Communication Link

DRAFT

Restoring Lake Tuggeranong

Addendum to Community consultation report

Version 1

February 2026

Ask.
Listen.
Understand.
Achieve.

Acknowledgement of Country

In the spirit of reconciliation, Communication Link acknowledges the Ngunnawal people, Traditional Custodians of the land on which our head office resides. We acknowledge and respect their continuing culture and the contribution they make to the life of our community in Canberra and the region. We also acknowledge all other Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of all land on which our work and connections may reach, and pay our respect to their Elders, past and present.

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1. Purpose of this addendum

This addendum outlines the outcomes of targeted engagement undertaken in early 2026 with environmental stakeholders, subject matter experts, community organisations and service providers. It builds on the findings of the 2025 broader community consultation and ensures the developing Healthy Waterways Plan reflects both lived experience and technical insight.

It is intended to be read alongside the **Restoring Lake Tuggeranong – Community Consultation Report (Version 1, December 2025)**. Together, they document insights provided from the broader community and from engaged stakeholder cohorts, on proposed management strategies for Lake Tuggeranong with a particular focus on measures community members can take at home to reduce the pollutants that impacts on the health of Lake Tuggeranong.

Key insights snapshot

Figure 1 shows a summary of the key insights gathered across two workshops: one with business and community representatives and one with environmental stakeholders. These workshops were held following the conclusion of an initial round of community consultation with the general community.



Figure 1. Key insights highlighting alignment between initial community insights captured in 2025 and the insights captured from additional stakeholder-focused consultation in early 2026.

2. Engagement overview

The 2025 community consultation 'Restoring Lake Tuggeranong' established a clear foundation of understanding what respondent's needed to support their behaviour change to reduce leave and grass litter, and fertiliser from entering the waterway and flowing into Lake Tuggeranong: residents want simple, timely guidance for at-home source control, practical supports, and visible operational activity around the lake. The 2025 community consultation provided a baseline understanding of community views on improving the health of Lake Tuggeranong. Building on this, targeted stakeholder workshops held in February 2026 sought to validate those earlier insights with specific stakeholder groups and to capture any additional feedback relevant to implementation and delivery.

2.1 Engagement approach and participants

Two targeted stakeholder workshops were held on Wednesday 4 February 2026. These were designed to complement the broader community consultation undertaken in 2025 by overlaying initial community insights with organisational and environmental perspectives.

These workshops were attended by representatives from local businesses and community organisations located close to, or who utilise Lake Tuggeranong, and stakeholders from environmental groups, acknowledged as subject matter experts or as working across catchment management and lake health.

This approach ensured the developing plan reflects both lived, place-based experience (how people encounter messages and act in everyday settings) and specialist insight (how household actions relate to operations, what programs have worked elsewhere or been tried here before and any complementary technical measures over time).

2.1.1 Engagement objectives

1. **Validate** and deepen community-identified themes with stakeholder perspectives
2. **Identify** delivery pathways and timing relevant to Tuggeranong
3. **Test** feasibility of proposed actions to combat issues at the source
4. **Identify** partnership and delivery opportunities
5. **Capture** additional considerations outside of community insights.

2.2 Stakeholder participation

Targeted stakeholder engagement sessions were held on Wednesday 4 February 2026 to provide an opportunity for informed discussion with groups who interact with Lake Tuggeranong in different but complementary ways. Two workshops were delivered on the same day, timed to suit the availability and professional context of each cohort:

- Environmental stakeholders attended a morning session.
- Local Businesses and Community Groups attended an afternoon session.

Each session was designed to recognise the distinct knowledge, experience and day-to-day connection each cohort brings to the lake, and to enable meaningful contributions aligned with those perspectives.

2.2.1 Environmental stakeholders

Environmental stakeholders were identified in partnership with the Southern ACT Catchment Group to ensure strong representation from people and organisations with relevant knowledge, expertise and experience in water quality, catchment processes and environmental management for Lake Tuggeranong and nearby waterways. This group was engaged to provide evidence-based insights into drivers of algal blooms, system interactions across the catchment and lake, and practical considerations for monitoring and treatment.

Participants in this cohort were well placed to provide insight into:

- Long-term trends affecting lake health
- Known environmental pressures and risks
- Interactions between the lake, its catchment and downstream waterways
- Practical considerations for rehabilitation, monitoring and maintenance

Invitation and participation

Email invitations were issued and followed up by phone calls to encourage attendance. In total, 28 environmental stakeholders were contacted. Seven representatives attended the morning session.

2.2.2 Local businesses and community organisations

Local businesses situated around Lake Tuggeranong and within the adjacent business district, together with community groups active in the area, were engaged for their operational and amenity-based perspectives, including how lake conditions influence visitation, safety perceptions, community use and local economic activity. These stakeholders contribute on-the-ground insights that complement technical input by highlighting day-to-day impacts and feasibility considerations.

These stakeholders were able to contribute perspectives on:

- How lake conditions affect business operations and visitation
- Amenity, safety and perceptions of the lake environment
- The role the lake plays in supporting the local economy and community identity
- Practical observations drawn from regular, on-the-ground interaction with the area.

Invitation and participation

Recognising a challenging environment for participation, invitations were sent via email, supported by door-knocking and follow-up phone calls to maximise awareness and access. In total, 86 businesses were contacted. Three business representatives attended the afternoon session.

2.2.3 Value of stakeholder engagement

Although attendance numbers were modest, both sessions yielded depth of discussion from stakeholders who engage with the lake in different ways. Environmental stakeholders contributed specialist, system-level context, while businesses and community groups provided place-based, operational realities. Together, these inputs helped the consultation ground proposed approaches in both technical understanding and everyday experience, consistent with the engagement plan's objective to pair education with feedback on practical options and community readiness.

3. Key themes

Engagement with business and community organisations, and environmental stakeholder groups largely reinforced the 2025 community insights reflecting the importance of clear, timely guidance for at-home source control paired with visible operational activity around the lake. While both cohorts supported this direction, business and community organisation participants focused on how messages meet people in everyday settings (school and church newsletters, local radio, community events, venue-based touchpoints), whereas environmental stakeholder participants explored how household actions, operations and any complementary technical measures interact over time. Given the expertise in the environmental stakeholder session, several topics progressed into deeper technical discussion without changing the overall direction of feedback. The environmental stakeholder group acknowledged that they were pleased that the ACT Government had continued to commit to research and understanding that would address the issues in Lake Tuggeranong and were pleased that the approach outlined looked to provide a viable pathway.

Both groups consistently reflected that:

- At-source control remains central
- Household effort is strengthened when government activity is visible
- Engagement is most effective when delivered through locally relevant channels that reflect Tuggeranong's context.

3.1 What we heard

3.1.1 Behaviour change at home – clarity, participation and trusted channels

Business and community organisations, and environmental stakeholder groups emphasised that clarity on "what to do, when", delivered through trusted local channels, remains the cornerstone of household action.

- Business and community organisations: emphasised local channels, school and church newsletters, community radio, and events such as Clean Up Australia Day, to normalise leaf and grass management in regular routines. Venue-based communication through community service providers was seen as particularly practical. This group stated that *'Most people read the school newsletter or their church newsletter – could be an avenue there.'*
- Environmental stakeholders: highlighted school-based programs (e.g. WaterWatch, high-school pilots) as high-leverage pathways into homes and asked for plain-language explanations of how small household efforts add up over time and expressed a need to *'...get schools involved and get Education on board with sharing this information.'*

3.1.2 Operations, assets and "visible effort" helps maintain credibility

Business and Community, and Environmental Stakeholder groups asked practical questions about street sweeping cadence, gross pollutant trap (GPT) servicing, and stormwater assets (e.g. drain retrofits, castellated kerbs).

- Business and community organisations: sought clarity on timing (e.g. when sweeping changes would be visible) and linked amenity/views to how the lake is used and valued day-to-day. *'When will the changes to street sweeping be put into effect?'*
- Environmental stakeholders: queried sweeping cadence, gross pollutant trap (GPT) servicing and minor asset retrofits (e.g. castellated kerbs), indicating that visible operations and maintenance (O&M) helps sustain household effort.

3.1.3 Source control remains the priority; complementary technical options should be phased and explained

Participants reinforced the need to keep the focus on source reduction and asked that any in-lake/system interventions be explained and sequenced to show cumulative effect over time. Clarity on costs, disposal and co-benefits was requested for any technical measures considered.

- Business and community organisations: sought high-level clarity on where pollution enters and which assets matter, reinforcing the value of simple, visible progress narratives.
- Environmental stakeholders: probed modelling assumptions and nutrient pathways (phosphorus, nitrates), asked about internal loading, and discussed complementary measures (e.g. nutrient-binding pellets, filtration/retrofits, potential requirements for planners/designers). These recommendations were coupled with a call for more education around what the community is asked to do, so that they know the why, stating *'What's the difference between street sweeping and grass and leaf management? I would have thought grass and leaf management would have more of an impact.'*

3.1.4 Tailoring and timing: make it Tuggeranong specific

Business and Community, and Environmental Stakeholder groups cautioned against "one-size-fits-all" campaigns, noting different leaf-fall patterns (summer eucalypts), local socio-economic factors, and the need to frame value beyond "environment for environment's sake" (e.g. leisure/recreation, family use of the foreshore). It was felt that messaging and scheduling should reflect local seasonality and practical barriers (e.g. green-bin availability/extra pick-up cost).

- Business and community organisations: reinforced localised framing and highlighted community-based education moments (e.g. Clean Up Australia Day) and venue-based touchpoints where residents already gather.
- Environmental stakeholders: raised the importance of localised education and information, noting summer-weighted leaf-fall (eucalypts), local socio-economics, and bin service settings/costs as uptake factors, they also encouraged framing benefits in terms of recreation/amenity as well as environment. *'Leaf collection programs are mostly autumn, but in Tuggeranong it's mostly summer leaf fall due to eucalypts.'*

3.2 How this aligns with 2025 community insights

Overall, strong alignment was observed between stakeholder input and the community consultation findings from late 2025.

- Education and clarity: Stakeholders reinforced the community's call for clear, accessible "how-to" guidance and timely prompts, the single strongest support identified previously. Their additions focused on delivery channels (schools, service networks, local radio/newsletters) and the importance of repetition across seasons.
- Practical supports: Consistent with community views, stakeholders backed simple tools and incentives (e.g. leaf/grass management aids, bin access). They added implementation nuance about bin service levels and costs, and how those factors shape uptake.
- Visible government action: As with the broader public feedback, stakeholders stressed that operations and maintenance (sweeping, GPT servicing, signage) being visible helps sustain household effort.
- Household action and system fixes: The combined message mirrors the community position, household effort is necessary but insufficient on its own; it should proceed in parallel with infrastructure and operational improvements, explained in plain language.

4. Summary

The targeted stakeholder workshops undertaken in February 2026 provided focused insight from business and community organisation representatives and environmental stakeholders who engage with Lake Tuggeranong in different but complementary ways. Across both sessions, participants emphasised the importance of clear, timely guidance for at-home source control, supported by visible operational activity around the lake.

Business and community organisation representatives highlighted how messages reach people in everyday settings, the influence of amenity and safety on lake use, and the value of locally relevant timing and channels. Environmental stakeholders brought system-level and technical perspectives, exploring how household actions interact with operations, catchment processes and any complementary technical measures over time, and the importance of explaining these interactions in plain language.

Consistent with earlier community consultation undertaken in 2025, stakeholders reinforced that:

- At-source control remains central to improving lake health
- Household participation is strengthened when operational effort is visible
- Engagement is most effective when delivered through trusted, local channels that reflect Tuggeranong's context.

Appendices

Appendix A: List of attendees

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Stakeholder workshop	Organisation
Environmental stakeholders	Southern ACT Catchment Group
	Southern ACT Catchment Group (Waterwatch)
	University of Canberra - Centre for Applied Water Science
	Tuggeranong Lake (and Catchment) Carers
	Tuggeranong Community Council - Environment Subcommittee
Businesses and community groups	Communities@Work
	Tuggeranong Homestead