt bureaucracy, it has not been easy. It has received little to no support from Council. Conversely, Council has spent tens of thousands of dollars on the walking path at St Helens. That is where their focus is. So the point of your survey is highly questionable - probably just another admin task so that the Council can say that we "Have consulted" - perhaps cynical - but overtly true.</p>
<p>Very very excited and proud of what council have achieved at Wrinklers with the new toilet block and the sealing of the carpark.</p> <p>One issue is one of the cleaners does not spend anytime cleaning the toilets. They walk in then out. Even after complaining to the company. Disappointed as they are new toilets.</p> <p>And really need another outside light near the toilet block.</p> <p>Thankyou</p>
<p>Signage at the end of the finger piers directing recreational & tourist vessels to the correct areas to berth their vessels away from the commercial vessel area (they cause a range of problems for the fishermen who pay yearly for the right to tie up in the commercial section)</p> <p>Be this a MAST or Tasport decision.</p>
<p>No</p>
<p>Remember to remind everyone what you ARE doing and all the different things you provide to the community. (And also the things that aren't actually your responsibility, but people assume they are) To be honest, to pay around \$1000 a year to have someone drive past my house & collect my rubbish every single week is an absolute bargain. Let alone all the others things that are provided. And as a parent of 2 young kids, fenced playgrounds are PRICELESS!</p>
<p>no</p>
<p>No. As a ratepayer of the area I'm happy with the contribution and communication from Council. For a smaller LGA you are doing a good job in connecting with the community.</p>
<p>My family have owned land in Scamander since the early 1960s. I well remember the old hotel, the divided road around Rawnsleys shop to get to the bridge and staying in Grace and Allan Hodgeman's shacks. While there have been pockets of improvements in those 60 years Scamander hasn't changed and needs to come into the 2000s.</p>
<p>No</p>
<p>On a personal level, I would love to see Council doing more to promote responsible pet ownership free workshops for example pet first aid, pet nutrition, Million Paws Walk, etc, better facilities for dogs and owners at the dog park</p>
<p>Council need to be more contactable. Be more proactive, constructive and enable people to thrive in the town. They need to encourage people to come and build and be part of the community. The council need to up their game, be helpful not obstructive</p>
<p>it would be wonderful to keep the St Helens community strong and keep attracting people to our town/area but the Council needs to look at supporting the locals, supporting what locals want for their area as well as tourists. People who live and work here permanently should be getting priority as we are the ones that keep this community alive and prospering.</p>
<p>Thanks for the opportunity to participate</p>
<p>Not much. I support what this council does for these future projects and I would like this to go ahead and be approved by the state government.</p>

These results should be published for all to see

thank you

Council do a great job managing the community. Dickie runs the tip really well, and is very pleasant to deal with and opens for extra hours to make it easier for people to dump their rubbish appropriately. Ansons is very unique because it is not developed and that makes it really special and it would be sad to lose that. I love that there is no shop and no facilities, nothing to attract tourists, and no camping. I feel council are very responsive to the community.

i attended the community meeting yesterday and agree that a space for holding a bbq could be a nice idea.

Happy to contribute

We have to be realistic about what we would like to see happen in the Ansons Bay region and all stake holders must be able to have their say, i believe if Council persevere with this type of consultation they will be able to achieve much better results and community acceptance.

Leave the coast alone!

Council needs to represent the ratepayers not developers!

Council has made excellent improvements at Falmouth over the decades. Well done. Council needs to acknowledge the importance of the lagoon and wetland area and nesting shore birds. Development should not proceed beyond the current town boundaries as there is no water or sewage supply. Enable increased density with, for example, granny flats, but do not approve multi-story dwellings

no thank you

Falmouth has become a divided and self entitled small community. Authority like council and parks need to make decisions for everyone and enforce these decisions.

Thanks for the opportunity to comment.

Falmouth is a wonderful place where families can be themselves and not have to worry about whether their kids are roaming or their dog is off the lead. Falmouth is a place where family and life can take a break from the rest of the world. Please leave it like that.

It is always good to consider the whole of area plan and the proposals for each community to share ideas and leverage off opportunities.

No

Council doing a good job, keep up the good work.

And again . Show some interest in Ansons Bay !

I drove past the town hall yesterday and didn't even know this was happening. Why wasn't there signage and better engagement with community?

The tip access should be free to local residents

There is a walking group who pick up rubbish 3 times a week.

There's also a Ansons Bay Community Group on Facebook

Working in aged care, there are a lot of our community members in wheelchairs, electrical wheel chairs and 4 wheel walking frames. Paths that are safe and accessible for these people are a priority.

In regards to the community pool, there has been talk of money that was raised many years

ago, raised by community members. This followed up. A community pool is an absolute priority, for the health and well being of all members, all ages of this community

A gym would also be good for St Helens

I would like to thank Council for creating these opportunities to be heard - I just really ask that the community is heard, and a priority on communication with the community is prioritised. As a new member to our beautiful community I have observed a disharmony between Council and community that is disappointing and not necessary! It would be great if we could work on a better communication medium and ensure that we understand community needs.

We desperately need an IndoorSwimming pool for lap swimming

Nope

I have lived in the area a long time and whenever a swimming pool is mentioned both old and new residents all agree that it is the one thing St. Helens is lacking and desperately needs.

Collaboration with the community is important and this is a first step for the council, but also, how can the council be in general more open to the community?

Please help us to help you 🙏

An aquatic centre would be beneficial for well-being in our community and well-being should be first in community

No

Change is the start of new beginnings...we won't move forward as a community without starting somewhere and having the cooperation and support from the council.

No

More rubbish bins needed around rec ground

Scamander is fantastic, I adore it. There's a balance between over-development and innovation to retain the character of the area, support locals to obtain a better quality of life, and giving it all away to temporary (and unstable) tourism opportunities. Embrace the era of remote working from home professionals!

The new walking path & bike path that has been built in Binalong Bay Beach front is fantastic! Thankyou.

I greatly appreciate the opportunity to submit these thoughts and really hope the council can continue to embrace this wonderful opportunity to grow the surrounding community in a way that benefits the vast majority of residents and guests to this amazing place. Thanks

The bike tracks are wonderful, thank you for your outstanding work on that project

The community has a strong sense of identity and is a growing community. There are a number of areas in the village that could benefit from a bushfire and natural disaster preparedness project, projects that provide meaningful outcomes. Outcomes could include developing evacuations plans, building shelter in place fire bunkers and providing equipment for resident lead fire fighting initiatives. We see time and time again that it is the local community that must lead during natural disasters. If supplied with appropriate resources and infrastructure to prepare adequately then less damage to community and council infrastructure will ensure when the next natural disaster occurs.

I think a general advocate for Ansons Bay is needed as many times issues crop up and it can be very difficult to know which area of government is responsible - Local, Mast, Parks. Multiple times people have been frustrated by the seemingly fobbing off and redirecting by departments when an issue arises - getting nowhere.

You set this survey up...and here we are at the final question which carries the most weight and memory for anyone who got this far into it.....read the question and fix the typo. This says everything about this area...so fkn disappointing that you want people to engage, but didn't even proof read your own survey. Embarrassing. Shame on you and write properly if you want a good response...this survey just fell flat on it's face. I removed my email after

this as i have no faith in this survey. I cannot take this seriously.

Classic dull, no initiative bodc at it again. Survey monkey...free survey...develop a bodc survey page...not hard to do, but the oldies aren't so good with technology are they??? The world is changing rapidly and we are being left behind bc of baby boomer's selfish lack of care for the next generation attitude. Shame.shame.shame.

No

I think it's a lovely part of Tasmania but as a healthy minded person I can't stress enough how cycle lanes on the side of the roads would make it safer as I am worried to ride now as very low signage in the area of bikes on the road. The cost of living in St Helens is quiet expensive as competition for groceries in non existent

I think That Break o Day council has done a fantastic job and should give themselves a pat on the back for all the improvements that have come over the last 3 or so years that i have been living here. Keep it up. And I would love to have input if there is anything i can help with. I own 3 properties in the BoD area so am very invested in the Areas future.

Don't waste our potential !

Would love to see facilities or improvements that benefit the whole community.

Firmly believe a public swimming pool is one of these.

There's great opportunity here, perhaps if the council would be honest & implement some change, you'll get a lot of ideas presented by locals who care about locals

Good to see this is ongoing but I'm getting older each year😊

Responses

Telstra Tower does not service mobiles to Ansons - it used to until new tow was put up

no fibre optics from Gladstone to Farms to Ansons Bay our signal comes from Binalong. Subject to weather tower has no receptacles on it for mobile only NBN. They don't tell us truth as what tower is used for (Data)

The Federal budget stated there was money for improving phone coverage in isolated areas - please follow this up

Not enough information on what's available locally at our Neighbourhood House

Thanks for supporting the St Marys Gym

Yes, get better explanations or fuller explanations for building approval (not so disapproval) or reasons to not permit.

Explain if there is a process available to challenge that is not going to leave complainants vulnerable. Get approvals for building done at appropriate stages - not at the end when all finished. This means extra cost added if changes need to be made. April to December 20221 communication on this has been extremely poor

Review process:

MEASURE	KPI	Response
Was our process inclusive and accessible?	<ul style="list-style-type: none"> We reached a wide range of people in our community Our engagement activities were accessible and inclusive 	Yes – we reached a wide range of people and provided two ways for the community to be involved. The consultation was heavily promoted giving the community ample opportunity to be involved.
Did we talk to the right people?	<ul style="list-style-type: none"> Stakeholder responses = REQUIRED or explained General audience responses must aim to REASONABLY meet: <ul style="list-style-type: none"> A spread across the municipality in relation to population centres. For example: St Helens = Approx 1/3 of responses* A spread of age group in relation to area's demographic statistics. <ul style="list-style-type: none"> For example: Ages over 54 = approx. 1/2 responses* 	Yes – we had representatives from each township.
Did we ask the right questions?	<ul style="list-style-type: none"> The aims of the engagement were answered and allow us to progress the decision/project/activity. 	Yes. The questions asked have either become part of the Township Plans or used to better understand each individual community.
Was the timing right?	<ul style="list-style-type: none"> We gave at least a month's notice We were able to reach our identified audiences We were able to promote the event adequately 	Yes. We gave ample notice to the community and used all methods of communication at our disposal to inform the community of the consultation opportunity.
Was the information easy to understand?	<ul style="list-style-type: none"> The community understood why we were consulting The community understood how they could have input 	Yes.
What worked well and what didn't?	<ul style="list-style-type: none"> We reviewed our engagement processes and made changes needed to ensure we met our aims and guidelines 	

Did we have the right resources?	<ul style="list-style-type: none"> • We had everything we needed on the day to ensure the community had their voices heard in a meaningful way 	
What feedback did we receive from the community about the consultation?	<ul style="list-style-type: none"> • We listened to feedback from the community on our engagement processes 	
What learnings are there for next time?	<ul style="list-style-type: none"> • We made changes to our processes based on feedback from the community. 	