

ATTACHMENTS UNDER SEPARATE
COVER

ORDINARY COUNCIL MEETING
12 DECEMBER 2023



PORT STEPHENS
C O U N C I L

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Communications and
Engagement Report
Shoal Bay Place Plan
October 2023



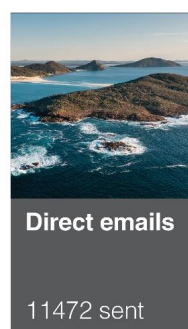
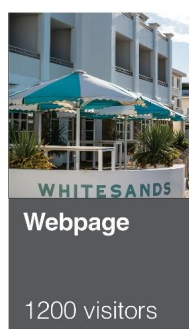
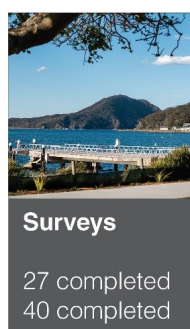


Shoal Bay Place Plan

Engagement snapshot

The place planning process aims to capture the character of the unique communities within Port Stephens and to give voice to their residents. By giving ownership to the community of the roadmap for the future, it not only enhances their connection to place but also ensures that the priorities and actions within the plan are created by those who it will impact. The Shoal Bay Place Plan is an action-oriented strategy informed and guided by community input.

What we've been up to



Top 5 Shoal Bay Values - Liveability Index Care Factors



77%
Elements of natural environment

(LGA 71%)



68%
Shared paths that connect housing to amenities

(LGA 55%)



68%
General condition of public open space

(LGA 62%)



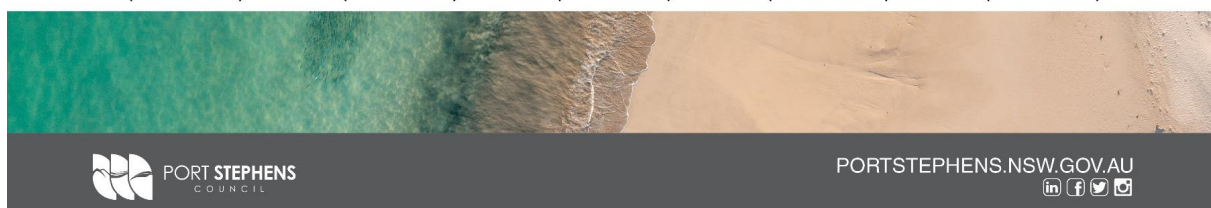
60%
Protection of the natural environment

(LGA 53 %)



59%
Sense of neighbourhood safety

(LGA 54%)



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Things we've heard

Smart Parking would generate income which could be spent on the area and would help to implement Place Plan actions

Preserve and protect Tomaree lodge

Find the balance between business/economic generation and public space preservation

Liveability recommendations

Shoal Bay attributes to nurture

Locally owned and operated businesses
Elements of natural environment
Local businesses that provide for daily needs
Access to neighbourhood amenities
Landscaping and natural elements

Shoal Bay attributes to prioritise

General condition of public open space
Access of walking, cycling & public transport
Shared paths that connect to other places
Protection of the natural environment
Sense of neighbourhood safety

Shoal Bay attributes to manage

Quality of public space
Evidence of recent public investment
Sustainable urban design
Evidence of Council management
Amount of public space

safe friendly relaxed vibrant slow village family tidy

Emerging themes

1. Protecting and enhancing open space
2. Congestion, access and lack of car parking
3. More pathway connections
4. Business/commercial area improvements and land use limits

Project timeline



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Summary

Place planning is an approach to planning and delivery for Port Stephens Council that recognises the identity of a place. Place Plans are designed to capture the character of our unique communities, including their values and priorities, and document this into an action-orientated roadmap for the future. Place plans are intended to be developed from the 'bottom-up' providing the community with a tangible document that incorporates their collective ideas. It's an action-oriented strategy that enhances a community's connection to their place.

The Shoal Bay Place Plan works through a four-phased engagement approach:

- | | |
|----------------|---|
| Phase 1 | Collection of the Liveability Index data collection.
Completed September 2020. |
| Phase 2 | Targeted and collaborative engagement - allowed local residents, businesses and other stakeholders to prioritise and vision for the place.
Completed May 2022.
Additional workshops to further develop key actions and themes.
Completed April 2022. |
| Phase 3 | Check-in phase - testing of key concepts and actions with the previous workshop participants
Completed April 2023 |
| Phase 4 | Exhibition of the draft document for public comment.
Planned early 2024. |

The key objectives of all phases of engagement are to:



Increase community awareness of the development of the Shoal Bay Place Plan



Inform the key stakeholders and community about upcoming engagement opportunities in Shoal Bay






Seek feedback on the draft Place Plan and how community priorities might have changed



Identify and report on community preferences to inform the Shoal Bay Place Plan







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Communication and engagement methods

COMMUNICATIONS METHODS		
ACTIVITY	DESCRIPTION	REACH
 'Have Your Say' webpage	Planning for your place EHQ project page https://haveyoursay.portstephens.nsw.gov.au/planning-for-your-place Used to collect registrations and host information	1200+ visits @ 9 June 2022
	EHQ members direct email and newsletters PSToday (now YourPort) x 3	1223 x 2 2500+ x 3
 Direct contact	Direct emails via converse@portstephens.nsw.gov.au to listing of known stakeholders, and interest groups x 6 Meeting with Port Stephens Business Chamber Reps Bulk letterbox drop x 1	~193 x 6 1 group 350+ newsletters
	Port Stephens Council Facebook The Facebook advertisement ran from 27 August to 8 September 2021 (workshops 1 and 2) Port Stephens Council 1 paid post (targeting Shoal Bay); 2 x event posts for each workshop 1 post re: cancellation of drop-in (due to weather) and Facebook post shared on Business Port Stephens Facebook and local community Facebook pages	3336 24 link clicks 971 3515 2609 Unknown
 Social media		

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DRAFT SHOAL BAY PLACE PLAN ENGAGEMENT REPORT.

ENGAGEMENT METHODS		
ACTIVITY	METHOD	PARTICIPATION
 Workshop 1 + 2	<p>2x 2hr Place Plan workshops</p> <p>Workshops to allow for deeper exploration of local situations including ideas and solutions generation</p> <p>Workshop 1: 14 September 2021 Workshop 2: 21 September 2021</p>	<p>More than 40 people registered their interest in the workshop series.</p> <p>28 people attended both workshops.</p>
 Workshop 3	<p>Shoal Bay Land use workshop</p> <p>Workshop to talk about character and land use planning for Shoal Bay.</p> <p>Workshop 3 'Land use Workshop': 9 February 2022 (face-to-face) and 10 February 2022 (online)</p>	<p>7 attended face to face + 11 attended online = 18 people attended a workshop</p>
 Key stakeholder meeting	<p>Meeting with representatives from Port Stephens Business Chamber</p>	<p>1 community group</p>
 Workshop 4	<p>Parking and Movement workshop</p> <p>Workshop to allow for deeper exploration of traffic and parking issues and solutions for Shoal Bay including the installation of smart parking.</p> <p>Workshop 4 'Parking and Movement Workshop': 31 March 2022 (online) and 1 April 2022 (face-to-face)</p>	<p>10 attended online + 24 attended face to face = 34 people attended a workshop</p>
 Online survey	<p>Testing level of support with workshop participants only, for potential parking and movement mitigation strategies. Open 8 April to 19 April 2022.</p>	<p>27 surveys completed</p>
 Online survey	<p>Testing level of support with workshop participants only, for draft place plan actions. Open 2 June to 18 June 2023.</p>	<p>40 surveys completed</p>

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Key findings –

What the community told us

Phase 1: Liveability Index

The top priorities identified in the Liveability Index for Shoal Bay included:

Celebrating and protecting the strengths of the area:

- Locally owned and operated businesses
- Elements of natural environment (natural features, views, vegetation, topography, water, wildlife etc)
- Local businesses that provide for daily needs
- Access to neighbourhood amenities
- Landscaping and natural elements

Improve underperforming areas highlighted as follows:

- General condition of public open space
- Access and safety of walking, cycling and/or public transport
- Walking/jogging/bike paths that connect housing to communal amenity
- Protection of the natural environment
- Sense of neighbourhood safety (from crime, traffic, pollution)

See **Appendix A** for full details.

Phase 2 ‘Deep Dive’

The key component of this phase was a series of community workshops.

The first two workshops were undertaken in the online environment during lockdown and attendance at both 2-hour workshops was excellent with 28 people attending both workshops (with even more attendees present at workshop 1). This represents a considerable commitment from this group of people keen to participate in the process.

The workshops also came on the back of the completion of the foreshore improvements at Shoal Bay and some attendees at the workshop included people who were vehemently opposed to the type and height of the shelters installed at Shoal Bay. Some of this commentary is evident throughout the comments received via the activities conducted, particularly during Workshop 1.

The key focus areas identified during Workshop 1 corroborated the priorities expressed per the data collected as part of the Liveability Index.

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The case study and action planning activities conducted showed the community a way forward to achieve some improvements through a working together process.

The emerging themes from these workshops included:

- Protecting open space and reserves
- Congestion, access and lack of car parking
- Business area feels old and date
- More pathway connections especially missing links

Key stats Workshop 1 and 2:

Workshop 1: Activity 1 Liveability values 'deep dive': 70 comments

Workshop 1: Activity 2: Mapping priorities: 73 comments

Workshop 2: Activity 1: Action planning ideas total: 74 ideas (8 ideas action-planned

Workshop 3 – Land use workshop

This workshop was designed to specifically focus on further exploration of the character and future vision for land use in Shoal Bay. This workshop was originally proposed for December 2021 but was postponed due to low participant numbers in February 2022.

The third workshop was replicated in both online and face-to-face environments. It was attended by 19 people and was particularly directed at the previous attendees at Workshop 1 and 2 to help develop a more in-depth examination of land use options and the 'character' at Shoal Bay.

Changes to the current Local Environment Plan including zoning changes were considered. Some of the planning controls that could be considered to help maintain and enhance the character of Shoal Bay include:

- Frontage and consistent colour scheme in the commercial precinct
- Active street frontages
- Landscaping
- Consistent setbacks
- Site coverage
- Floor space ratio to reduce bulk and scale
- Increased upper floor setbacks
- Height controls to follow topography
- Ground floor window requirement
- Catering for cars off the street

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Workshop 4 – Parking and movement workshop

The fourth workshop for this phase of engagement was replicated in both the online and face-to-face environments. It was attended by 34 people in total and included a much stronger communications push to ensure that attendance was directed to potentially affected residents and businesses.

These workshops looked at potential solutions and options to the problems of parking and movement at Shoal Bay. Some of the key discussion points were:

- Potential options and their respective pros and cons
- Potential changes for nearby streets (specifically Messines Street, Lillian Street and part of Tomaree Road)
- Equitable access for people with high needs

This workshop was conducted in a World Café style with each group spending time discussing the potential issues, options and solutions for each precinct area.

For the **CBD precinct** area, there was a concern that proposals would need significant accompanying traffic changes to be feasible for example:

- Potential changes to nearby streets to cater for traffic flow changes
- Shared zones (10km/hr) to be implemented along the foreshore area
- Wider pedestrian paths and on-road cyclist allocations
- Easy access to shops and beach for people with access difficulties

For the **east foreshore precinct** area included centred around:

- The future of Tomaree Lodge and potential access to part of this land for turning circles and public amenities
- Improvements to the boat ramp parking area/access
- Potential to use wharf as a ferry stop and other public transport options that include hop on, hop off bus.

For the **west foreshore precinct** area comments centred around:

- Beach stabilisation and the 'missing link' pathway on Shoal Bay Road were also linked to further investigation of the use of the existing cycle/pedestrian path and APZ area at the rear of Harbourside Haven as either a new one-way or as an emergency access road
- Upgrading the dirt road to connect Shoal Bay Road to Harwood Avenue would improve traffic movement and connectivity and would also provide an additional beach destination point which could include playground options

For the **primary residential precinct** area centred around:

- Provision of better services to allow for car parking to be able to spread into this area.
- Better pedestrian connections around local school, housing, business and foreshore areas especially for people with high accessibility needs including those using prams and mobility scooters.

ITEM 5 - ATTACHMENT 1 DRAFT SHOAL BAY PLACE PLAN ENGAGEMENT REPORT.**Parking and movement survey****General overall data and demographics**

- A total of 27 surveys were received – responses were sourced via direct emails to workshop participants and from social media.
- Of those who completed the survey, 44% (or 12 respondents) had attended one of the two parking and movement workshop held on the 31 March or 1 April, and are considered highly informed. 56% (or 15 respondents) had not attended a workshop and are considered moderately informed.
- 59% (or 16 respondents) indicated that they either learnt about the project via targeted direct email, leaflet or word of mouth which indicates that they are Shoal Bay locals. The remaining 41% (11 responses) indicated that they learnt about the project via social media. Almost half of these responders (5/11) did not complete an email address indicating that they are not willing to keep up to date with this project.

Full details from the 27 responses received from the community can be seen in **Appendix G**.

Parking and movement community experiences

When asked of their experience of the following traffic and movement aspects, respondents indicated parking demands as their most unsatisfactory element in Shoal Bay. Traffic safety, traffic flows and illegal parking were also considered unsatisfactory. Pedestrian flows were considered the most satisfactory movement element.

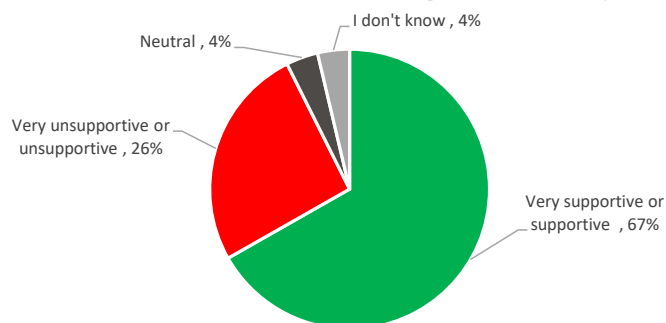
Responsees when asked about their agreement with the findings of the Shoal Bay traffic study were primarily in agreement (68.5% average) with the findings.

Smart Parking support levels

When asked for a level of support for Smart Parking to be introduced to Shoal Bay, 67% of all respondents indicated they were very supportive or supportive. It should be noted that 100% of highly informed respondents (those people who attended the workshops) were either supportive or very supportive.

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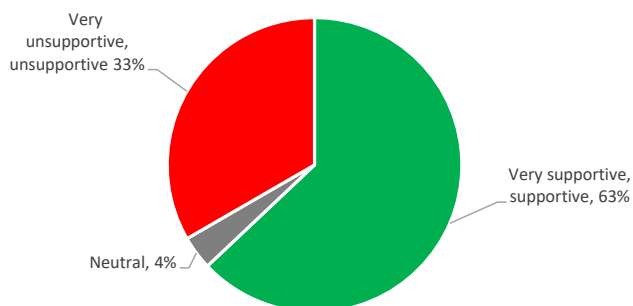
Support for Smart Parking in Shoal Bay



Level of support for further investigation into one-way option at Shoal Bay

When asked for a level of support for further investigation into a one-way traffic arrangement in Shoal Bay town centre (involving Messines Street and part of Tomaree Road), 63% of respondents were either very supportive or supportive.

General level of support for further investigation into one-way arrangement at Shoal Bay



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It should be noted that a further survey was conducted in April 2023 as part of the Smart Parking roll-out to Shoal Bay. These results are captured as part of a separate engagement report aimed at answering specific questions to help inform the rollout of Smart Parking to Shoal Bay including details regarding infrastructure plan for the area.

A copy of this engagement report is available on Council's meeting agenda for 26 September 2023 where these results were presented [here](#) (please follow the link and see page 93)

Phase 3 'Check-in' survey

The approach for Phase 3 consisted of a survey to 'check-in' with the previous workshop participants to confirm the direction of the draft place plan and provide feedback on the draft actions.

The survey received 40 responses. Full details are available in **Appendix H**.

Q1 Majority of responses were highly **supportive** of the draft Environmental Sustainability actions:

- Caring for the local environment (**97.5% supportive**; 2.5% unsure; 0% opposed)
- Immerse yourself in nature (**85% supportive**; 15% unsure; 0% opposed)
- Landscaping and gardening (**92.5% supportive**; 7.5% unsure; 0% opposed)
- Beachfront stabilisation (**97.5% supportive**; 2.5% unsure; 0% opposed)

Q2 Majority of responses were **supportive** of the draft Management and Safety actions:

- Establish a Town Team (**62.2% supportive**; 37.8% unsure; 0% opposed)
- Light it up (**73% supportive**; 16.2% unsure; 10.8% opposed)
- Navigating the boat ramp (**83.8% supportive**; 13.5% unsure; 2.7% opposed)
- Help keep it clean and tidy (**100% supportive**; 0% unsure; 0% opposed)
- Has it worked? (**59.5% supportive**; 32.4% unsure; 8.1% opposed)
- State agency advocacy (**62.2% supportive**; 32.4% unsure; 5.4% opposed)
- Community noticeboard (**70.3% supportive**; 24.3% unsure; 5.4% opposed)

Q3 Majority of responses were **supportive** of the draft Economy actions:

- Linger for longer (**63.9% supportive**; 33.3% unsure; 2.8% opposed)
- Helping business thrive (**88.9% supportive**; 11.1% unsure; 0% opposed)

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- Capitalise on the Tomaree Coastal Walk (**77.8% supportive**; 19.4% unsure; 2.8% opposed)
- A signature event for Shoal Bay (**69.5% supportive**; 27.8% unsure; 2.8% opposed)
- It happens at the Foreshore! (**77.8% supportive**; 22.2% unsure; 0% opposed)

Q4 Majority of responses were **supportive** of the draft Movement actions:

- Pedestrian Friendly Foreshore (**86.1% supportive**; 8.3% unsure; 5.6% opposed)
- Establish the "Port Walk" (**88.9% supportive**; 8.3% unsure; 2.8% opposed)
- Smart Parking infrastructure plan (**72.2% supportive**; 13.9% unsure; 13.9% opposed)
- Better access to Shoal Bay (**83.3% supportive**; 8.3% unsure; 8.3% opposed)
- Don't get lost! (**72.2% supportive**; 22.2% unsure; 5.6% opposed)

Q5 Majority of responses were **supportive** of the draft Character actions with the exception of the draft action regarding infill development with majority of responses selecting a 'neutral/unsure/need more information':

- Defining the character of Shoal Bay (**66.7% supportive**; 25.0% unsure; 8.3% opposed)
- Facilitate appropriate infill development (36.1% supportive; **41.7% unsure**; 22.2% opposed)
- Controls for the look and feel of Shoal Bay (**58.3% supportive**; 30.6% unsure; 11.1% opposed)
- Encouraging sustainable gardening (**72.2% supportive**; 25.0% unsure; 2.8% opposed)
- Creative solutions for placemaking (**55.6% supportive**; 36.1% unsure; 8.3% opposed)
- Harbourside Haven Village (**50.0% supportive**; 27.8% unsure; 22.2% opposed)

Q6 Majority of the responses were **supportive** of the draft Open Space actions

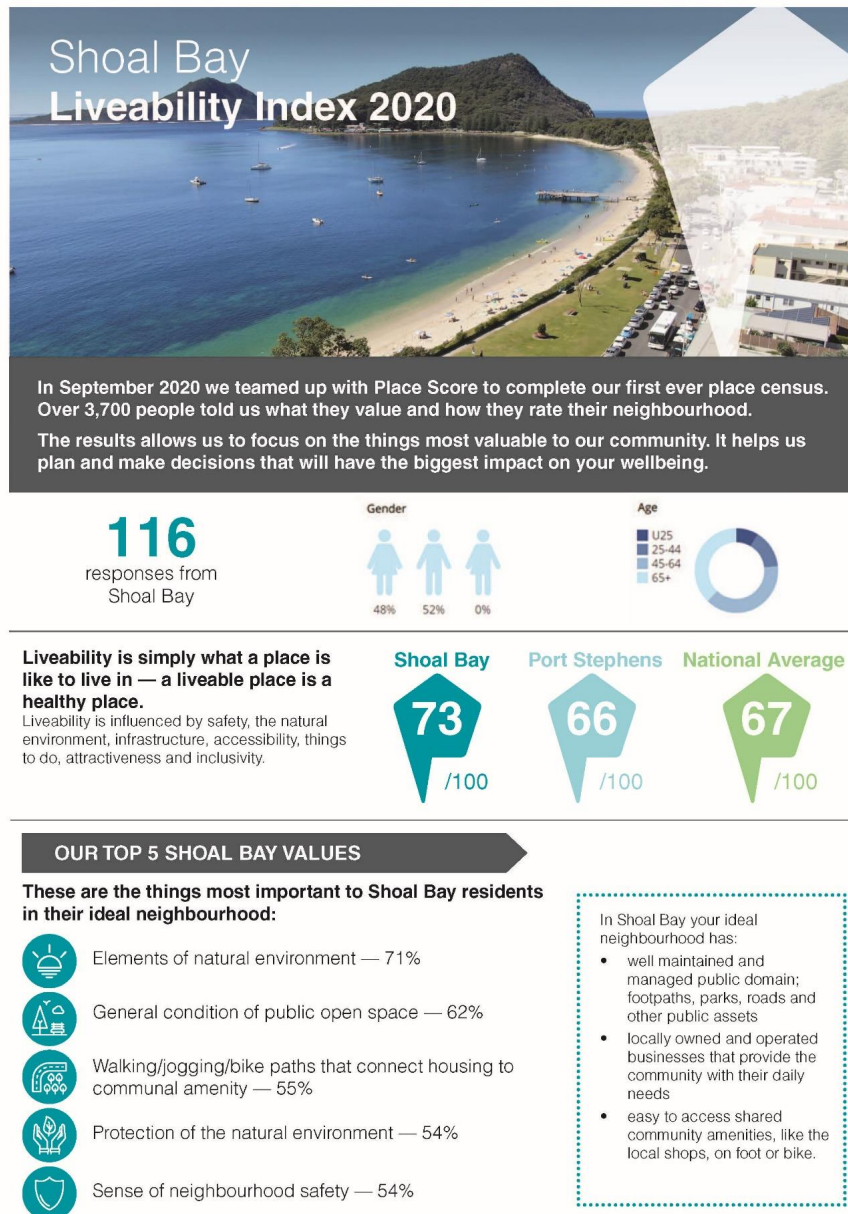
- Future of Pozieres Park (**52.8% supportive**; 22.0% unsure; 25.0% opposed)
- Tomaree Lodge (**72.2% supportive**; 19.4% unsure; 8.3% opposed)
- Activate your public space (**80.6% supportive**; 11.1% unsure; 8.3% opposed)
- Picture Perfect Postcards (**63.9% supportive**; 22.2% unsure; 13.9% opposed)
- Public art to showcase Shoal Bay (**69.5% supportive**; 22.2% unsure; 8.3% opposed)

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APPENDIX A – Shoal Bay Liveability Index






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OUR STRENGTHS

These are the things you care about most and say are performing well. We must continue to celebrate and protect these.

-  Locally owned and operated businesses
-  Elements of natural environment
-  Local businesses that provide for daily needs
-  Access to neighbourhood amenities
-  Landscaping and natural elements

OUR LIVEABILITY PRIORITIES

These are the things most important to you and are underperforming. We must work to improve these.

-  General condition of public open space
-  Access and safety of walking, cycling and/or public transport
-  Walking/jogging/bike paths that connect housing to communal amenity
-  Protection of the natural environment
-  Sense of neighbourhood safety
-  Quality of public space
-  Evidence of recent public investment
-  Sustainable urban design
-  Evidence of Council/government management
-  Amount of public space
-  Ease of driving and parking
-  Sustainable behaviours in the community
-  Local history, historic buildings or features
-  Local employment opportunities

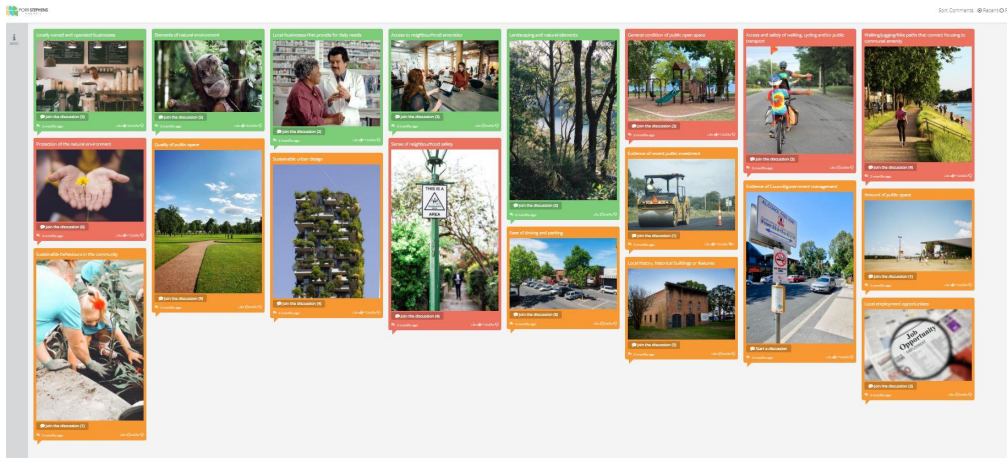


For more information go to
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APPENDIX B – Workshop 1

Workshop 1: What is a place plan?



Online engagement tool, Miro, was used to help create a fun and engaging workshop activity designed to build confidence in the online environment.

Workshop 1: Testing the Liveability Index values for Shoal Bay

Online engagement tool, Social Pinpoint, was used to help capture and focus a 'deep dive' into the Liveability Index findings for Shoal Bay. The exercise was designed to explore what the attributes mean to different people.

The following table is a summary of the activity. There were 70 comments received.

Please note that many of the participant comments have been adjusted and uplifted to focus on the broader attribute rather than on specifics. For example, if someone had commented, 'I cannot walk to the beach safely. There are no footpaths for kids and parents. Holiday season is especially dangerous' this has been translated as 'New and improved pathways are needed to provide safe connection between suburbs and key features ie., Shoal Bay to Nelson Bay; between school/beach and housing'. This process ensures similar comments can be grouped and key priorities are more easily highlighted

Please also note that some of the Liveability attributes are very similar – these have been aligned into the following table to best highlight the similar comments

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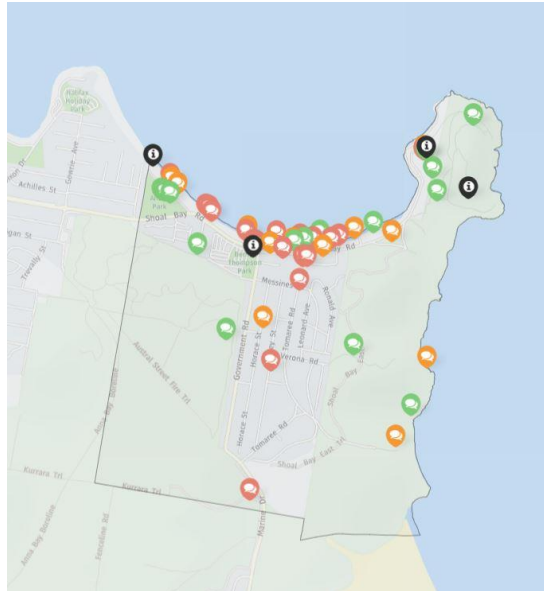
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Workshop1 – Activity 1: Liveability values ‘deep dive’

Type	Liveability attribute	What does this mean to me? Why is it important to me?	Count
STRENGTHS	Elements of natural environment	Greatest asset and focus	3
	Local business that provides for daily needs	Shoal Bay is removed from main shopping centres (Nelson Bay and Salamander) so local businesses are critical.	1
	Locally owned and operated businesses	Unique, knowledgeable and need local support in the winter time	3
	Access to neighbourhood amenities	Access for people with high needs to beach and shops is important	2
	Landscaping and natural elements	Public parklands to be separate as a contrast to natural bushlands	2
HIGH PRIORITIES	General condition of public open space	Well maintained public spaces especially during holiday season	4
		Shade in children's playgrounds	1
		Open parks for play and view corridors	1
	Protection of the natural environment	Areas requiring protection include esp. beach/marine environment; crown land and national parks including Tomaree Headland, local wetlands and local flora and fauna.	7
		Consideration of climate change	2
		Environmental protection is essential for the tourism economy viability	1
	Walking/jogging/bike paths that connect housing to communal amenity	New and improved pathways are needed to provide safe connection between suburbs and key features ie., Shoal Bay to Nelson Bay; between school/beach and housing	6
	Access and safety of walking, cycling and/or public transport	Existing paths are unsafe (narrow) or need lighting	3
		Conflict between path users	1
	Sense of neighbourhood safety	Better street lighting and safety signage	3
		Alcohol free zones	1
SECONDARY PRIORITIES	Quality of public space	Opportunities for inclusion, public art, street libraries and events	3
		Keep space open and adhere to planning guidelines ie., height limits	2
		Beautification of nature strips	1
	Ease of driving and parking	Traffic flow and direction to be investigated around Shoal Bay foreshore area including Beach Road/Anzac Park	5
		Better use of existing loading facilities by service vehicles ie., Bullecourt Street	2
		Better parking availability for people with a disability or high needs	2
	Local history, historic buildings or features	Maintain and enhance Tomaree Lodge as a public space	6
		Celebrate local history	1
	Sustainable urban design	Development that maintains environment and is planned	2
		Green roofs on buildings	2
	Local employment opportunities	Sustainable options including youth art sessions in open spaces	2
		Local employment helps local business survive	1

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Workshop 1 – Activity 2: Mapping priorities



This exercise focused on people mapping specific areas to a liveability priority. There were 73 responses received and some of the key themes are as follows:

- Protecting and enhancing open space and reserves (includes non-Council controlled assets such as Tomaree Lodge, Tomaree headland and other NPWS controlled lands such as Wreck Beach) (37 comments); related to Liveability priorities – Protection of the natural environment + Local history, historic buildings/features.
- Congestion, access and lack of car parking (includes Beach Road) (20 comments); related to Liveability priority – ease of driving and parking
- More pathway connections esp. missing links (10 comments); related to Liveability priorities – walking/jogging/ bike paths that connect to communal amenity + access and safety of walking, cycling and/or public transport
- Business/commercial area improvements and land use limits (6 comments); related to Liveability priorities – Locally owned and operated businesses + local businesses that provide for daily needs

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Theme 1: Protecting, enhancing open space and reserves (includes non-Council controlled assets such as Tomaree Lodge) (37 comments)

#	Comment	Pin type
Tomaree Lodge and other non-council-controlled land		
1	Very concerned about the future of Tomaree Lodge - member of the heritage group. People who live here need equal access. Need a plan to cope with tourist influxes.	Information pin
2	Preserve and protect Tomaree lodge, considering rising sea levels and climate change	Celebrate and protect
3	Preserve and maintain Tomaree Lodge - link to heritage, heritage/link to public space	Celebrate and protect
4	Remain public space	Celebrate and protect
5	Maintaining Mt Tomaree - protecting the national park and the history, indigenous etc. Tomaree Lodge - keep it as public. Tomaree headland.	Celebrate and protect
6	The Shoal Bay roadway and foreshore to the Lodge need to be quieted and formalised to protect the vegetation and trees from erosion caused by parking on the grassed and treed areas. I would suggest continuing the current use of large sandstone blocks that are already being used to line some of the roadway to be installed around the boat and carpark areas yet not done to prevent vehicles from parking on unpaved vegetated areas that are to be used as open space and picnic areas.	Celebrate and protect
7	I believe that the Lodge area should be preserved as public open space planted out with Australian native vegetation and trees to restore the site back to a more natural state. Most of the buildings are only suitable for demolition and the remaining substantial ones could be used as a Historical Museum with minimal commercial use. The walk from the S Bay Commercial area can be an attraction in itself. There does not need to be fragmentation of the S Bay business district by creating another.	Celebrate and protect
8	I could envision the Lodge area with the old useless buildings removed and the area terraced and planted out into an Australian native treed & vegetated area with footpaths and a Historical Museum with minimal commercial, like a coffee house/light meal concession and maintained as public open space or park with walking connections to Shoal Bay.	High Priority
9	Continuous coastline needs some serious planning especially Tomaree Lodge.	High Priority
10	Protecting natural environment and heritage and history.	High Priority
11	Shared concern regarding the protection and future direction of the Tomaree Lodge redevelopment.	Medium priority
12	Anzac Park: Protect for public use	Celebrate and protect
13	Anzac Park is integral to the beauty and character of the Shoal Bay precinct. The use can be improved but the land holding and use must remain in the public domain. It should never be sold or developed as private held or leased land.	Celebrate and protect
14	Celebrate box beach!	Celebrate and protect

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15	I understand why the bins were removed from Box Beach, as a certain element within our community not only litters the carpark and beach but sets fire to the bins, which is a real risk in the dry season for starting bushfires. I am not sure what do about this issue as it is a real problem. Surveillance is maybe the only answer other than trying to change the culture to taking away what you bring with you when you visit Box Beach and making people feel guilty about dropping rubbish in public.	Medium priority
16	Box beach - no bins.	Medium priority
17	Wreck Beach... Celebrate - but needs some work. Has been closed for track/shared path.	Medium priority
	Shoal Bay foreshore	
18	Foreshore Improvements have made this a more useable space	Celebrate and protect
19	Preserve natural environment in park	Celebrate and protect
20	Need another toilet block	High Priority
21	The recent Council foreshore works that removed approximately 1 metre of the natural dune elevation which assisted in protecting the Shoal Bay Beach will now need further work and attention to prevent the beach and foreshore from severe erosion. Better natural plantings and dune stabilisation methods are urgently required.	High Priority
22	Dune stabilisation needed - access to public space, safety to public space. All the way along. Steps keep washing away. Weed management - planting of local species.	High Priority
23	Lack of lighting along foreshore- access and lighting	High Priority
24	Amenities block isn't big enough	High Priority
25	Amount and quality of open space - visual impact from new shade structures.	High Priority
26	Poor access to the west	High Priority
27	Beach access improvement, sand build up	Medium priority
28	Potential erosion issue could affect road into the future	Medium priority
29	Change rooms needed	High Priority
30	and no showers. How about some solar heated ones especially for the winter swimmers.	High Priority
	Other general comments re: enhancing and protecting open space	
31	Preserve fauna - elements of the natural environment	Celebrate and protect
32	Balance between business /economic generation and pubic space preservation	Celebrate and protect
33	Protect natural vegetation - no expansion of urban footprint	Celebrate and protect
34	Protect our natural/local flora and fauna!	Celebrate and protect

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- | | | |
|----|--|-----------------|
| 35 | Gradually degrading bushland on path between Fingal and Shoal Bay - linked to attribute Protection of the Natural Environment | High Priority |
| 36 | Landscaping, tree planting within residential area | Medium priority |
| 37 | Residents of Shoal Bay can improve the quality and quantity of vegetation of their properties by planting out the road reserves in front of their properties with Australian natives. Home owners can do this on their own accord. | Medium priority |

Theme 2: Congestion, access and lack of car parking (20 comments)		
#	Comment	Pin type
1	Parking is important for locals and tourists. Definitely agree this is a priority. Accelerate it.	High Priority
2	Parking and congestion in town CBD - greater parking facilities needed	High Priority
3	fixing of roads and footpaths for public safety - main thoroughfare	High Priority
4	Need another road out - access and safety	High Priority
5	Traffic bottleneck. Only a single access. Particularly bad during holiday times	Medium priority
6	Car Parking and access needs improvements	High Priority
7	As parking in Shoal is limited and space a premium then Council could improve Beach Road and include parking in that area with a safe shared pathway back to Shoal Foreshore.	High Priority
8	Council needs to improve traffic movement on Messines Street, especially at the western end where the road width changes and the formalised street kerbs disappear. The broad directional traffic system used in Nelson Bay needs to be applied to Shoal Bay Rd in front of the shops with angled parking and one direction traffic. Tomaree Road needs to be discontinued as a through road.	High Priority
9	In regard to sending trucks, buses and other heavy traffic into Messines St - it is a residential street and the people that live there would be negatively impacted. If there was parking meters in the car park on the corner of Government and Shoal Bay Rd, there would be a greater turnover of parks. In peak times it is usually full because of the overflow from the caravan park and the meters would also prevent this happening.	High Priority
10	If there is a paid parking plan put in place that charges only visitors for use and provides more parking (angled parking) where it is needed which is directly in front of the Shoal Bay Shops for short term and the current unpaved parking area adjacent the caravan park. I do not have a problem with paid parking.	High Priority
11	Maybe parking spaces needs organising but we don't want to destroy or compromise trees and we don't want carpark paved	Information pin
12	Shoal Bay Paid Parking implementation - concerns about impact on local business.	High Priority
13	The traffic flow through and around the Shoal Bay commercial district needs to be directional and have parking improved with angle parking space created by the use of one way traffic to restrict and eliminate heavy vehicle	Medium priority

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Theme 2: Congestion, access and lack of car parking (20 comments)		
#	Comment	Pin type
	movement through Shoal Bay that currently use Tomaree Road to transit from Fingal Bay.	
14	The portion of Tomaree Road that is in desperate need of repair needs to be re-build and have a footpath built is a priority. The southern end of Tomaree Road and junction to Government Road needs to be rebuilt and signed to prevent the transit of heavy vehicles through the residential area of Shoal Bay. Service vehicles exempt.	High Priority
15	Disabled parking - accessibility. Currently no disabled parking.	Medium priority
16	Could the loading docks be changed to disability parking as there are loading docks behind buildings?	Medium priority
17	Beach road access	Medium priority
18	Collaboration with agency for parking opportunities	Medium priority
19	In the peak tourist season visitors and some locals park their vehicles on grassed and vegetated areas. A continuation of the large sandstone blocks should be used to prevent loss of trees, vegetation and solid erosion in areas that have not been protected.	Celebrate and protect
20	Roadway and foreshore, need to fix road to protect entry - access	Celebrate and protect

Theme 3: More pathway connections esp. missing links (10 comments)		
#	Comment	Pin type
1	Walking footpath along foreshore- brilliant	Celebrate and protect
2	For safety around the schools - footpaths and roads need fixing. Footpaths would be great. Safety for children and drivers. Pot holes cause cars to swerve.	High Priority
3	Safety around schools can be improved by first eliminating through traffic that traverses the area and formalised streets and footpaths.	High Priority
4	This is the missing Link in Nelson Bay to Shoal Bay and a much needed safe walking path from Beach Road to the Shoal Bay Caravan Park area. This link would also extend access from Nelson Bay to Shoal Bay and Headland. Although there may be some engineering issues with the Shoal Bay Road being close to the Shoal Beach area and elevated path could be placed above the sand area with pylons inserted into the sand area close to the roadway to provide a cantilevered base for an elevated walkway.	High Priority
5	This is the missing link between Shoal Bay - Nelson Bay. A much needed safe shared pathway is required beach side of Shoal Bay Road between Caravan Park & Beach road.	High Priority
6	Opportunity to improve pedestrian access	High Priority

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Theme 3: More pathway connections esp. missing links (10 comments)		
	Comment	Pin type
7	Footpath needed. Visitors love the travel here, but not safe for walking/travelling along. Elevated path? Looks nicer on the walk to the lighthouse. Access and safety of walking.	High Priority
8	Problem area with access - path just ends:	High Priority
9	Agreed. A much needed safe footpath to Link Beach Road to the new Shoal Bay Foreshore area.	High Priority
10	Better access for people in home care situation on Tomaree Road to foreshore - linked to attribute access and safety of walking/cycling paths.	High Priority

Theme 4: Business/commercial area improvements and land use limits (6 comments)		
#	Comment	Pin type
1	Bay Village shops - feels old and outdated. Nice to have music/activities/gathering areas. More shops, more variety of shops. Encouraging businesses to go there. It is noted that it is strata. Upgrade shops fronts and open spaces - tree boxes, wooden planter boxes. quality of public space	High Priority
12	Just a comment on this idea. I have one of the businesses in the village shop - the massage rooms. I do hope I will be consulted on any major activities that takes place in our square as we could not operate if there is excessive noise. So, if we did have to close because of said activities - who compensates?	High Priority
3	The square would benefit from plantings and street furniture	High Priority
4	Land zoning - sustainable urban design, built form	Medium priority
5	Commercial land use needs to be limited to the area bounded by Shoal Bay Road, Tomaree Road, Messines St and Government Road. There needs to be a cap on commercial development as there is a distinct geographic limit to Shoal Bay.	Medium priority
6	Add more bins to each entrance [shops]	Medium priority

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APPENDIX C – Workshop 2

Workshop 2: 'Vision for Shoal Bay in 10 years' time'

Participants were asked to provide three words which describe their vision for Shoal Bay in 10 years' time. The following word cloud resulted:

Summary and key insights



Workshop 2: Local case study – Business area spruce up

A case study using online break out rooms was used to discuss way to update the business area of Shoal Bay with the view that creating great places can benefit business and community and doesn't necessarily mean at great cost.

Some of the key ideas included

- General tidy up
- Better and consistent street lighting
- Primary square needs softening eg trees/greening, hanging baskets, fountain, seating, art, shade
- Include dedicated disability parking
- Activation and events eg street music in the square, New Years Eve event
- Adopt Nelson Bay Civic Pride model for ongoing care and maintenance
- Beautification to include Bullecourt Street

ITEM 5 - ATTACHMENT 1 DRAFT SHOAL BAY PLACE PLAN ENGAGEMENT REPORT.**Workshop 2: Quick Wins, Big-Picture ideas**

After Workshop 1 participants were asked to undertake a homework exercise that would feed into the activities for Workshop 2. This activity centred on people detailing their quick win and big-picture ideas. These were presented as part of the presentation for Workshop 2 as follows:

Quick wins

- Clean up day
- Entertainment on foreshore or village square
- Continue community collaboration effort
- Native garden between boat ramp and Tomaree Lodge
- Signage to prevent heavy vehicles using residential areas and waterfront
- Sandstone blocks to prevent parking on vegetated areas near parking areas
- Install more historical, flora and fauna information
- Three minute drop off zone in front of beaches
- Lighten new amenities block replacing every third roof sheet with clear roofing sheet

Big picture

- Beach front stabilisation to prevent erosion
- Change rooms developed along foreshore
- Develop community gardens on vacant land
- Safe shared pathway between Beach Road and foreshore
- Protection and future management of Tomaree Lodge
- Upgrade the Shoal Bay business centre
- Upgrade ANZAC Park
- Lighting along foreshore walk between wharf and Tomaree Lodge
- Height limits in new developments
- Create a natural amphitheater out of Murranbanga Reserve

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Workshop 2: Action planning

The quick wins and big picture moves provided by the community were further distilled into four key actions and these were then action planned using online workshop breakout rooms.

Summary of Quick Win Action Plans

QUICK WIN 1: Native garden between boat ramp and Tomaree Lodge	
Three key actions to make it happen	<ol style="list-style-type: none"> 1. EOI/Invitation for people to be involved in planning 2. Source funding/sponsorship for the project 3. Work with the people (EOI)s to scope out planning 4. Just do it!!!
QUICK WIN 2: Safe shared pathway which links existing path at Shoal Bay Road with Beach Road	
Three key actions to make it happen	<ol style="list-style-type: none"> 1. Stabilise the dune and see if it is suitable to build a walkway/boardwalk/shared path. 2. Plan for the design. 3. Find the money – talk with Landcare group for contributions (financial/in-kind).
QUICK WIN 3: Markets and/or entertainment on new Foreshore	
Three key actions to make it happen	<ol style="list-style-type: none"> 1. Get messaging out by utilising local media to coordinate 2. Engage the right type of markets or events/activities 3. Seek out Council grant/funding for event/markets
QUICK WIN 4: Hold a Clean up day	
Key actions to make it happen	<ol style="list-style-type: none"> 1. See Clean Up Australia day website; 2. Join Shoal Bay Community Association clean up every Wednesday - see Shoal Bay community association website here: https://www.shoalbay.org.au/

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Summary of Big Picture Action Plans

BIG PICTURE 1: Safe shared pathway between Beach Road and foreshore/Village	
Three key actions to make it happen	<ol style="list-style-type: none"> 1. Look at what Lake Mac has done at Warners Bay with footbridge 2. Need to fix beach erosion 3. Significant funding required
BIG PICTURE 2: Keep village feel of Shoal Bay	
Three key actions to make it happen	<ol style="list-style-type: none"> 1. Look at traffic arrangements 2. Do some of the actions in the case study 'Business area spruce up' 3. Look at the character of the area
BIG PICTURE 3: Beach front stabilisation to prevent erosion	
Three key actions to make it happen	<ol style="list-style-type: none"> 1. Council getting emergency funding 2. Maritime consultation 3. Liaise with Stockton area to see how they have dealt with their similar problem?
BIG PICTURE 4: Protection and future management of Tomaree Lodg	
Three key actions to make it happen	<ol style="list-style-type: none"> 1. Formal application to state government to seek commitment to future of land; 2. More community involvement into THHG and their plan; 3. Priority for funding – how to refocus government – media opportunities – public discourse opportunity – tie into election cycle

APPENDIX D – Workshop 3

Workshop 3 – Land use and character planning

On 9 February and 10 February we conducted an online and in person workshop looking at the future of land use in Shoal Bay. We discussed development pressure in Shoal Bay, and looked at the current framework of zoning and height limits in Shoal Bay. The State Government has set a goal for 70% of new development to come from infill, and we know that there is no room for greenfield development in Shoal Bay due to the environmental constraints.

We broke up into two groups to look at 4 areas of Shoal Bay. These areas were split into precincts or areas, identified as commercial (blue), tourist accommodation (yellow), transition (red), and residential (pink). We showed 4 photos from the street as examples for each of these areas (see Appendix D) for the participants to comment on what they noticed in the picture, and whether it was important to the character of Shoal Bay.



At the workshop we discussed issues related to bulk and scale of development, look and feel, context and height. The important elements of character that the community highlighted were:

- Coastal look and feel of existing buildings (exemplified by render, lighter colours, weatherboard etc.)
- Views of surrounding vegetation and local topography
- Variety of buildings is important, consensus that 'cookie cutter' new developments don't fit with Shoal Bay
- Important to activate commercial precinct and also transition area
- Landscaping is an important and noticeable element
- Drainage was identified as an important issue that needs solving before density is increased

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- Parking is also a major factor that needs to be considered

Following the workshop, we sent out a summary table of what we had heard and listed possible controls that could inform a Development Control Plan to guide future development in Shoal Bay, in line with existing character. We asked for additional comments, 1 lot of feedback was received from TRRA. Some possible controls we looked at were:

- Frontage and consistent colour scheme in commercial precinct
- Active street frontages
- Landscaping
- Consistent setbacks
- Site coverage
- Floorspace ratio to reduce bulk and scale
- Increased upper floor setbacks
- Height controls to follow topography
- Ground floor window requirement
- Catering for cars off the street

APPENDIX E – Newsletter March 2022



Parking and movement at Shoal Bay

Background

We've been hearing a lot about the need to improve parking and movement in Shoal Bay over the last few years:

- Dec 2019 - Council decision to investigate the extension of smart parking to Shoal Bay
- Sep 2020 - the Liveability Index identified 'ease of driving and parking' as a medium priority
- Jan 2021 - traffic study for Shoal Bay was commissioned
- Mar 2021 - petitions around loss of parking as a result of the parklets trial
- Apr 2021 - traffic counts were taken over the Easter period
- Sep 2021 - the ease of movement around Shoal Bay was a hot topic at the Place Plan workshops
- Sep 2021 - Traffic Analysis Report
- Jan 2022 - Parking assessment report

Concepts

We're now in a position to work through some potential solutions and options to the problems of parking and movement at Shoal Bay.

Some of the key discussion points are:

- Potential options pros and cons
- Potential changes for nearby streets (Messines Street, Lillian Street and part of Tomaree Road)
- Equitable access for people with high needs
- Future projects

Workshops

We're calling on interested people, including local business representatives, to get involved in our upcoming workshops and your input will help inform our future direction.

Workshop details

Online workshop
Thursday 31 March 2022
5 to 7pm

Face to face workshop
Friday 1 April 2022
10am to noon

Please register your interest by emailing converse@portstephens.nsw.gov.au or calling Council **4988 0255**

Contact us

If you can't make a workshop please go to our dedicated website page to learn more at haveyoursay.portstephens.nsw.gov.au/shoal-bay-parking-and-movement.

We will also be on site on Shoal Bay foreshore on Friday 8 April 2022 10am to 11:30am where you can ask questions and provide feedback.


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COUNCIL

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Appendix F

Workshop 4 - Parking and Movement

A total of 34 attendees participated in a 2hr workshop session (10 attended online workshop session and 24 attended face to face workshop session).

A short presentation for the workshop was prepared and the groups were then split into four separate precinct areas to work through the parking and movement issues, constraints and solutions for the different precincts.

Each group circled through a discussion on each precinct area for approximately 20mins focusing on issues, constraints and pros and cons of potential solutions.

It should be noted that this information has been largely replicated from the Shoal Bay Smart Parking Engagement Report May 2022



These precinct areas are Precinct 1: Town centre (green); Precinct 2: Foreshore East (yellow); Precinct 3: Foreshore West (red) and Precinct 4: Local streets (blue).

Precinct 1: Town centre (green)

In this precinct we know from the traffic study findings, previous place plan workshop discussions and complaint history that at peak times parking is over capacity and there are no car parking spaces. This problem is exacerbated by circulating traffic looking for car parking which increases congestion in the area. It should be noted that on a typical weekday there is spare parking capacity. There are also known

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missing pedestrian links in the area and the town centre is currently well serviced by public transport.

Some ideas from the workshop specifically around smart parking include:

- Convert existing gravel Crown land car park to sealed Smart Parking carpark to help generate turnover and availability of carparking for the area. This project is a potentially whilst this would result in some of the trees being removed most of these are coral trees which are a noxious weed;
- Smart Parking would also generate income which could be spent on the area and would help to implement Place Plan actions;
- Bullecourt Street could be used as an allocated business parking area to support worker parking for the shopping precinct area. Electronic signage or indicator boards informing of parking availability would also help with easing circulating traffic looking for car parking spaces in Bullecourt Street;
- Smart Parking implementation would mean potentially more parking in local residential streets as people aim to avoid paying for parking during peak periods and also could potentially push traffic to Fingal Bay for the same reason.

Further discussion around one-way options around the town centre was undertaken. There was strong support for a one way option particularly from members of the Shoal Bay Community Association who have been advocating this as a solution over a number of years. A one-way arrangement would create more carparking spaces and in conjunction with Smart Parking would assist with the turnover of carparking in an area of Shoal Bay which needs it the most.

Any one-way proposal would need to be considered together with other accompanying traffic changes for example:

- Potential changes to nearby streets to cater for traffic flow changes
- Shared zones (10km/hr) to be implemented along foreshore area
- Wider pedestrian paths and on-road cyclist allocations
- Easy access to shops and beach for people with access difficulties

There was no particular one-way proposal put to the workshop attendees or in the follow up survey and traffic flow either way around the town centre would work as per the traffic study findings. Any future one-way proposals would need further consultation with the key stakeholders, including businesses and residents.

Other more general ideas or suggestions for the CBD precinct include:

- Move loading zones to Bullecourt Street would help ensure encourage an 'eat' street atmosphere along Shoal Bay Road
- Explore potential additional formed parking availability near Tennis court area
- Explore options to make Bullecourt Street a through road by purchasing nearby land

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- Explore option to move playground and use this area as additional formed parking

Precinct 2: Foreshore east (yellow)

We know from traffic study findings, place plan discussions and complaint history is that congestion can get bad during peak times in this precinct and this is compounded by the dead end at Tomaree Lodge. There is also a lack of parking supply along Shoal Bay Road and near to the beaches during peak periods. The parking around the Shoal Bay boat ramp is also being used by cars rather than vehicles with trailers. There are also evidence of considerable illegal parking and overstaying of vehicles, trailers and motorhomes around this precinct.

Some ideas from the workshop specifically around Smart Parking include:

- Workshop participants were generally supportive of paid parking along Shoal Bay Road especially to help flow of new patrons and customers to local seasonal businesses;
- The formalisation of parking around the boat ramp would assist with providing additional parking opportunities and would reduce illegal parking and overstaying;
- Electronic signage or indicator boards would also help improve congestion from vehicles circling looking for parking spots;
- Smart Parking revenue could be used to fund improvements particularly in this very popular recreation area of Shoal Bay

Some of the bigger ideas or suggestions for the foreshore east precinct include:

- The future of Tomaree lodge use and also the extension of the coastal walk need to be considered in future planning especially around parking
- Construction of a suitable turning bay at the Tomaree headland access gate
- Moving the existing boom gate back to allow public access to the old cricket pitch area of Tomaree Lodge and existing amenities could provide additional parking availability and access to amenities. Is there a way that Council can lease land from Department of Health?
- Ferry stop at the wharf to allow people to get on and off to include with potential public transport options that include hop on, hop off bus.

Precinct 3: Foreshore west (red)

We know from traffic study findings, place plan discussions and complaint history is that congestion can get bad during peak times due to traffic lights, pedestrian crossing and the large volume trying to enter Shoal Bay Road on the one in/out road. The current parking supply located at Beach Road near Harbourside Haven is also not formalised and could provide additional parking supply.

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This precinct area includes the well-known missing link section of pathway between Shoal Bay Road and the beach which is also tied to dune stabilisation problems.

Some of the bigger ideas or suggestions for the Foreshore west precinct include:

- Undertake beach stabilisation and build suitable pathway to provide much needed missing shared path missing link
- Upgrade dirt road and connect Shoal Bay Road to Harwood Avenue would improve traffic movement and connectivity and would also provide an additional beach destination point
- Investigate potential use of existing cycle/pedestrian path and APZ area at the rear of Harbourside Haven as either a new one-way or as an emergency access road
- Relocate playground at Bernie Thompson reserve to this precinct

Precinct 4: Local streets (blue)

We know from the traffic study findings, previous place plan workshop discussions and complaint history that people use the local streets to park during peak times and that the streets are generally narrow and are not necessarily set up for on road parking. These existing parking problems would be exacerbated by Smart Parking introduction as it would push car parking into this area.

Some of the bigger ideas or suggestions for the local streets precinct include:

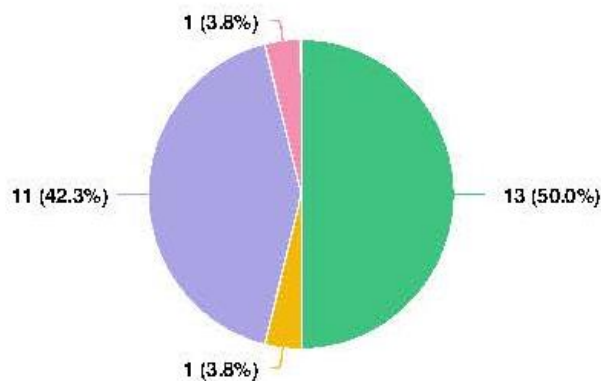
- This area would need better kerb and guttering and flood mitigation measures including kerb and guttering to allow for car parking to be able to spread into this area.
- Road pavement improvements in the local streets particularly along Tomaree Road would need to be continued.
- Funding pathway connections between the local school, housing, business and foreshore areas would be a significant safety improvement and would also provide better access for people with high accessibility needs including those using prams and mobility scooters.

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APPENDIX G – Parking and Movement Survey

Q1 How did you learn about this project?

26 responses; 1 skipped



Question options

- Direct email (either from Council or community/business group)
- Leaflet
- Social media (either from Council or community/business group)
- Word of mouth - friend, neighbour, colleague

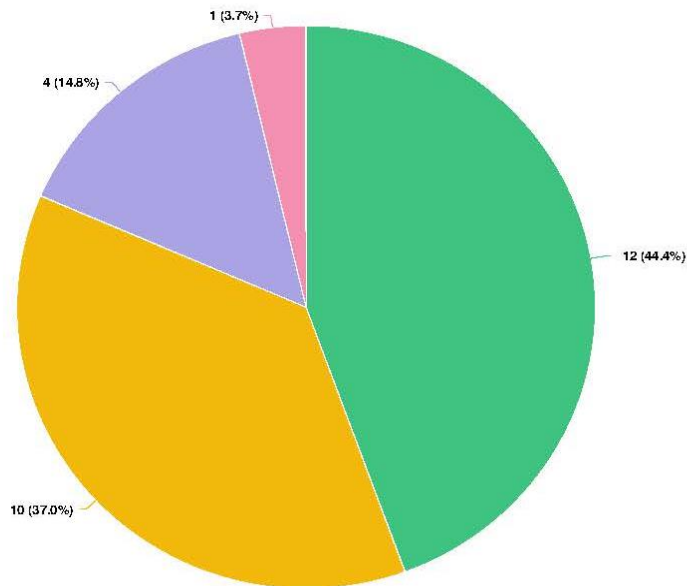
Optional question (26 response(s), 1 skipped)

Question type: Dropdown Question

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REPORT.

Q2 Did you attend the recent Parking and Movement workshops held 31 March or 1 April 2022?



Question options

☒ Yes
 ☐ No
 ☐ I wanted to but date/time didn't suit
 ☐ Other (please specify)

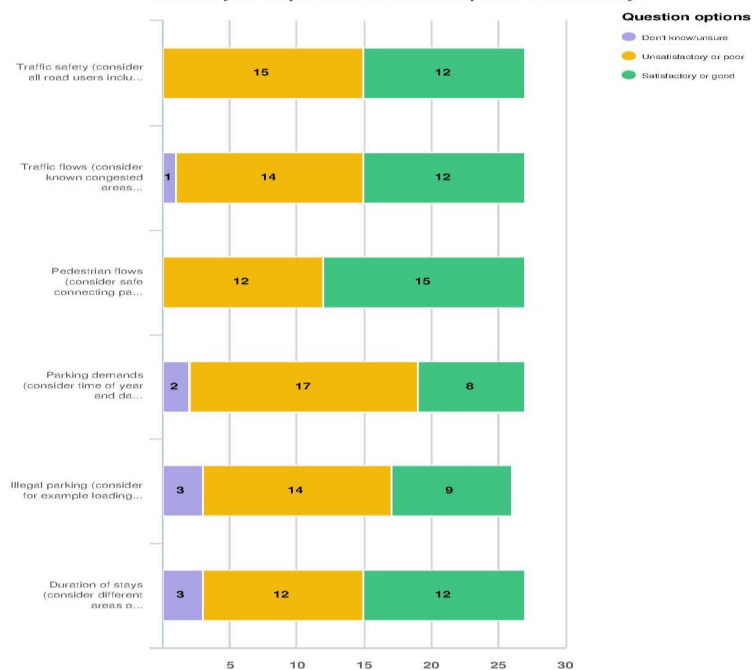
Optional question (27 response(s), 0 skipped)

Question type: Dropdown Question

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Q3

The traffic study was undertaken in 2021 and focused on the following 6 key aspects.
What is your experience of these aspects in Shoal Bay?



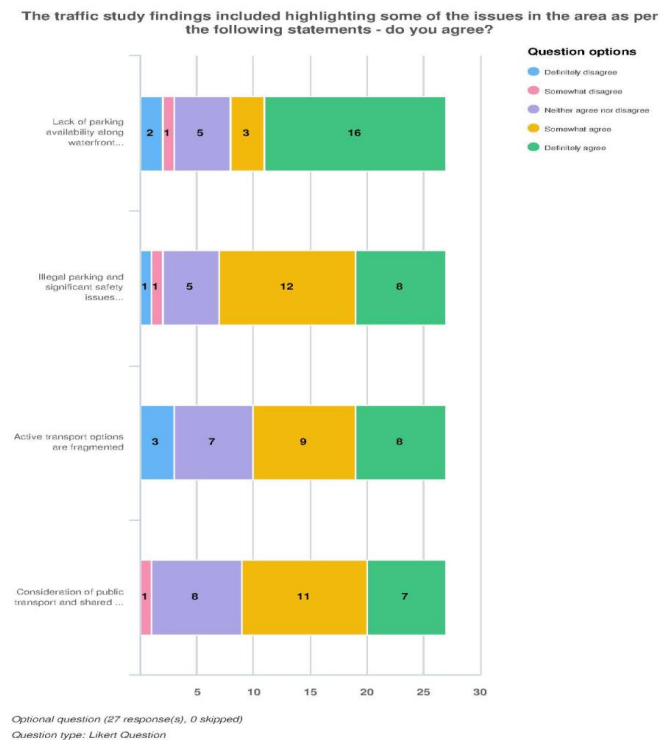
Optional question (27 response(s), 0 skipped)
Question type: Likert Question

Please see the table below for clearer detail:

Satisfaction with parking and movement elements in Shoal Bay			
Aspect	Unsatisfactory	Satisfactory	Unsure
Parking demands	63%	30%	7%
Traffic safety	56%	44%	-
Traffic flows	52%	44%	4%
Illegal parking	52%	33%	11%
Duration of stays	44%	44%	11%
Pedestrian flows	44%	56%	-

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Q4 Do you agree with the findings of the traffic study?



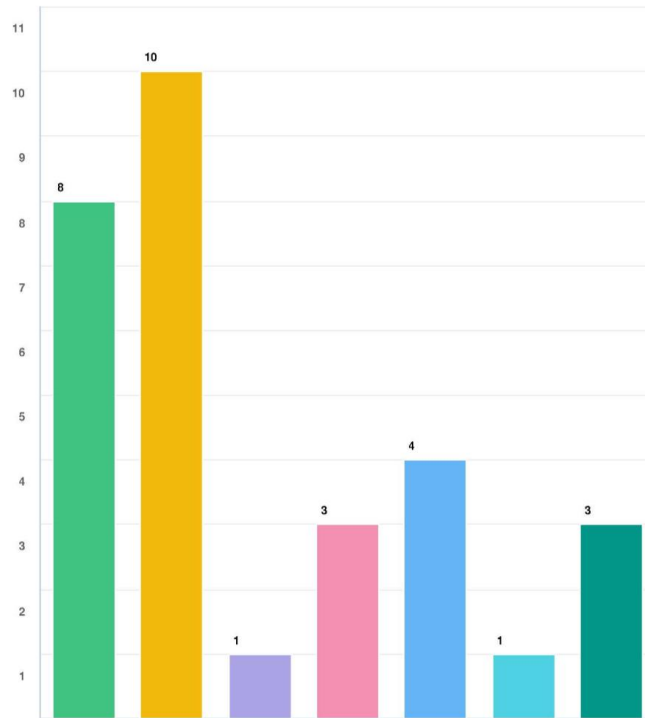
Please see the table below for clearer detail:

Level of agreement with Traffic Study findings			
Statement	Definitely agree or somewhat agree	Definitely disagree or somewhat disagree	Neutral
Lack of parking availability along waterfront and to access Tomaree headland and nearby beaches	70%	11%	19%
Illegal parking and significant safety issues in and around access roads to nearby beaches	74%	8%	19%
Active transport options are fragmented	63%	11%	26%
Consideration of public transport and shared spaces options	67%	4%	30%

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Q5 Smart Parking level of support

The extension of smart parking to Shoal Bay is an option which can assist to improve traffic flow and parking availability. Smart parking includes meters, electronic signs and also resident and business permit allocations. Please indicate your gene...



Question options

- If you would like to explain your response please do so here: Don't know/unsure/need more information
- Very unsupportive Unsupportive Neutral Supportive Very supportive

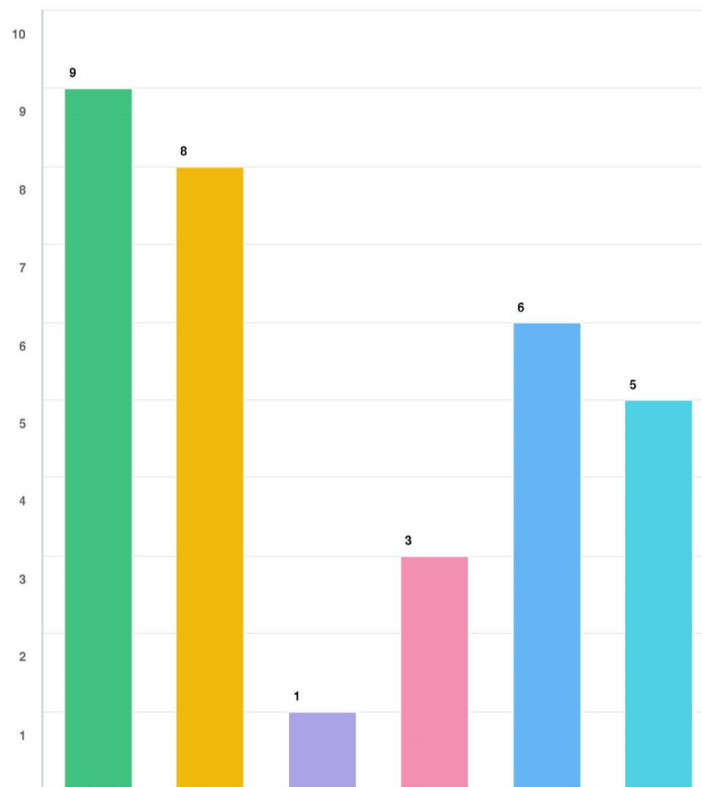
Mandatory Question (27 response(s))

Question type: Checkbox Question

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Q6 One way level of support

Please indicate your general level of support towards further investigation into a one way arrangement in the town centre of Shoal Bay (involving Messines Street and part of Tomaree Road)?



Question options

● If you would like to explain your response please do so here:
 ● Very unsupportive
 ● Unsupportive
 ● Neutral
 ● Supportive
 ● Very supportive

Mandatory Question (27 response(s))

Question type: Checkbox Question

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APPENDIX H – Check in survey

Q1: How supportive are you of each of the Environmental Sustainability action items proposed for the Draft Shoal Bay Place Plan?

Answered 40; Skipped 0

	VERY SUPPORTIVE	SUPPORTIVE	NEUTRAL/UNSURE/NEED INFORMATION	OPPOSED	VERY OPPOSED	TOTAL	WEIGHTED AVERAGE
▼ Caring for the local environment	75.00% 30	22.50% 9	2.50% 1	0.00% 0	0.00% 0	40	1.27
▼ Immerse yourself in nature	67.50% 27	17.50% 7	15.00% 6	0.00% 0	0.00% 0	40	1.48
▼ Landscaping and gardening	65.00% 26	27.50% 11	7.50% 3	0.00% 0	0.00% 0	40	1.43
▼ Beachfront stabilisation	85.00% 34	12.50% 5	2.50% 1	0.00% 0	0.00% 0	40	1.18

[Comments \(16\)](#)

Key survey findings

Q1 Majority of responses were highly **supportive** of the draft Environmental Sustainability actions:

- Caring for the local environment (97.5 supportive; 2.5% unsure; 0% opposed)
- Immerse yourself in nature (85% supportive; 15% unsure; 0% opposed)
- Landscaping and gardening (92.5% supportive; 7.5% unsure; 0% opposed)
- Beachfront stabilisation (97.5% supportive; 2.5% unsure; 0% opposed)

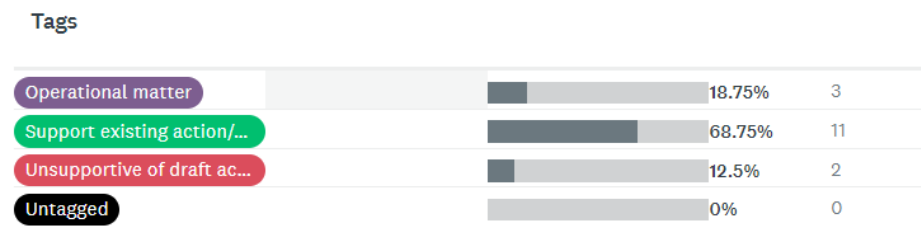
ITEM 5 - ATTACHMENT 1 DRAFT SHOAL BAY PLACE PLAN ENGAGEMENT REPORT.

Q1 Comments (16):

	Are there other actions you expected to see for protecting and preserving our nature environment in Shoal Bay?	Tags
1	More emphasis on what is needed for the locals instead of tourists and visitors all of the time.	Unsupportive of draft actions
2	Foreshore planting with coastal native vegetation and some improvement over green mesh bunting and star pickets.	Support existing action/refinement of action
3	It would've been nice if Council kept the native wattle trees near the boat ramp, instead you replaced them with Magnolia trees.	Support existing action/refinement of action
4	Preserving trees (other than the Coral Trees) in the car park that is slated for Paid Parking.	Support existing action/refinement of action
5	Policing of landowners across Shoal Bay Road from cutting trees and removing vegetation to improve their view over the Shoal bay beachfront.	Operational matter
6	I would like to see showering facilities available where the new toilet facilities have been opened.	Support existing action/refinement of action
7	8-4 story development is totally inappropriate. Does not go with preserving the nature environment. Blocking views is totally unacceptable. One storey on the low side of streets and 2 storey on the high side of Stephens Peak gives everyone a beautiful view! Please think of your planning on a steep slope!! Views do not need to be blocked!	Unsupportive of draft actions
8	Access to Wreck Beach is needed urgently	Support existing action/refinement of action
9	More PSC Outdoor staff	Operational matter
10	Beachfront stabilisation is important in Shoal Bay West to protect the road as vital infrastructure. Elsewhere the high cost may not be justified and 'planned retreat' may be a better option.	Support existing action/refinement of action
11	Safe access along the beach side of Shoal Bay road between Beach Road & Shoal Bay	Support existing action/refinement of action
12	A sand stone wall along parts of Shoal Bay Beach would help this would still be there in a hundred years stopping erosion	Support existing action/refinement of action
13	Shoal Bay has had a lot of erosion, increased over the years since the marina in Nelson Bay changed the ocean currents as they came through the headland.	Support existing action/refinement of action
14	As a member of Shoal Bay Land Care I have watched the beach erode using the methods proposed. It is now too late and only a rock wall will work. ie the rocks in front of the Lodge.	Support existing action/refinement of action
15	The ability for local residents to reach these areas, ie. The Shoal Bay Shore front via good footpaths, crossings and roads. Adequate signage at pedestrian vulnerable intersections is also required.	Support existing action/refinement of action
16	Safety for locals and patrons from the country club. A lot of damage and mess occurs at night by patrons under the influence and no outside monitoring.	Operational matter

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Q1 Comment Tag summary (16):



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Q2 How supportive are you of the Management and Safety action items for the draft Shoal Bay Place Plan?

Answered 37; Skipped 3

	VERY SUPPORTIVE	SUPPORTIVE	NEUTRAL/UNSURE/NEED INFORMATION	OPPOSED	VERY OPPOSED	TOTAL	WEIGHTED AVERAGE
▼ Establish a Town Team	37.84% 14	24.32% 9	37.84% 14	0.00% 0	0.00% 0	37	2.00
▼ Light it up	40.54% 15	32.43% 12	16.22% 6	10.81% 4	0.00% 0	37	1.97
▼ Navigating the boat ramp	40.54% 15	43.24% 16	13.51% 5	2.70% 1	0.00% 0	37	1.78
▼ Help keep it clean and tidy	64.86% 24	35.14% 13	0.00% 0	0.00% 0	0.00% 0	37	1.35
▼ Has it worked?	18.92% 7	40.54% 15	32.43% 12	8.11% 3	0.00% 0	37	2.30
▼ State agency advocacy	32.43% 12	29.73% 11	32.43% 12	2.70% 1	2.70% 1	37	2.14
▼ Community noticeboard	45.95% 17	24.32% 9	24.32% 9	0.00% 0	5.41% 2	37	1.95

[Comments \(14\)](#)

Key survey findings

Q2 Majority of responses were **supportive** of the draft Management and Safety actions:

- Establish a Town Team (62.2% supportive; 37.8% unsure; 0% opposed)
- Light it up (73% supportive; 16.2% unsure; 10.8% opposed)
- Navigating the boat ramp (83.8% supportive; 13.5% unsure; 2.7% opposed)
- Help keep it clean and tidy (100% supportive; 0% unsure; 0% opposed)
- Has it worked? (59.5% supportive; 32.4% unsure; 8.1% opposed)
- State agency advocacy (62.2% supportive; 32.4% unsure; 5.4% opposed)
- Community noticeboard (70.3% supportive; 24.3% unsure; 5.4% opposed)

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Q2 comments (14)

	Are there other actions you expected to see for improving peoples safety in Shoal Bay?	Tags
1	Lighting up Shoal Bay would destroy a great visual asset, the night sky. One of the few remaining sites on the East Coast of Australia with great vies of the universe	Unsupportive of action
2	Introduction of one vehicle traffic in Shoal Bay Rd in the CBD section [west to east so as not to divert traffic out of the CBD] and relocate bus stops and Loading Zone - these will enhance pedestrian safety	Existing action/refinement of action
3	With regards to establishing a Town Team, we already have a Shoal Bay Community Association which is very proactive. Can I suggest that this is used instead of starting up another committee.	Existing action/refinement of action
4	Access for paddle powered craft is as important as powered boats. Restrict jetskis, which cause huge problems at holiday time, especially as they turn up in large numbers - I counted 27 one day, then witnessed them harassing and chasing dolphins on the other side of the bay. Campers overnighiting also need to be moved on & the locally owned bus that is parked should not have been allowed to remain for the last 3 years!?	Operational matter
5	Street cameras	Existing action/refinement of action
6	Unsure of lighting due to dark sky alliance I don't think we need extra street lightning along the Commercial area of Shoal Bay. There's already street lights installed. We don't want it to look like the Gold Coast	Existing action/refinement of action
7	Improved access to the beach for people with disabilities.	Existing action/refinement of action
8	Frankly, after participating in the survey and multiple consultations, I see little of substance having been accomplished other than a lot of talk. The "quicken wins" that were asked for have not been actioned...it all feels like lip-service by Council.	Unsupportive of action
9	Roads in Shoal Bay are a disgrace. First thing is to have good roads with gutters and footpaths. Verges are undulating and dangerous. Street lighting is shocking. Tomaree Road has a care home with young men in wheel chairs - no footpaths, Road full of pot holes. Road with traffic each way, cars on the street make it impassable. Roads need to be fixed before anything else. Bnbs garages built in for accommodation. Residents are surely more important than tourists.	Operational matter
10	Lighting must use sensors to save energy and ensure 'dark sky' views after evening activity is over - only subdued lighting is required in some areas all night. Town teams will only work with regular reporting by Council on project implementation and funding.	Existing action/refinement of action
11	Build a safe access walk way between Beach Road & Shoal Bay holiday park on the beach side which would also add to the beach walk	Existing action/refinement of action

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12	Stop any additional built environment on Tomaree Headland.	Existing action/refinement of action
13	Ability to see around blind corners of which two come to mind along the Shoal Bay Foreshore. Eg. Opposite the Country Club & the next corner towards the boat ramp. Turning right into Shoal Bay Road can be hazardous & very dangerous with traffic moving along Shoal Bay Road from the boat ramp! A Stop Sign is needed at the intersection of Tomaree Rd & Shoal Bay Road so there is ease of access either when turning left or right.	Operational matter
14	Probably not a safety issue, but you talked about new toilets, I'm truly hopeful that you will include toilets for those who are disabled	Existing action/refinement of action

Q2 Comment tag summary (14)

Tags

Existing action/refineme...	64.29%	9
Operational matter	21.43%	3
Unsupportive of action	14.29%	2
Untagged	0%	0

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Q3 How supportive are you of each of the Economy action items for the draft Shoal Bay Place Plan

Answered 36; Skipped 4

	VERY SUPPORTIVE	SUPPORTIVE	NEUTRAL/UNSURE/NEED INFORMATION	OPPOSED	VERY OPPOSED	TOTAL	WEIGHTED AVERAGE
▼ Linger for longer	33.33% 12	30.56% 11	33.33% 12	2.78% 1	0.00% 0	36	2.06
▼ Helping business thrive	50.00% 18	38.89% 14	11.11% 4	0.00% 0	0.00% 0	36	1.61
▼ Capitalise on the Tomaree Coastal Walk	55.56% 20	22.22% 8	19.44% 7	2.78% 1	0.00% 0	36	1.69
▼ A signature event for Shoal Bay	38.89% 14	30.56% 11	27.78% 10	2.78% 1	0.00% 0	36	1.94
▼ It happens at the Foreshore!	38.89% 14	38.89% 14	22.22% 8	0.00% 0	0.00% 0	36	1.83

[Comments \(15\)](#)

Key survey findings

Q3 Majority of responses were **supportive** of the draft Economy actions:

- Linger for longer (63.9% supportive; 33.3% unsure; 2.8% opposed)
- Helping business thrive (88.9% supportive; 11.1% unsure; 0% opposed)
- Capitalise on the Tomaree Coastal Walk (77.8% supportive; 19.4% unsure; 2.8% opposed)
- A signature event for Shoal Bay (69.5% supportive; 27.8% unsure; 2.8% opposed)
- It happens at the Foreshore! (77.8% supportive; 22.2% unsure; 0% opposed)

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Q3 Comments (15)



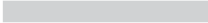
	Are there other actions you expected to see for a strong economy in Shoal Bay?	Tags
1	The most important matter for the local economy is to enhance parking opportunities particularly the current unstructured tree carpark which should have a second level with an active street frontage onto Shoal Bay road which could include restaurants etc . This carpark could also include a bus stop /taxi rank, e-parking opportunities	Existing action/refine action
2	Parking will be a huge issue for both Tomaree Headland and the Coastal Walk. Need parking bays along the walk and people return to the parking via bus that could run on the hour. Passengers to pay.	Existing action/refine action
3	what the businesses of Shoal Bay is more stimulation in the winter months. Our peak times are already peaking so it would be a waste of resources putting your 'events' on at this time of year.	Existing action/refine action
4	Tomaree walk is already overcrowded - we need visitors to access from a range of points, not just the final summit of Mt Tomaree	Existing action/refine action
5	There are already many sporting events that are held here. The other weekend it was a triathlon, we have the paddle boarding, outriggers and many more. How about Council try to help the local businesses, who are doing it tough mainly due to rent hikes. They have to pay Council for using the outdoor areas in front of their shops. Do NOT install any furniture that resembles your horrible parklets. Keep it natural and easy.	Existing action/refine action
6	Beautification of the "Town Centre" shop area.	Existing action/refine action
7	Do something positive with Tomaree Lodge	Existing action/refine action
8	The streetscape of Shoal Bay and the traffic routing needs to be fixed and directed. The parking needs to be located in Shoal Bay and people need to walk to the Lodge area...not drive and park. There is limited space to park and Council needs to accept the fact that the area is space limited. Limited number of boat trailer park and regular car park. The area cannot accommodate unlimited numbers, which is why they park over the kerbs and under trees on the grass. I needs to be policed.	Existing action/refine action
9	Shoal Bay already has a strong economy. Seems no interest in the residents.	Unsupportive of action
10	Access to Wreck Beach needed urgently	Existing action/refine action
11	Let's talk about a signature event that would draw locals and tourists done on a yearly basis	Existing action/refine action
12	Very limited space Shoal Bay front of shops & waterfront. Pedestrians can at busy times hardly negotiate footpath	Existing action/refine action

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13	Traffic at peak times is limiting a strong economy	Existing action/refine action
14	Less vehicles along the foreshore. Footpaths near retail area are too small for outdoor dining.	Existing action/refine action
15	Traffic remodelling. Maybe one way along the waterfront?	Existing action/refine action

Q3 Comment tag summary

Tags

Existing action/refine ac...		93.33%	14
Unsupportive of action		6.67%	1
Untagged		0%	0

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Q4 How supportive are you of the Movement action items for the draft Shoal Bay Place Plan?

Answered 36; Skipped 4

	VERY SUPPORTIVE	SUPPORTIVE	NEUTRAL/UNSURE/NEED INFORMATION	OPPOSED	VERY OPPOSED	TOTAL	WEIGHTED AVERAGE
▼ Pedestrian Friendly Foreshore	55.56% 20	30.56% 11	8.33% 3	0.00% 0	5.56% 2	36	1.69
▼ Establish the "Port Walk"	61.11% 22	27.78% 10	8.33% 3	2.78% 1	0.00% 0	36	1.53
▼ Smart Parking infrastructure plan	41.67% 15	30.56% 11	13.89% 5	8.33% 3	5.56% 2	36	2.06
▼ Better access to Shoal Bay	66.67% 24	16.67% 6	8.33% 3	5.56% 2	2.78% 1	36	1.61
▼ Don't get lost!	33.33% 12	38.89% 14	22.22% 8	2.78% 1	2.78% 1	36	2.03
Comments (16)							

Key survey findings

Q4 Majority of responses were **supportive** of the draft Movement actions:

- Pedestrian Friendly Foreshore (86.1% supportive; 8.3% unsure; 5.6% opposed)
- Establish the "Port Walk" (88.9% supportive; 8.3% unsure; 2.8% opposed)
- Smart Parking infrastructure plan (72.2% supportive; 13.9% unsure; 13.9% opposed)
- Better access to Shoal Bay (83.3% supportive; 8.3% unsure; 8.3% opposed)
- Don't get lost! (72.2% supportive; 22.2% unsure; 5.6% opposed)

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Q4 Comments (16)

	Are there other actions you expected to see for improving movement around Shoal Bay?	Tags
1	Putting traffic through a retirement village....really! And please don't make Messines St open to all of the heavy traffic from the main street - buses, trucks and Harleys won't be a welcome addition to the people living in that area.	Unsupportive of action
2	Encouraging overcrowding by tourists is untenable, it is already a nightmare at peak tourist times - tourists should not be encouraged to arrive by car and drive through	Unsupportive of action
3	I reject your ideal of one-way traffic through the shopping area and one-way traffic on Messiness Street. Messiness Street is already heavily used for domestic traffic now providing access to a large number of homes in the area. A bad move.	Unsupportive of action
4	The Bay is already pedestrian friendly. If you have a problem with beach erosion, then don't put a coastal walk in to Little Beach.	Unsupportive of action
	Good luck with getting the residents behind you with the proposed new access road into Shoal Bay. Are you serious? It's only chaotic over the Christmas holidays.	
	If you insist on signage, then have them from the Worimi perspective.	
5	Is there still thought about a one-way system involving Shoal Bay Rd and Messines St? If this enabled 45 degree parking on Shoal Bay Rd this would increase the number of parking spaces. Can there also be parking on the "cricket pitch" area of Tomaree Lodge?	Supportive of action/refinement of action
6	The directional flow of traffic in Shoal Bay needs to be one way with angled carparking, which will improve effective carpark numbers and reduced congestion associated with parallel parks on both sides of SB Road. Kerb blisters will give the opportunity for larger shade tree planting that are needed to soften the facades of the SB building and streetscape but provide shaded habitat.	Supportive of action/refinement of action
7	We need mobility parking available on Shoal Bay road between Tomaree & Government Rd. We also need a second road from near the Tomaree Medical facility to Govern Road, in the holiday period moving between Nelson Bay & Shoal Bay is a nightmare.	Supportive of action/refinement of action
8	Fix The roads!!! Tomaree Road, Horace Street, Messines Street, Rigney Street. No gutters! No footpaths!	Operational matter
9	All of these actions are desirable but there is devil in the detail - do not take scores above as unqualified support - all have issues which need careful consideration	Supportive of action/refinement of action
10	A board walk along the missing section of pedestrian walk	Supportive of action/refinement of action
11	I am sure Harbourside Haven residents will love a major tourist road turning their residential area into a median strip!	Unsupportive of action
12	An alternate route into SB has been spoken of for far too long. Get it done	Supportive of action/refinement of action

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13	Shoal bay too small for smart parking It would definitely turn tourist away especially young families Small businesses in the area will be affected because visitors will only be able to come for a quick swim and move on No more lunches	Unsupportive of action
14	The ability to walk and ride with a family to Nelson bay should have been done long ago	Supportive of action/refinement of action
15	Boats/ferry for carrying people to be dropped off at jetty! The beautiful mature shade trees should stay in the informal carpark on the corner of Shoal Bay & Government Road. Carpark at entrance to Tomaree Lodge would be more appropriate! Honestly this is fabulous. The idea of an alternative road into Shoal Bay, I would think would be a major priority given the Coastal erosion that is taking place	Supportive of action/refinement of action

Q4 Comment tag summary (16)

Tags

Operational matter	6.25%	1
Supportive of action/refi...	56.25%	9
Unsupportive of action	37.5%	6
Untagged	0%	0

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Q5 How supportive are you of the Character action items for the draft Shoal Bay Place Plan?

Answered: 36; Skipped: 4

	VERY SUPPORTIVE	SUPPORTIVE	NEUTRAL/UNSURE/NEED INFORMATION	OPPOSED	VERY OPPOSED	TOTAL	WEIGHTED AVERAGE
▼ Defining the character of Shoal Bay	25.00% 9	41.67% 15	25.00% 9	2.78% 1	5.56% 2	36	2.22
▼ Facilitate appropriate infill development	19.44% 7	16.67% 6	41.67% 15	11.11% 4	11.11% 4	36	2.78
▼ Controls for the look and feel of Shoal Bay	33.33% 12	25.00% 9	30.56% 11	5.56% 2	5.56% 2	36	2.25
▼ Encouraging sustainable gardening	33.33% 12	38.89% 14	25.00% 9	0.00% 0	2.78% 1	36	2.00
▼ Creative solutions for placemaking	25.00% 9	30.56% 11	36.11% 13	2.78% 1	5.56% 2	36	2.33
▼ Harbourside Haven Village	25.00% 9	25.00% 9	27.78% 10	13.89% 5	8.33% 3	36	2.56
Comments (12)							

Key survey findings

Q5 Majority of responses were **supportive** of the draft actions with the exception of the draft action regarding infill development with majority of respondees selecting a 'neutral/unsure/need more information':

- Defining the character of Shoal Bay (**66.7% supportive**; 25.0% unsure; 8.3% opposed)
- Facilitate appropriate infill development (36.1% supportive; **41.7% unsure**; 22.2% opposed)
- Controls for the look and feel of Shoal Bay (**58.3% supportive**; 30.6% unsure; 11.1% opposed)
- Encouraging sustainable gardening (**72.2% supportive**; 25.0% unsure; 2.8% opposed)
- Creative solutions for placemaking (**55.6% supportive**; 36.1% unsure; 8.3% opposed)
- Harbourside Haven Village (**50.0% supportive**; 27.8% unsure; 22.2% opposed)

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Q5 Comments (12)

	Are there other actions you expected to see for shaping the character of Shoal Bay?	Tags
1	This is an opportunity to redevelop the Shoal Tourist Park on Shoal Bay Road. This is the perfect site for a 5 star resort development which will substantially enhance the local economy and local employment	New idea
2	Why are you allowing more development when you are doing nothing to help our already struggling medical facilities here in the Bay.	Unsupportive of draft actions
3	If you build higher, then you MUST insist the parking is within the construction and not relying on street parking. There is already hire businesses operating from the foreshore. If you encourage out of towners to have pop up shops it will look tacky and dirty. If you want to establish CDP to control the look and feel of Shoal Bay - my idea is to have the local rate payers have the final say. Not a paid consultant. Do not change the planning controls which will only benefit from the Property Developer. Once you have the correct infrastructure, such as drainage, then you can reconsider	Supportive of existing action/refine action
4	Council needs to lead the way with a comprehensive redeveloped roadway, parking and access plan. Until the directional roadways and better carpark is installed Shoal Bay will continue to be a disorganised mess. Real action needs to be taken to align Shoal Bay for the future. It is pretty stupid to consider intensifying the use of the area, and at the same time doing nothing about the traffic and parking problems that exist today. Growth in the use of the area will compound today's traffic issues in the future. Substantial changes need to be made, more words and surveys are not needed.	Supportive of existing action/refine action
5	8 story buildings should not be considered. Shoal Bay is mainly on the steep slope of Stephens Peak. Developments should be built lower on the lower slope and Higher on the upper slope. Thereby not blocking views. 8 or 4 storey buildings should NOT be built within the residential area. Current 9 metres is bad enough - already blocking views of properties higher on Stephens Peak. This is poor planning. There is no need for this to happen. Too many holiday let properties in Shoal Bay. Empty houses and no residents.	Unsupportive of draft actions
6	The local Landcare Group continues to enhance gardens along the Shoal Bay Foreshore - tree planting on residential footpaths needs to be improved	Supportive of existing action/refine action
7	Height and density need to be addressed	Supportive of existing action/refine action
8	Essential that any changes to the LEP and DCP in relation to density and height limits genuinely respect sentiment in the wider	Supportive of existing

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	Tomaree community (not just Shoal Bay) rather than facilitating an external agenda	action/refine action
9	When these planned limits are reached then new heights & density increased, so all plans are fluid & overcrowding will occur. Water run off to lower properties increase, solar panels overshadowed. Building designs of excellence what criteria? Are they really comfortable water & power saving designs?	Unsupportive of draft actions
10	Please remember that Tourists love Shoal Bay for what it is.	Supportive of existing action/refine action
11	A suitable tidal swimming pool like that built in the Tomaree Lodge but no longer exists would be a great asset.	New idea
12	It would be wonderful if some of our indigenous residents, could contribute artistically	New idea

Q5 Comment tag summary (12)

Tags

New idea	<div><div></div></div>	25%	3
Supportive of existing a...	<div><div></div></div>	50%	6
Unsupportive of draft ac...	<div><div></div></div>	25%	3
Untagged	<div><div></div></div>	0%	0

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Q6 How supportive are you of the Open Space action items for the draft Shoal Bay Place Plan?

Answered: 36; Skipped: 0

	VERY SUPPORTIVE	SUPPORTIVE	NEUTRAL/UNSURE/NEED INFORMATION	OPPOSED	VERY OPPOSED	TOTAL	WEIGHTED AVERAGE
Future of Pozieres Park	33.33% 12	19.44% 7	22.22% 8	16.67% 6	8.33% 3	36	2.47
Tomaree Lodge	58.33% 21	13.89% 5	19.44% 7	5.56% 2	2.78% 1	36	1.81
Activate your public space	41.67% 15	38.89% 14	11.11% 4	2.78% 1	5.56% 2	36	1.92
Picture Perfect Postcards	33.33% 12	30.56% 11	22.22% 8	5.56% 2	8.33% 3	36	2.25
Public art to showcase Shoal Bay	41.67% 15	27.78% 10	22.22% 8	5.56% 2	2.78% 1	36	2.00

[Comments \(11\)](#)

Key survey findings

Q6 Majority of the responses were **supportive** of the draft Open Space actions

- Future of Pozieres Park (52.8% supportive; 22.0% unsure; 25.0% opposed)
- Tomaree Lodge (72.2% supportive; 19.4% unsure; 8.3% opposed)
- Activate your public space (80.6% supportive; 11.1% unsure; 8.3% opposed)
- Picture Perfect Postcards (63.9% supportive; 22.2% unsure; 13.9% opposed)
- Public art to showcase Shoal Bay (69.5% supportive; 22.2% unsure; 8.3% opposed)

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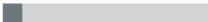



Q6 Comments (11)

	Are there other actions you expected to see for making open space in Shoal Bay great?	Tags
1	It is so important that the future of the Tomaree Lodge is considered in conjunction with the future of the Shoal Bay CBD. There is a very active organisation called Tomaree Headland Heritage Group which has been engaging with the community and the authorities about its future. Linkages to the Lodge site are so important having regard to the limited parking at the Headland and traffic management is also a key issue. Some sort of Train or shuttle bus from the Traffic lights at Shoal Bay [where potentially there will be a large carpark] could be introduced and this would also be a Visitor attraction and this would go through the Lodge site to the point - this would be so popular-. Also PSC should support the reintroduction of the jetty at the Tomaree lodge for public transport which would provide less reliance on vehicle transport. Also the current jetty in Shoal Bay CBD should be extended to allow cruise and ferry operators to access it. It has very limited purpose at present and has the potential to contribute to the reduction of vehicular traffic in Shoal Bay CBD. Also you should consider enhancing opportunities for outdoor dining in the CBD	Supportive of existing action/refinement, New ideas
2	To have the Coastal Walk, Tomaree Headland and Tomaree Lodge as multiple attractions will require solutions such as park and ride or Tomaree Lodge becoming a holiday place for disadvantaged children from throughout N.S.W.	New ideas
3	Leave Pozieres park alone! It's a great buffer against your predicted urban sprawl at Shoal Bay. And you might need to update your google photos of our tennis courts. They are incredibly well maintained by the members of the club - me being one of them. If there is anything unsightly about our reserve – it's the lack of council maintenance that is the problem.	Unsupportive of action
4	The infill plan for Pozieres Park is disgusting. This area is not unkempt as you say. The mowing is undertaken by Council on a regular basis. The local Community enjoy using the Shoal Bay Tennis Courts because it's a SOCIAL tennis clubs. All the other facilities in Port Stephens run competitive programs. Tomaree Lodge is historic and needs to be kept special reflecting its history. There are enough benches along the foreshore. How about planting more shade trees Outdoor exercising need your approval plus you charge annual fees for the right Two businesses in Shoal Bay already feature local artists. There's only been minimum interest in purchase of their work. Don't know how Council can remedy situation	New ideas, Unsupportive of action
5	Pozieres Park needs to be redeveloped and better utilised for carparking that is not on the premium beachfront. The beachfront is not a good use for carpark and people need to walk a little...or a lot! There needs to be a comprehensive roadway and redeveloped car parking plan for Shoal Bay to accommodate future growth and use that is sustainable.	Supportive of existing action/refinement

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6	Tomaree Lodge should be left as public space for families.	Supportive of existing action/refinement
7	Council needs to become Land Manager of Tomaree Lodge site with appropriate funding from State. A Plan of Management should be first priority funded by State Government.	Operational matter
8	Let's not overdo, nature is best at times left natural	Supportive of existing action/refinement
9	Just maintain paradise...no car parks	Unsupportive of action
10	Accessibility for all people irrespective of ability.	Supportive of existing action/refinement
11	Local indigenous artists to contribute?	New ideas

Q6 Comment tag summary (11)

New ideas		36.36%	4
Operational matter		9.09%	1
Supportive of existing a...		45.45%	5
Unsupportive of action		27.27%	3
Untagged		0%	0

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Q7 Overall do you feel that we've missed something that you were expecting to be included in the draft actions for the Shoal Bay Place Plan that you haven't already shared with us?

Answered: 22; Skipped 18

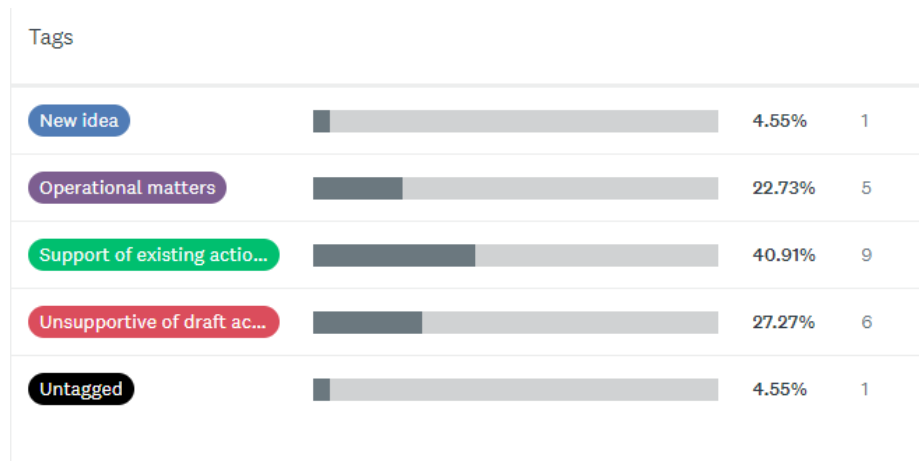
	Responses	Tags
1	Thank you for consulting with the community on this extremely important matter. It is important that you look at the long term which includes the future of the Tomaree Lodge site and the Tomaree Coastal Walk. Shoal Bay CBD will be significantly impacted by these developments and therefore planning is so important such as parking and traffic management as well as introduction of public transport such as a train or trolley bus connecting the CBD with the Headland which serves a dual purpose of being a visitor attraction and reducing the reliance on vehicle transport. Dealing with the future of the existing jetty in the CBD which is primarily a diving platform but has the potential to contribute to less reliance on vehicle traffic by extending it with a pontoon and also the reintroduction of the jetty with a pontoon at the Tomaree Lodge will enhance the appeal and traffic management in Shoal Bay. We must elevate our thinking on what can be achieved for Shoal Bay. An alternate entry and egress point to Shoal Bay is also so important for the long term	Support of existing action/refinement of action
2	Much more attention to a range of concepts than I imagined. Congratulations.	Support of existing action/refinement of action
3	Concerned about a council plan to create one-way traffic flow through the main Shoal Bay shopping area and Messines Street. Messiness Street is already a very busy road and any one-way traffic plan will make things far worse. Property values will also be impacted.	Unsupportive of draft actions
4	I think you are totally out of touch with what the residents who live at Shoal Bay want. There are just over 1800 of us so your plans are just overkill.	Unsupportive of draft actions
5	The negative impact of overcrowding by tourists in peak times - spoils the amenity for everyone	Unsupportive of draft actions
6	Not mentioned but the toilet block redeveloped at Nelson Bay is a huge disgusting building. Let's not make a huge statement again about a toilet block. Who got paid for that one? Same as Little Beach who paid to have a fence put up behind the WC block	Operational matters
7	One-way traffic issue is a MAJOR concern and was hidden away in action 17. I believe Council needs to make this as a key action item. Traffic flow on Messiness is already a problem.	Unsupportive of draft actions
8	Our roads and footpaths south of Messines Street are in very poor condition and are unsafe in peak periods. They should be given priority over walking paths for upgrades similar to the section of Tomaree road which was recently upgraded.	Operational matters
9	You just about missed everything the local rate payers expressed to you at the Public meetings.	Unsupportive of draft actions

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10	Great work!	Support of existing action/refinement of action
11	There is no mention of improvement to the roads. Messines St and Tomaree Rd would both have to be upgraded.	New idea
12	Yes, a comprehensive roadway directional plan and car parking plan to accommodate the future anticipated growth in use that will be created by making the place more attractive to visitors. This is fundamental to a long term strategy for the sustainable development of the area. Council needs to actually accept that Shoal Bay is actually full developed (not well developed), and that all these proposal do is increase the level of use without improving the infrastructure. Short sighted by design seems to be the mantra of PSC by largely ignoring future planning.	Unsupportive of draft actions
13	You've definitely had no consideration for residents. In Tomaree Road one side between Messines Street and Edward Street there's 13 homes, only one owner occupied house, One rental and the rest vacant, owners living elsewhere. Surely we need some owner occupied houses.	Operational matters
14	Limited building development. No new building to be higher than those already established	Support of existing action/refinement of action
15	The mess left after the country club closes needs to be addressed. I'm over the vomit, bottles and rubbish left by the patrons on the street, footpath and gardens. That would help keep the street clean and safe.	Operational matters
16	Will have more to add later. This online survey is problematic in presenting largely uncontroversial 'actions' with limited opportunity for nuanced responses - format also unfortunate in not allowing respondents to see the entirety of the survey before having to answer specific questions.	Operational matters
17	YEs a safe pathway connecting Nelson Bay to Shoal Bay along the foreshore	Support of existing action/refinement of action
18	The bottom section of Tomaree road cannot wait any longer to be surfaced	Support of existing action/refinement of action
19	Shoal bay is the north shore of Port Stephens Please keep it classy I wouldn't like to see murals or painted furniture around the area It would look tacky	Support of existing action/refinement of action
20	Lack of workable space in the Foreshore area complicates the desired outcomes!	Untagged
21	Would love to see outdoor exercise equipment at Shoal Bay	Support of existing action/refinement of action
22	Local indigenous art. As much as possible.	Support of existing action/refinement of action

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Q7 Comment tag summary (22)



Q8 As part of implementing the Shoal Bay Place Plan we would like to set up a Shoal Bay Town Team. A Town Team is a group of local change makers that find each other and connect, organise and act to regenerate their neighbourhoods and to create better places. You can find out more about Town Teams [here](#). If you're interested in being part of a Shoal Bay Town Team or are interested in knowing more, please provide your email address and we'll be in touch.

Answered: 18; Skipped 22

18 email addresses supplied (not included for privacy reasons)

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PORT STEPHENS
COUNCIL

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Shoal Bay Place Plan

Draft for public exhibition



November 2023 – This document is for public exhibition purposes and is expected to change with community feedback received.

Guudji Yiigu

(Goo-jee ik-koo)

We welcome you to
Port Stephens – part of
the Worimi Aboriginal
Nation who speak the
Gathang language.



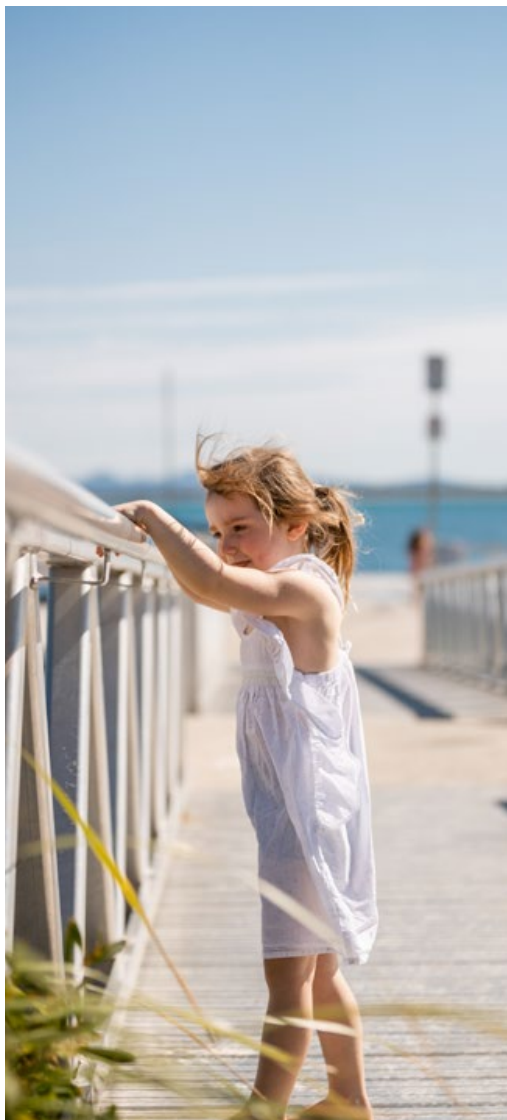
We acknowledge the Worimi as the
original Custodians and inhabitants
of Port Stephens.

May we walk the road to tomorrow
with mutual respect and admiration
as we care for the beautiful land and
waterways together.

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What is a Place Plan

Place plans are a way of planning for the growth of our unique towns and villages across Port Stephens. Place plans provide a local filter on the Port Stephens Community Strategic Plan and other important planning documents to create actions which improve the liveability and wellbeing of our communities into the future.

Actions

The actions in our local place plans create alignment in the way we plan for future land use, finance infrastructure, attract investment and bring life to our streets. Place plans recognise the importance of our public spaces in creating great places to live, work and play.

Community

Most importantly, the development of place plans starts with talking to our community. They respond to the community's aspirations, values and priorities; they enable collaborative partnerships between residents, business and Council to deliver great place outcomes.

Our place planning approach



Local values

Through the Port Stephens Liveability Index, we know the values and priorities of our individual communities. This information provides the foundations of our place plans and helps guide planning and decision making across our community.



Start with yes

A culture that supports innovation and ideas is critical to the success of our place plans. By starting with yes, we can encourage new thinking, new ideas and attract more people to share in creating great places.



Test and trial

Great places don't appear by accident – they take time, effort and a shared understanding that not every project will work every time. By testing and trialling low cost, short term ideas, we learn by doing and create the stepping stones to bigger and better things.



Civic pride

The Port Stephens community is abundant with energy and expertise and people who want to be involved in planning and creating for their place. Place plans provide opportunities for collaboration, foster pride and create meaningful community connection.



Measure and benchmark

When we trial a new idea, launch a new program or invest in our public spaces, we need to understand what works and what doesn't. Measuring the success of our projects and comparing them to the best possible examples we can find will help build amazing places where people will want to live, work and play.



About Shoal Bay

Exciting things are happening in Shoal Bay!

Shoal Bay is a beautiful coastal town, steeped in Worimi traditions and has come a long way from its sleepy fishing village beginnings.

With its crystal clear waters and pristine beaches, Shoal Bay is paradise and only a 2.5 hour drive from Sydney and minutes from Nelson Bay, making it easily accessible for visitors.

The natural beauty of the area is unparalleled, with a coastal inlet that is larger than Sydney Harbour and is a popular location for fishing and recreational boating.

Shoal Bay has a rich history dating back thousands of years and has been home to the Worimi Aboriginal people for generations. The spirit of their traditions and history can be felt when exploring this breathtaking area.

In 1934, a local fishing venture decided to build a clubhouse in Shoal Bay, and the area has been developing ever since. During World War II, a garrison was established on Tomaree Headland to defend the entrance to the port and provide amphibious training for U.S. and Australian soldiers.

Today, Shoal Bay and Tomaree Headland are popular destinations, attracting thousands of visitors with their natural beauty and unique history.

The Tomaree Headland Walk, one of the most popular attractions in Port Stephens, offers panoramic views of the coastline. The new Tomaree Coastal Walk is expected to boost the local economy by attracting year round visitation and creating new business opportunities.

Shoal Bay hosts a number of restaurants, cafes and bars which all contribute to the evening economy – this is particularly evident during the summer months but remains a challenge outside of peak season.

At the heart of Shoal Bay is the close-knit community who values its natural assets and local character. The village feel is maintained by its appealing grassed esplanade and beach-facing shopfronts and restaurants that line Shoal Bay Road.

The open space provides a magnificent view of the beach and Tomaree Headland. The overall character of Shoal Bay is highly valued by residents and visitors. This character is

directly connected to the natural environment and the built form of the town centre creating a laid back, coastal feel.

The population of Shoal Bay increases dramatically during peak holiday periods. To cater for continued growth and the development into the future, our focus is on enhancing the natural assets, improving pedestrian access, traffic circulation, and accommodating appropriate residential infill development.

This place plan contains actions to help manage the negative impacts of development pressure and major State Government initiatives. It also focuses on actions to preserve the natural beauty of the area, while enhancing the quality of life for all residents.

The Transformational Projects map (on page 14) showcases exciting and innovative major projects that are set to take place in the community over the next few years.

As Shoal Bay continues to grow and evolve, so to will the needs and expectations of the community. This Place Plan provides the framework for Council, the community and business to work together to ensure that this growth is managed in a way that benefits all.

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Character principles



Shoal Bay has the right mix of transport infrastructure in the right locations to enable a range of options for people to access and move around Shoal Bay.



New development respects the coastal character and village feel that is valued by the community. Building design that contributes to an interesting streetscape and provides visual variety.



The highly valued natural environment in Shoal Bay is protected and enhanced.



Local business is supported, and new commercial activity is encouraged to service the local community and tourism.



The foreshore is the centre of activity and a welcoming and vibrant space for locals and visitors.



View corridors are part of what makes Shoal Bay unique; water and hill views will be celebrated.



Safe and accessible pathways create a network for pedestrians and bike riders to key shopping, recreational and beach areas.



Development aims to achieve a neutral or beneficial effect on water quality and no increase in flooding impacts.



Targeted landscaping with species suitable for a coastal environment is used to soften the built environment, create habitat, and reduce urban heat effect.



The topography informs drainage and development opportunities, including maximum building height.

The residents of Shoal Bay are unique. Knowing who they are helps us understand their values and priorities.



Population
1,815



457
Families

126

Active businesses trading
in Shoal Bay*



59
Median age

24%

of workers in tourism,
accommodation and food services*



ABS 2021 Census data; *Remplan data 2021

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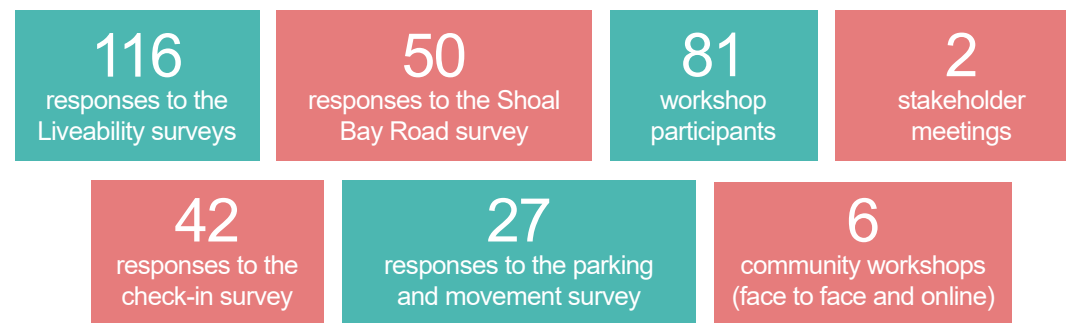
“

Liveability is simply what a place is like to live in – creating liveable places improves the wellbeing of our communities.



We've been listening

The community explored the future of Shoal Bay through an extensive community engagement process. Here's a snapshot of the **Shoal Bay Place Plan Engagement Report**.



What makes Shoal Bay a great place to live?

In September 2020, 116 people from Shoal Bay completed the Liveability survey, telling us what they value about their community and their priorities for their place. We used this data to shape the Shoal Bay Place Plan – to set the vision, and define the actions that deliver the best outcomes for the Shoal Bay community. Read more at pscouncil.info/shoal-bay-place-plan

Key themes

The Liveability survey results indicate that the 6 most important themes of liveability for the people of Shoal Bay are:

- Environmental sustainability
- Management and safety
- Economy
- Movement and Place
- Character
- Public Open Space

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Most valued

These are the things that are most important to you in your ideal neighbourhood.



Elements of natural environment (natural features, views, vegetation, topography, water, wildlife)



General condition of public open space (street trees, footpaths, parks)



Walking/jogging/bike paths that connect housing to communal amenity



Protection of the natural environment



Sense of neighbourhood safety (from crime, traffic, pollution)

Top strengths

These are the things you care about most and you believe are performing well. We'll continue to celebrate and protect these.



Locally owned and operated businesses



Elements of natural environment (natural features, views, vegetation, topography, water, wildlife)



Local businesses that provide for daily needs (grocery stores, pharmacy, banks)



Access to neighbourhood amenities (cafes, shops, health and wellness services).



Landscaping and natural elements (street trees, planting, water features)

Top priorities

These are the things most important to you, but you believe they're under performing. We'll work together to improve these.



General condition of public open space (street trees, footpaths, parks)



Access and safety of walking, cycling and/or public transport (signage, paths, lighting)



Walking/jogging/bike paths that connect housing to communal amenity



Protection of the natural environment



Sense of neighbourhood safety (from crime, traffic, pollution)

Liveability Index – how does Shoal Bay compare?

Shoal Bay

73
/100

Port Stephens

66
/100

National Average

67
/100

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Community engagement

Phase 1: Liveability survey and Town Centre survey

Phase 2: Series of workshops with community and businesses and meetings with key stakeholders.

Phase 3: Workshops and survey with community and businesses about Land Use and Character, and Parking and Movement.

Phase 4: Draft actions and map tested via survey with workshop participants and key stakeholders.

Phase 5: Public Exhibition of the draft Shoal Bay Place Plan.

How you value your town centre

A Town Centre survey for Shoal Bay Road between Government and Tomaree Roads provided place-specific insights into how the community rates the strengths and weaknesses of this area.

After Council invested \$800,000 in foreshore improvements, including state-of-the-art toilets, stunning landscaping, and new street furniture, the results were astounding. A follow-up survey revealed that the community rating skyrocketed from 71 out of 100 to a 82 out of 100!

Strengths



Amenities and facilities (toilets, bubblers, parents rooms)



Welcoming to all people



Sense of safety (for all ages, genders, day/night, etc.)



Overall look and visual character of the area

Improvement priorities



Public art, community art, water or light features.



Unusual or unique businesses/shops



Unusual or unique buildings or public space design



Evidence of community activity (community gardening, art, fundraising)



Service businesses (post offices, libraries, banks)



Emerging themes for Shoal Bay

Environmental Sustainability: maintaining the balance

Shoal Bay is surrounded by an abundance of natural beauty and this spectacular environment is highly valued by the community. Not surprisingly, residents rate environmental sustainability as the highest overall priority for their place.

The natural environment is not only an important community asset, but also a driver for the visitor economy, attracting thousands of people a year. Finding the right balance between development and protection of the natural environment is crucial, and includes challenges like dune and beach erosion along the Shoal Bay foreshore. The community has identified opportunities to get involved in ensuring the long term protection of their environment, through education campaigns, citizen science, interpretive signage, trails, and environmental programs.

Management and Safety: safe and comfortable places

When we visit a place we like to feel comfortable, safe and welcome. Creating a sense of security is a shared responsibility. It needs ownership from the community, businesses and Council to create attractive places where people want to spend time and do business.

We've seen lots of community collaboration in Shoal Bay, with a number of community groups working diligently to improve their place. Business and residents can collaborate to improve comfort and safety through improving shopfronts, keeping areas clean, installing additional lighting, holding events and undertake place activation. Council contributes by providing controls for good urban design and maintenance of public spaces and through support for community events.

Economy: creating a vibrant community

Shoal Bay offers a variety of boutique retail shops, bars, restaurants and cafés, as well as medical providers that service the local community and visitors. These small businesses are the lifeblood of the town and are highly valued by the community.

Tourism is important for Shoal Bay. Visitors increase vibrancy and strengthen the local economy. Visitation also creates opportunity for business which may not otherwise be viable for a small community. Tourism in Shoal Bay thrives especially in the warmer months, however business will benefit from a reduced reliance on the seasonality of the tourism market.

The new Tomaree Coastal Walk caters for a range of year round visitor experiences and offers new opportunities for local business. Careful management is needed to ensure that impacts from increased visitation, such as traffic congestion, do not reduce liveability for Shoal Bay residents.

Movement and Place: making it easier to get around

Every person in our community should be able to move around their neighbourhood and town centre with ease, whether they are walking, bike riding, or driving. This becomes possible when we drive at safer speeds, ensure the connectivity of a shared pathway network, and improve parking and traffic flow through the Smart Parking program.

Shoal Bay is accessed by only one road, which becomes very congested during busy holiday periods. This, combined with ongoing coastal erosion leaves limited space for new and improved pathways. It also creates issues for emergency management and accessibility. Alternative solutions need to be investigated including alternate access roads.

Public Open Space: create quality open spaces

Shoal Bay is spoilt for choice when it comes to open space, with beaches and National Parks that are supported by formal open spaces like parks and playgrounds. Shoal Bay's open spaces are natural, green and clean.

Open spaces are important for community wellbeing; they provide places to exercise, relax, play, socialise, and connect with nature. Walkable, accessible, well-designed open space is key to a town's character and promotes healthier lifestyles, supports diversity and improves wellbeing.

Improvements to open space do not need to be large scale interventions by Council, nor do they need to be expensive. Place making and activation projects like the introduction of public art, seating, events, or improved landscaping can also improve open space and are often community led.

Character: enhance the look and feel of Shoal Bay

Shoal Bay's character is defined by its coastal setting, laid back holiday feel, and magnificent views of the blue water bay and headlands.

Its unique identity is shaped by a combination of the land, people, built environment, history, culture, and tradition, including Aboriginal and non-Aboriginal elements.

The community values Shoal Bay's natural elements, outdoor living, light-colored buildings, and nostalgic holiday quality.

Existing and new development can impact the character of a place through bulk and scale, look and feel, context and height. Planning controls should be established to protect and enhance Shoal Bay's character while facilitating growth for new housing.

A town's character is also created by fostering opportunities for socialising and creating lively streets with attractive shopping and dining areas that give people a reason to visit.

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Transformational Projects

Shoal Bay projects

The Transformational Projects Map (page 14) identifies key projects that will take place in Shoal Bay over the next few years. The following information provides an overview of these projects which will be finalised in partnership with the community.

Facilitate appropriate infill housing

Shoal Bay is surrounded by National Park and there is limited opportunity to provide new housing outside of the current developed area. Yet Shoal Bay continues to attract strong development interest, particularly for multi-dwelling housing and residential flat buildings.

The recently adopted Hunter Regional Plan 2041 sets the State Government's planning direction and seeks to ensure that there is a sufficient supply of diverse housing in the future. This plan applies to the Greater Newcastle Area, which includes Shoal Bay, and requires approximately 80% of new housing development to be located within the existing urban area. This is known as infill development.

Infill housing is the redevelopment of existing urban areas for additional housing and can include apartment buildings, duplexes, terraces, townhouses or granny flats. Infill housing increases density and creates compact neighbourhoods and a more efficient use of existing infrastructure such as pathways, roads and parks. By increasing density, we can also support a greater investment in social infrastructure and community facilities. Some types of infill housing can also deliver more affordable first home options for young families, or provide older people with opportunities to age in place, close to shops, support services, friends and family.

The existing E1 Local Centre and the R3 Medium Density Residential zones already permit medium density developments.

This zoning can also facilitate more diverse housing, allowing for residential flat buildings, serviced apartments and hotels. However, without the right planning tools in place, development pressure can result in poor planning outcomes that do not achieve the desired character of Shoal Bay, or don't make the most efficient use of the available space.



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**Did you know?**

Changing the height of buildings in Port Stephens requires an amendment to the Port Stephens Local Environmental Plan, 2013.

This starts with a planning proposal that outlines the reasons and benefits behind the change. The legislation in place ensures that everyone is consulted, and all impacts are considered before any decisions are made.

The current planning guidelines limit the maximum height of buildings within the E1 and R3 zones (maximum heights are 15 and 9 meters respectively).

The right planning controls need to ensure that new development contributes to creating a vibrant and active town centre, that uses space efficiently, and facilitates greater density closer to services, shops, public space and public transport”

While we still need to have some more detailed discussions with the community to set the vision for future housing growth in Shoal Bay through the review of the Port Stephens Housing Strategy, our initial analysis suggests that there is opportunity to increase building heights in a way that mitigates the visual impact.

Currently, the Breakwater Tower is the highest building in Shoal Bay and we understand that it may seem out of place compared to the rest of the area. That’s why we want to use it as a reference point for the maximum building height, which is about 8 storeys, and gradually taper building heights down to the existing 2 – 3 storey height limit (refer to map on page 14).

By tapering the heights, we can balance the need for additional housing with the desire to limit the visual impact of new buildings, particularly as experienced at the street level.

These tapered buildings will appear less imposing, improve design outcomes and continue to respect the character of Shoal Bay. They will also mean that the Breakwater Tower won’t stand out as much.

Robust engagement with the community will be undertaken before we make any changes to building heights in Shoal Bay.

Before we increase density however, the right infrastructure needs to be in place. Insufficient drainage infrastructure in Shoal Bay has meant that during periods of heavy rain residents in Shoal Bay experience issues related to storm water management and nuisance flooding. Along with affecting existing residents and property, this also affects the potential to build new housing. Without finding solutions for these issues, further development will only exacerbate the impacts of these problems.

Council has commissioned a Shoal Bay Drainage Study to inform investigations into higher density development opportunities. Outcomes from this study may include using existing Council land to support improvements in drainage management. If suitable drainage solutions cannot be identified, infill development may not be feasible.

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Harbourside Haven Village

Harbourside Haven Village provides residential aged care options for seniors in our community. The long-term continuity of this service is important, particularly as our population continues to age.

There may be opportunity to redevelop this site to achieve higher densities, which will enable additional dwellings and a greater variety of housing choice, enabling people to age in place. It is envisaged that building heights will be greater at the rear of the site, and taper down towards the front. Planning controls will also be investigated to ensure that any proposed redevelopment makes a positive statement at this prominent gateway location.

The community will be consulted on any proposed changes through the planning proposal process.



Better access to Shoal Bay

We all know how congested the road into Shoal Bay can become during peak tourist season. Solutions are being explored to improve the situation, like considering the creation of an alternative road into Shoal Bay. This will alleviate traffic issues, but also improve emergency access, provide more space for bike and footpaths along the foreshore, and address concerns related to coastal erosion and access to the holiday park.

Council will undertake a study to determine the feasibility of this road, and work closely with Transport for NSW, National Parks & Wildlife Service and adjacent landholders to progress planning for this road.

While this isn't proposed as an alternative to the Fingal Bay bypass project, it's still an important consideration for the community.



The Tomaree Coastal Walk

The new Tomaree Coastal Walk project promotes a 27 kilometre coastal walk from Tomaree Head to Birubi Point. The project caters for a range of visitor experiences from short walks to half or multi-day options.

Tomaree Headland is one of the most significant features of the walk and is the official starting point. Part of the Worimi Aboriginal cultural landscape, the area is steeped in history as it also displays the rich WWII heritage of Tomaree Head. Visitors can experience whales, wildflowers and abundant wildlife that attract thousands of visitors each year.

This new nature based experience is expected to drive increased visitation during low and shoulder peak periods, offering great opportunity for new and existing business.

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Creation of memorable walking trails

Shoal Bay is a hotspot for visitors and locals of all ages, who can be found walking, running, cycling and exploring this beautiful natural playground at all times of the year.

While there are some missing links, Shoal Bay is generally well connected by shared pathways from both Nelson Bay and Fingal Bay.

There may be options for a continuous waterfront pathway from Shoal Bay through to Nelson Bay, creating a meandering trail along the coast. Extending the Coastal Walk with a shared path network from Shoal Bay to Nelson Bay, via Little Beach, is the first stage. The design work has commenced to fill in the missing pathway links and has been funded by an Active Transport Grant.



Smart Parking infrastructure

We know that finding a car park in Shoal Bay during peak times can be difficult. To address this, Smart Parking is being rolled out throughout the town centre. This will not only improve parking in the area by supporting the turnover of parking spaces, but it will generate revenue that will be reinvested in Shoal Bay. An example is the car park upgrades on the corner of Shoal Bay Road and Government Road. Refer to page 25 for more information about the program and potential future infrastructure projects.



Prioritising pedestrian movement

Pedestrian friendly spaces are walkable, accessible and vibrant. Pedestrians need to be able to safely move at their own pace with an opportunity to stop and spend time enjoying their surrounds.

The mix of accommodation and the appeal of the beach, shops and restaurants make the footpath along Shoal Bay Road a particularly busy and sometimes congested space. While various means of transport need to coexist, in areas like these pedestrians should have a clear priority over cars.

We will investigate and trial ways to reduce the dominance of cars in this area and make it more pleasant for pedestrians.

This could be achieved by reducing speed, implementing shared zones, or by introducing a one way option in the Shoal Bay town centre. Improvements in traffic flow, additional car parking and providing more space for bikes and pedestrians will require longer term planning.



Navigating the boat ramp

Due to its proximity to Tomaree and Yacaaba Heads, the Shoal Bay boat ramp is a very popular launching location for those wishing to boat, fish, paddle, jet ski or canoe. The boat ramp can become very congested during peak holiday periods and cars illegally park in areas located for trailer parking.

Smart Parking in this area will support the turnover of parking spaces and reduce the incorrect use of parking bays. Revenue generated from parking will be invested into the redesign of the carpark, the formalisation of parking spaces and an upgrade to the existing amenities.

ITEM 5 - ATTACHMENT 2 DRAFT SHOAL BAY PLACE PLAN.



A new future for Tomaree Lodge

The Tomaree Lodge site was, until recently, a residential centre for people with disability. The site and surrounding areas are highly valued by the community. It has both Aboriginal and non-Aboriginal heritage value, high ecological value and forms part of the Shoal Bay open space network. It is also a stunningly beautiful location at the base of Tomaree Mountain, with views inward toward Nelson Bay, across to Tea Gardens and out towards Broughton Island.

The NSW Government has committed to retaining the Tomaree Lodge site in public hands for future community and recreational use only. Council continues to advocate that these uses need to be respectful of the historical and environmental importance of the site, accessible to the entire community, and safe in design. A sustainable operating model needs to ensure a high quality community and visitor experience.

Council has advocated for the NSW Government to provide details on the potential use of the site to understand the site's constraints and opportunities. Council will continue to engage with the Government on the future of this important site.

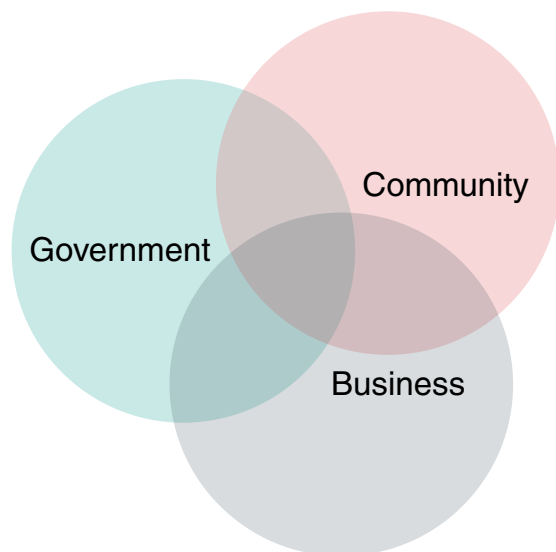
Community input into options for the site was provided during the engagement for this Place Plan. This information will be included as discussions with State Government progress.

ANZAC Park

It's was great to hear the community speak up about the improvements they'd like to see in Anzac Park. Although it's not identified on the project map or in the actions, we're working in the background to determine the best way forward.



A shared responsibility for our place



Individual responsibilities with opportunities for partnerships



Residents

Residents make an important contribution to their place through individual or collective efforts. The impact on the look and feel of a place is through the diversity of people; their rich heritage, lived experience and their sense of ownership of public and private space. Place making activities are developed in partnership with the residents and consider the cultural values with the Traditional Owners of the Land, the Worimi people.



Local workers

Local workers contribute to a place in many ways, and have a connection to a place even if they don't live there. Their presence activates a place and makes it vibrant and they support local business. Some workers even volunteer their time to activities that improve the place.



Visitors

Visitors and tourists, including day trippers, overnight visitors, or those just passing through, play an important role in a place. They provide a customer base that may result in new local business like cafés and restaurants, or key attractions that also benefit residents by offering a larger variety of things to see and do.



Business

Businesses have many opportunities to contribute to placemaking. These could include funding and supporting community projects, collaborating with other businesses, sharing resources or training local workers. Businesses make a vital contribution to the character of the place. Maintaining an attractive shopfront that presents positively to the streetscape contributes to an appealing and welcoming town centre.

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**Port Stephens Council**

Council has 4 different roles in implementing place plans – as a coordinator by providing guidance and assistance for a project; as a supporter by providing permission, inspiration or project funding; as a partner that works with community groups and business to undertake projects; or as the primary organisation that funds and delivers the project.

**Investors and developers**

A town or city needs people and organisations that believe in its potential, and who are able to invest in its future. Investors, including families, businesses, and developers play an active role in ensuring that development aligns with the strategic direction of a place. They're in a position to deliver and maintain housing, infrastructure, and business opportunities that improve and grow places.

**Community groups and volunteers**

Community groups and volunteers with a can-do and proactive attitude are vital for placemaking projects. They include sporting clubs, schools, charities, churches, clubs, social groups and environmental custodians. Community groups and volunteers contribute significantly to their community.

**State Government**

State Government has 3 roles in placemaking – as an authority, a strategic visionary and a funding body. Importantly, they have a significant role in the management of roads and other infrastructure, parks and heritage, which are all essential contributors to the identity of a place.

Working together

Creating great places requires a collaborative approach and ownership from all those that live, work and play in the place. By working together we can harness people-power to achieve more, and best of all, create lasting connections that improve liveability and increase the wellbeing of the Shoal Bay community.

Town Teams

Town Teams are a group of positive and proactive people that work collaboratively to improve a place or area. The Town Team model is inclusive and open to everyone – businesses, residents, community groups and anyone keen to have a go.

Talk to Council about how you can join Shoal Bay's Town Team and connect with other ambitious community members to start delivering outcomes for Shoal Bay.



Creating better places and spaces in Shoal Bay

What projects are in the pipeline for Shoal Bay?

In the next 5 years, Council expects a range of projects, as shown on the map, to commence. These projects will improve liveability in Shoal Bay and include improvements or replacement of existing roads, additional pedestrian and cycle infrastructure, gutters, drainage improvements and recreational facilities.

Council has already started to budget for these projects and you can find more detail in our Resourcing Strategy, Local Infrastructure Contributions Plan and Projects and Works page on Council's website, portstephens.nsw.gov.au

Smart Parking infrastructure

The ease of parking has been an ongoing priority for residents and visitors to Shoal Bay, particularly during the busy school holiday periods. Council is implementing a Smart Parking program to reduce congestion, increase parking turnover, and gain revenue to reinvest back into priority projects for Shoal Bay.

The program is supported by an Infrastructure Plan which was prepared in consultation with the community. It details how money generated through Smart Parking will be spent on infrastructure projects in Shoal Bay as shown on the Creating better places and spaces map. Revenue also supports place activation programs, like events. More information about the Smart Parking program for Shoal Bay is available on Council's website, pscouncil.info/smart-parking-shoal-bay

Other potential future projects

Potential future projects shown on the map represent opportunities to deliver desired outcomes for Shoal Bay, but these projects are not yet funded in Council's work program.


There's many other ways to deliver these outcomes – such as through grant funding secured by either Council or community groups, fundraising by individuals or charity groups, donations or sponsorship by businesses, or through voluntary planning agreements with developers.

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ITEM 5 - ATTACHMENT 2 DRAFT SHOAL BAY PLACE PLAN.

Creating better places and spaces map

 Location to be confirmed

Smart Parking Infrastructure Projects

- | | | |
|--|---|------|
| 1 | Corner Shoal Bay Road and Government Road. Car park upgrades, surface and line markings. | 2024 |
| 1 | Corner Shoal Bay Road and Government Road. Smart lights, below ground conduits for future electric vehicle charging and CCTV. | 2024 |
| 2 | Mt. Tomaree Base Carpark - carpark extension with turning circle and footpath realignment. | 2026 |
| 3 | Messines Street. Kerb and gutter south side from Government Road to Rigney Street. | 2028 |
| 4 | Shoal Bay Road (east of town centre near boat ramp). Carpark redesign and formalisation. | 2028 |
| 5 | Bernie Thompson Park at Government Road. Carpark formalisation (access realignment and associated works). | 2028 |
| 6 | Town Centre. Create pedestrian friendly space, including traffic circulation implementation. | 2030 |
|  | Various Locations. Traffic and parking upgrades, installation of wayfinding signage and controls. | 2032 |
| 7 | Shoal Bay to Harwood Avenue (Nelson Bay). Missing link pathway/shared pathway. | 2034 |
| 8 | Coastal areas. Viewing platforms (2x). | 2034 |
|  | Location unknown - Park & Ride Facilities. | 2034 |
| 9 | Government Road. Shared path from Messines Street to Peterie Street. | 2035 |
| 10 | Government Road. Shared path from Peterie Street to Sylvia Street. | 2035 |
| 11 | Sylvia Street. Shared path from Government Road to Horace Street. | 2035 |
| 12 | Messines Street. Undergrounding of power lines. | 2035 |





Civil Projects

- | | | |
|---|---|------|
| 1 | Rigney Street. Pavement reconstruction, kerb & gutter and, if possible, a footpath from Fingal Street to Messines Street. | 2027 |
| 2 | Tomaree Road. Pavement rehabilitation, kerb & gutter and footpath construction from Verona Road to Messines Street. | 2026 |
| 3 | Tomaree Road. Pavement reconstruction, kerb & gutter and footpath construction from Rigney Street to Marine Drive. | 2029 |
| 4 | Beach Road. Shared path from Harwood Avenue to Shoal Bay Road. | 2029 |
| 5 | Shoal Bay Road. Shared path from Beach Road to end of existing path. | 2029 |
| 6 | Rigney Street. New drainage system and kerb and guttering in front of 55 Rigney Street to Fingal Street. | 2027 |

Community Projects

- | | | |
|---|--|------|
| 1 | Shoal Bay Road, eastern end. Upgrade multiple beach access points (path to beach). | 2023 |
| 2 | Shoal Bay Road. Replacement of public amenities near the boat ramp. | 2024 |

Projects for investigation

-  Foreshore area. Implementation of projects of the foreshore masterplan being drafted.
-  Exercise Gym/Equipment.
-  Improvements to the street drainage system with kerb and guttering.
-  Major augmentation of trunk drainage system to the Shoal Bay Beach outlet and improvement to existing drainage system.

Please note: Timing, funding or locations may be subject to change.

Look and feel for Shoal Bay

Creating an attractive streetscape brings people into town and compels people to stay and linger. The use of a consistent colour palette and materials can help to create a beautiful town with its own, unique 'look and feel'.

Small projects such as shop front renovations, fence replacements and street furniture may all present opportunities to create a more cohesive town centre and a sense of belonging to the community.

The colour palette represents the many attributes of Shoal Bay and celebrates the outstanding natural beauty of the broader Port Stephens East Ward region.



Blue for the dazzling clear skies that reach from the horizon up over the bay.

C: 44% **M:** 0% **Y:** 10% **K:** 0%
R: 91 **G:** 208 **B:** 230
Hex: 5BD0E6



Turquoise for the pristine waters of the bay and lapping waves along the shoreline.

C: 66% **M:** 5% **Y:** 35% **K:** 0%
R: 76 **G:** 183 **B:** 177
Hex: 4CB7B1



Deep green for the native bushland around the bay and reaching up Tomaree Head.

C: 91% **M:** 44% **Y:** 66% **K:** 35%
R: 0 **G:** 86 **B:** 78
Hex: 00554D



Sandstone for the sandy shores of the East Ward and coastal parts of Port Stephens.



Grey for the resident dolphins and the pods of migrating whales.

C: 78% **M:** 59% **Y:** 48% **K:** 29%
R: 67 **G:** 81 **B:** 92
Hex: 43515C



Coral pink for the incredible marine creatures and the vibrant GyMEA Lilies.

C: 6% **M:** 63% **Y:** 42% **K:** 0%
R: 229 **G:** 125 **B:** 124
Hex: E57D7C



Sandy white for the glittering sand, white boats and business frontages of the friendly Shoal Bay village.

C: 3% **M:** 4% **Y:** 9% **K:** 0%
R: 244 **G:** 240 **B:** 228
Hex: F4F0E4





A vibrant Shoal Bay

Test and Trial

Taking on the 'lighter, quicker, cheaper approach' is a great way to tackle really complex problems in a place. It allows testing before spending big budgets on projects and allows Council and the community to understand what works and what does not work. This approach can also help with the temporary and seasonal use of sites that may underutilised. These projects are easy to remove, low-budget and engaging, think – temporary infrastructure (seats, planting), planting, temporary parks, pop up shops and play spaces.

Our incredible Place

Open spaces can be transformed by events – attracting visitors, creating community connections and supporting local business during low and shoulder seasons. Events can range from artisan markets to sporting events, environmental activities or music – in Shoal Bay the stunning water and natural landscape naturally attract water based events. There is opportunity across the foreshore and open spaces to expand the current event program by supporting new events that celebrate the unique cultural and environmental elements of Shoal Bay.

Active day and night!

Shoal Bay's mix of restaurants, bars and cafes creates opportunities for a vibrant night life! To increase the value of the night time economy, we need to find solutions for improved lighting, access and safety. We need to encourage people to come out for an evening, find ways to encourage them to stay, and create spaces that are safe and accessible for all.

This may include street entertainment and music, evening events, street theatre, new lighting installations, safe zones or even incentives for business looking to expand their opening hours into the evening.

Activating our streetscape!

Shopfronts and the space in front of our local businesses are an important element of the Shoal Bay streetscape. An integrated and attractive streetscape is achieved when business work together with community and Council to create spaces that attract people and encourage them to linger longer. Activities could include planting and greening projects, seating, artwork, performance, shop displays, façade upgrades and even interesting signage.

Paint me a Picture

Art is an excellent way to both brighten a place but also celebrate the important stories of that place. The unique stories of Shoal Bay include those from our first people – the Worimi, the stunning natural environment, the wartime history of Tomaree headland and the fishing industries that grew from this unique landscape. Art in Shoal Bay can be expressed in endless ways – murals, asphalt art, sculpture, lighting installations and trails, for example.

What can we do?

Creating vibrancy in our town centres and public spaces requires a collaborative approach. It needs shared ownership and action from business, the community and Council to create places that are resilient, welcoming and inclusive. Place activation is not about big budgets and big infrastructure, it's about creating unique and innovative experiences and testing new ideas. This approach connects local identity both through the built form of the place and the programming of the space.

**Did you know?**

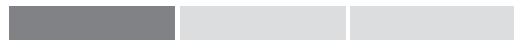
Did you know that Council offers a range of funding streams for our community to create vibrant places and improve the liveability of their town? Visit our website to find out more portstephens.nsw.gov.au

Actions

Timeframe

This Place Plan has a planning horizon of 5 years. Timeframes denote when delivery of an action is expected to start.

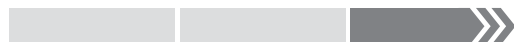
Short term – 0 to 2 years



Medium term – 2 to 4 years



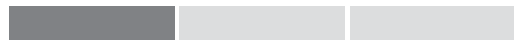
Long term – 4 to 5+ years



Cost

Cost indicates whether an action is a relatively cheap or a costly undertaking.

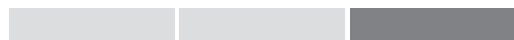
Low



Medium



High



Lead

Each action will be lead by Council or a specific group associated with the action.

Council role

Shoal Bay's Liveability Index results have inspired a series of action items. Port Stephens Council has 4 possible roles in delivering these actions:

- **Coordinate** – As a coordinator, we'll provide guidance on how to start your project, help by identifying approvals required, advise you about funding opportunities, get you in touch with other organisations, or advocate for your project.
- **Support** – As a supporter, we may provide support, permission, inspiration or funding.
- **Deliver** – In delivering, we'll fund and deliver the project.
- **Partner** – As a partner, we'll work with the community, business, developers, and state agencies to undertake projects or programs.

Emerging themes

The Liveability survey results indicate that the 6 most important themes of liveability for the people of Shoal Bay are:

- **Environmental sustainability**
- **Management and safety**
- **Economy**
- **Movement and Place**
- **Character**
- **Public Open Space**

Please note: Cost estimates and delivery timeframes are indicative only and subject to further investigation.

The order for commencement of actions is flexible and will be based on timing and availability of funding and resources, and community initiative.

ITEM 5 - ATTACHMENT 2 DRAFT SHOAL BAY PLACE PLAN.

1. Caring for the local environment

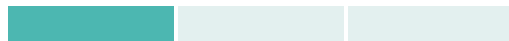
We know that residents in Shoal Bay want to see more native gardens between the boat ramp and Tomaree Lodge. We also know that there is a strong interest from residents in understanding the type of plants they can use in their own backyards to help the local environment.

Environmental volunteering is a great way to enjoy the outdoors, to create new connections and to contribute to your local community. Residents and business are encouraged to think outside the box and work with Council to understand the possibilities. Ideas could include maintaining native vegetation in reserves and along the foreshore, undertaking weed control, creating native gardens along pathways, planting street trees, establishing garden beds or starting a pot plant collection in public spaces like the village square or in front of businesses.

Timeframe



Cost



Lead: Community **Council role:** Support

The Shoal Bay Beach Preservation Committee encourages volunteers to assist with monthly working bees on the dunes and parkland adjacent to Shoal Bay Beach. Council also provides grants to community groups and business to implement projects to support the local environment.

Residents can also enhance the vibrancy of Shoal Bay through improving vegetation at their own properties or by planting in the verge in front of their properties with native, edible or rain gardens.

Council will develop resources to outline how you can improve your verge, the type of plants you can use and any approvals that may be required.



ITEM 5 - ATTACHMENT 2 DRAFT SHOAL BAY PLACE PLAN.



2. Protecting our precious coastline

Beachfront stabilisation is required to prevent dune and beach erosion along the Shoal Bay foreshore. The right stabilisation will ensure ongoing and safe access to the beach and public spaces and the protection of public infrastructure like roads, paths, steps, boat launch facilities and seating.

Across NSW, all coastal Councils are required to develop a Coastal Management Program (CMP). This document sets the long-term strategy for managing our coast. It identifies risks to the coastline and sets out actions to manage and mitigate these risks now and into the future.

The Port Stephens CMP will be critically important to the protection of the Shoal Bay foreshore and dune system. In partnership with the community, Council will prioritise actions to protect Shoal Bay's coastline,

beaches and infrastructure. Actions to be investigated include rehabilitation of native vegetation, sand back passing (where we recycle sand that has moved), and dune stabilisation methods.

Degraded areas could be revegetated with plants and trees while existing vegetation could be better protected by the use of appropriate barriers that encourage pedestrians to use designated pathways.

For Council to access funding to support all these actions, they must be included in the CMP. If you care about the coastline, you can find out more on Councils website pscouncil.info/cmp

Timeframe



Cost



Lead: Council **Council role:** Deliver / Coordinate

ITEM 5 - ATTACHMENT 2 DRAFT SHOAL BAY PLACE PLAN.

3. Maintaining the balance

One of the most effective ways to protect the natural environment is through education. By building an understanding of why Shoal Bay is so unique and how we can all work together to protect the local environment, there will be a greater chance of ensuring long-term sustainability.

Education programs might include interpretative signage along the foreshore highlighting simple ways to protect our waterways, reduce our impact on coastal vegetation or minimise waste. Information could be provided on the Port Stephens - Great Lakes Marine Park, the Tomaree National Park and how our everyday behaviour can affect these important assets.

Events can also be a very effective education tool – building on existing events like World Environment Day or World Oceans Day or creating new events like beach clean-up days,

creating fun and engaging way to educate people of all ages on how they can protect this precious place.

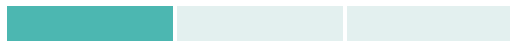
Community Groups are encouraged to contact Council about the Port Stephens Environmental Projects grant. This fund is designed to support initiatives that improve biodiversity and sustainability, protect local ecosystems, encourage student participation and educate our community. Council can also provide advice on accessing sponsorship through local business to support your initiative.

Council will also work closely with National Parks, the Port Stephens – Great Lakes Marine Park, residents and business to develop interpretative signage in locations with high visitation.

Timeframe



Cost



Lead: Community **Council role:** Support



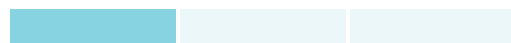
ITEM 5 - ATTACHMENT 2 DRAFT SHOAL BAY PLACE PLAN.

4. Establish a Town Team

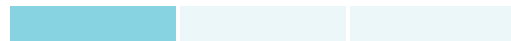
Town Teams are positive and proactive “doers” who work collaboratively with Council to improve a place. Town Teams are inclusive – they include residents, businesses, existing community groups or anyone interested in improving their place. The Town Team model also provides support to existing community groups who align with the Town Team Charter through provision of resources, education and funding support.

Shoal Bay already has a strong group of volunteers committed to improving their place – Town Teams won’t replace these important community groups but provide additional support and more opportunities to work collaboratively on placemaking projects.

Timeframe



Cost



Lead: Community **Council role:** Coordinate

5. Spotlight on Shoal Bay

The creative use of lighting is an effective way to encourage people to visit a place during the evening. Good lighting improves safety and visibility and makes people of all ages feel more comfortable about going out at night.

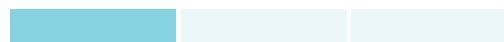
Shoal Bay has an opportunity to create a place that attracts people to its cafés, restaurants and foreshore year round. Creative projects like adding festoon lighting in public spaces, installing temporary lighting installations on footpaths and buildings, and showcasing events which feature lighting, can support the evening economy by increasing the ambience of a place and extending dining and trading hours.

Improving lighting within pedestrian corridors is also important. Good lighting from parking areas to the commercial centre and foreshore improves safety and accessibility.

There is also opportunity to highlight important architectural features and landmarks such as the Shoal Bay Jetty, trees on the foreshore or in the village square.

All lighting needs to consider the impact on residents, business and the natural environment. The use of sustainable options like solar should also be investigated.

Timeframe



Cost



Lead: Community and Business

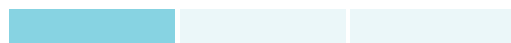
Council role: Partnership

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6. Navigating the boat ramp

Smart Parking will support the turnover of parking and reduce the incorrect use of parking bays around the boat ramp. Revenue generated from Smart Parking will be re-invested into the redesign of the boat ramp carpark, which will include the formalisation of parking spaces and an upgrade to the existing amenities.

Timeframe



Cost



Lead: Council **Council role:** Deliver

7. Help keep it clean and tidy

Shoal Bay residents place high value on the visual appeal of their place. Maintaining a clean and tidy town that can be enjoyed by residents and visitors is everyone's responsibility.

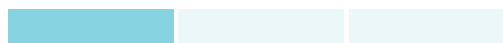
The community and businesses could come together by joining the annual Clean up Australia Day event. You could also connect to other organisations like Good for the Hood and Take 3 for the Sea to implement programs that reduce the impact of rubbish in Shoal Bay.

Another simple way to keep the place clean is to report what you see. Council's Report and Request service allows you to submit an

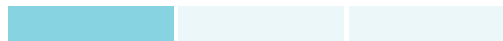
issue anywhere, anytime at pscouncil.info/ReportAndRequest. By using this tool, it will generate a detailed report directly into our system and allow us to manage the issue more efficiently and effectively.

If you'd like to find out more about clean up days or connecting with organisations to support this, Council can get you started or put you in touch with other like-minded people. Council's Waste Team also provide a number of educational programs and resources that may also help you start your next beautification project.

Timeframe



Cost



Lead: Community **Council role:** Support

ITEM 5 - ATTACHMENT 2 DRAFT SHOAL BAY PLACE PLAN.



8. Village noticeboard

A community noticeboard provides a way for the community to know what is going on in their place. We heard that at times, the Shoal Bay community find it hard to access information and feel that they miss out on opportunities to participate and contribute.

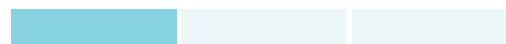
There are many ways to create a community noticeboard – it could be a digital noticeboard hosted via social media or a physical noticeboard on the wall in the village square . This could be developed and managed through a local community group or business.

Council also provides information on events, projects and engagement opportunities through social media, digital newsletter, website and

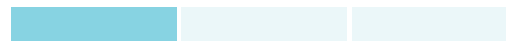
printed newsletters. Council will work on ways to increase the distribution of the Your Port newsletter and other information to ensure it reaches as many in Shoal Bay as possible.

Destination Port Stephens provides regular updates via their newsletters and social media channels to entice and communicate with visitors, providing information on what's on, access to visitor services, as well encouraging visitors to help look after our special places when they visit.

Timeframe



Cost



Lead: Community and Council

Council role: Coordinator

ITEM 5 - ATTACHMENT 2 DRAFT SHOAL BAY PLACE PLAN.

9. The Tomaree Coastal Walk

The new Tomaree Coastal Walk caters for a range of visitor experiences from short walks to half or multi-day options.

The new walk will help support a year round visitor economy, increase jobs and reduce the impacts of seasonal fluctuations. Council will promote the wide range of resources created by National Parks and Wildlife Service (NPWS), while also communicating new opportunities that emerge for local business. We'll also monitor additional visitation to ensure appropriate management of any negative impacts such as rubbish, waste, graffiti and overcrowding.

Opportunities for transport links from accommodation providers will reduce parking demands. The impact on public amenities and other facilities will also be reviewed on a regular basis. We'll seek feedback from local residents on their experience with the new walk to support these reviews.

Timeframe**Cost**

Lead: National Parks and Wildlife Service

Council role: Partner

10. It's On – events and activation

Events are an important element of vibrant communities – they can bring a community to life, create social connections and support business growth. You'll find inspiring examples on page 28 of this place plan.

Council is focused on finding the balance – attracting events that recognise the character of the place, bring business during times of low visitation and those that respect our precious environment are key.

Supporting community events is also a focus of Council. Through revenue generated from Smart Parking, Council will also ensure that Shoal Bay is part of the 'It's On!' scheduled

program of activation, which celebrates and promotes music, art, food, nature, health, and other community friendly activities.

If you have ideas for what types of activities you'd like to see or if you would like to run an event yourself, contact Council's Vibrant Places team. We have a range of event resources and we can talk about permits or funding options through the Community Grants program.

Timeframe**Cost**

Lead: Council **Council role:** Deliver

ITEM 5 - ATTACHMENT 2 DRAFT SHOAL BAY PLACE PLAN.

11. Prioritising pedestrian movement

Over the next few years, revenue generated from Smart Parking in Shoal Bay will be reinvested into the local community to make further improvements. These funds may be used for upgrades to car parks and local roads and projects that improve pedestrian movement. We will be trialling and testing a range of measures that could improve both traffic flow and prioritise pedestrians in some areas.

Prior to these works commencing, Council will engage with the community to gain their feedback on any changes. For more information on these projects and for your chance to get involved, we encourage people to visit council's website pscouncil.info/smart-parking-shoal-bay

Timeframe**Cost**

Lead: Council **Council role:** Deliver

12. Promoting walkability and connection

Shoal Bay can leverage off the opportunities created by the Tomaree Coastal Walk by creating unique waterfront walk that goes from Shoal Bay to Nelson Bay.

Extending the Coastal Walk with a shared path network from Shoal Bay to Nelson Bay, via Little Beach, is the first stage. Funding from the Active Transport Grant scheme supports the design work, which commenced to fill in the missing pathway links.

Mid-point and end of trip facilities such as bike parking areas, seating, viewing platforms and water bottle filling stations should also be included. Signage will encourage hikers to continue their Coastal Walk experience throughout Port Stephens and there is

opportunity to create interesting wayfinding signage to encourage users to stop along the track and learn something new about the area.

A hop on/off bus service could get people from Shoal Bay town centre to key points along the walk and other town centres. Community groups, clubs or tourism businesses can consider the feasibility of providing such a service.

Timeframe**Cost**

Lead: Council **Council role:** Deliver

13. Better access to Shoal Bay

Shoal Bay Road is the only way to access Shoal Bay and can be very busy and congested during peak holiday periods. The road has a section under threat from coastal erosion and there is limited space for construction of pathways and road improvements that will remedy this issue.

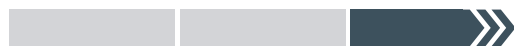
A future study will investigate the feasibility of an alternative access road into Shoal Bay from Harwood Road, along the rear of Harbourside Village and Shoal Bay Holiday Park, and linking with Government Road.

This study will identify if this potential access road can improve traffic flow to and from Shoal Bay, create better access for emergency response vehicles and provide

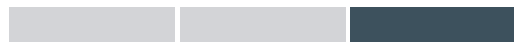
more space for pathways along the foreshore. This is a long-term project and Council will work closely with Transport for NSW, National Parks & Wildlife Service and adjacent landholders to progress planning for this road.

Community members and businesses can get behind this project by advocating to State and Local representatives, which may help Council gain high-level support for the project, enabling it to progress to more detailed planning.

Timeframe



Cost



Lead: Council, National Parks and Wildlife Service, Transport for NSW

Council role: Partner





14. Facilitate infill housing

Future infill housing may be one of the transformational projects for Shoal Bay as explained on page 15.

To increase housing supply and diversity in Shoal Bay, we need to find opportunities on existing developed land to increase housing density.

The Shoal Bay Drainage Study will help us understand the capacity of Shoal Bay to cater for additional infill development, and will inform investment decisions for drainage infrastructure. If the Study determines that infill development is feasible, we will commence discussions with the community through the review of the Port Stephens Housing Strategy and development of the Port Stephens Housing Supply Plan, where we will set the vision for future housing growth in Shoal Bay.

Timeframe

Drainage Strategy		
Housing Study		

Cost

--	--	--

Lead: Council **Council role:** Deliver

ITEM 5 - ATTACHMENT 2 DRAFT SHOAL BAY PLACE PLAN.

15. Defining Shoal Bay's character

The community highly values the existing character of Shoal Bay. To retain this character, the right planning controls need to be in place to ensure that any new development contributes to, and strengthens the character of Shoal Bay. After we have set the vision for future housing in Shoal Bay through the review of the Local Housing Strategy, a Shoal Bay Specific Development Control Plan (DCP) chapter will be prepared.

This new DCP is to guide the design of new developments through a wide range of provisions for landscaping, design and articulation, car parking, storm water and drainage infrastructure and floor space ratios.

In partnership with the community, we will also investigate if this DCP can include provisions for undergrounding of power lines, improving pathways or providing public access to key locations like the foreshore.

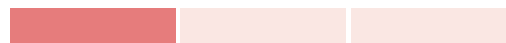
Timeframe**Cost**

Lead: Council **Council role:** Deliver

16. Increased capacity for Harbourside Haven Village

In order to enable additional dwellings and housing choice for all stages of life, there may be opportunity for Harbourside Haven Village to increase their capacity by enabling the site to achieve higher densities.

Council will work with the landholder to investigate options of increasing building heights and to create planning controls that ensure the potential redevelopment makes a positive statement at this prominent gateway location. Council will continue to liaise with the landholder on this matter.

Timeframe**Cost**

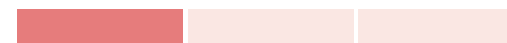
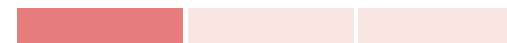
Lead: Business **Council role:** Coordinate

17. Building better business

Facilitating better business stimulates the economy and provides additional value for residents and visitors alike. Pop up shops and temporary business provide an opportunity for new ideas to be tested and trialled – they can quickly fill empty retail spaces, with the agreement of the property owner, and increase vibrancy of a retail centre.

Council's commercial operators policy provides an opportunity to set up temporary or pop up style trial businesses. These could support nature based pursuits, be it food or activity focussed pursuits.

Ideas could include renting bushwalking and beach equipment, providing maps as well as selling food, drink and souvenirs, all of which contributes to the village look and feel of this coastal place.

Timeframe**Cost**

Lead: Community **Council role:** Coordinate

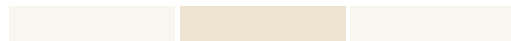
ITEM 5 - ATTACHMENT 2 DRAFT SHOAL BAY PLACE PLAN.

18. A new future for Tomaree Lodge

The State Government is looking into the potential of the Tomaree Lodge site for future community and recreational uses. Port Stephens Council and local community groups are ready to collaborate with the Government to achieve the best community outcomes.

Council will continue to advocate that the future uses of the site be respectful of the historical and environmental importance of the site, accessible to the entire community, and safe in design. A sustainable operating model needs to ensure a high quality community and visitor experience.

Council will continue to engage with the Government for an outcome that will retain public access, and acceptable levels of infrastructure.

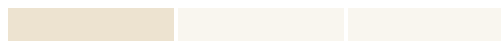
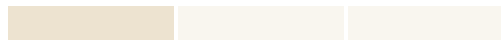
Timeframe**Cost**

Lead: Council **Council role:** Partner

19. Activating your public space

Activating public space creates opportunities for connection, beautification and builds community pride. Murals, sculptures, landscaping and installations create a sense of place and can help reinforce the character of Shoal Bay. Public art helps to create a more attractive environment for visitors – it can reflect cultural experience and solidify local identity.

Business and community can be involved in the creation of temporary exhibitions or host art classes in public spaces. You do not have to be an expert to promote, facilitate, or host public art or events. Community groups or your local Town Team could also run an art competition, sponsor or facilitate activities or even hold a specific arts event or festival.

Timeframe**Cost**

Lead: Community and Business

Council role: Support

Business and property owners in Shoal Bay have a unique ability to effect the look and feel of the Shoal Bay village. By improving shopfronts, adding some seating and plants to the front of businesses, we can improve the sense of place and create a more vibrant place for locals and visitors to connect, shop and be entertained.

In the right place, we can also enhance the shopping and dining experience through small-scale projects, which could include creative street furniture or mini market days.

Council provides a number of grant programs to support activations, events and business improvement. Talk to our Vibrant Places Team for more information.



ITEM 5 - ATTACHMENT 2 DRAFT SHOAL BAY PLACE PLAN.



Port Stephens Community Wellbeing Strategy

2023 to 2028



We are committed to disability inclusion and to building a community where everyone is able to easily access opportunities and fully participate in their community.



PORT STEPHENS
COUNCIL

GUUDJI YIIGU

(GOO-JEE IK-KOO)

We welcome you to Port Stephens – part of the Worimi Aboriginal Nation. Port Stephens Council acknowledges the Worimi people as traditional owners and custodians of the lands and waterways on which we all live, learn, work and play.

We value and respect the Worimi people and the legacy 60,000 years of Aboriginal Nation traditions and culture brings with it. As part of Council's culture of acceptance, diversification and harmony we walk alongside the Worimi people on a journey of listening and learning.

Together we will strive to make this a better place for all peoples. As guardians of these lands, we ask that you tread lightly to help preserve the biodiversity and respect those who came before as well as those who will follow.

Artwork by Regan Lilley.



A message from the Mayor

I am excited to present the Port Stephens Council Community Wellbeing Strategy. Our wellbeing is vital to our health and happiness. The wellbeing of individuals and communities is shaped by where and how we grow, live, work, play and age. In Port Stephens we are surrounded by a natural environment that encourages us to enjoy time outdoors, is in proximity to jobs and opportunities and have services and facilities we need to thrive.

For wellbeing to grow, it's critical that all people in our community, especially our most vulnerable, have the same access and opportunity to participate in all the things that make Port Stephens an incredible place.

Our Wellbeing Strategy represents our commitment to making Port Stephens a place where wellbeing is prioritised and people can lead happy, healthy and connected lives no matter their age, background or ability.

Thanks to everyone who contributed their time, ideas and opinions during the development of this Strategy. Through our conversations, we've learnt that wellbeing means different things to different people and ranges from fundamental basic needs such as access to food, water and shelter through to accessibility, time with family and friends and access to facilities.

Included in this strategy is our Disability Inclusion Action Plan. We're committed to disability inclusion and building a community where everyone can easily access opportunities and fully participate in their community.

We know we play a significant role in community wellbeing and recognise that collaboration and partnerships with our communities and other stakeholders are critical to our success.

We look forward to strengthening our partnerships to achieve real positive change to wellbeing across our place.



Ryan Palmer
Mayor of Port Stephens



Introduction

The Port Stephens Community Wellbeing Strategy has been designed to align the goals of social planning with the principles of liveability. The Strategy provides a roadmap for implementing measures that will improve the overall wellbeing of the community.

By bringing together directions from a number of existing strategies and policies, the Port Stephens Community Wellbeing Strategy recognise the complexity and interconnectedness of elements that collectively contribute to the wellbeing of the community. It draws on actions from the Ageing Strategy, Crime Prevention Plan, Disability Inclusion Access Plan and, Multicultural Policy to deliver an integrated approach to wellbeing.

The strategy establishes the principles and the framework for Council and the community to work in partnership to create a place where individuals, regardless of their age, background or ability can lead healthy, happy and connected lives.

What is wellbeing?

"Wellbeing is a positive state experienced by individuals and societies. Similar to health, it's a resource for daily life and is determined by social, economic and environmental conditions. Wellbeing encompasses quality of life and the ability of people and societies to contribute to the world with a sense of meaning and purpose. A society's wellbeing can be determined by the extent to which it is resilient, builds capacity for action, and is prepared to transcend challenges". – World Health Organisation



Strategic context

We all want to live in a place that gives us the chance for the best quality of life.

While Port Stephens is incredible, our resilience has been tested locally and globally with disasters, the COVID 19 pandemic and cost of living pressures. This has demonstrated the importance of our wellbeing individually and as a community.

All levels of government have priorities and play a role in community wellbeing. The Port Stephens Wellbeing Strategy has been developed in alignment with both the national and state context in mind, aligning with the direction of other levels government but with a local lens.



Inclusion, fairness and equity

National context

The Australian Government's Measuring What Matters Framework (July 2023) is Australia's First Wellbeing Framework. It helps us to better understand what matters most to Australians.

This Framework focuses on five wellbeing themes – healthy, secure, sustainable, cohesive and prosperous. Inclusion equity and fairness underpin each theme and are relevant to all. We need to pursue good outcomes in all of these themes if we're to succeed in creating a society in which all Australians can thrive.

Healthy

A society in which people feel well and are in good physical and mental health, can access services when they need, and have the information they require to take action to improve their health.

Secure

A society where people live peacefully, feel safe, have financial security and access to housing.

Sustainable

A society that sustainably uses natural and financial resources, protects and repairs the environment and builds resilience to combat challenges.

Cohesive

A society that supports connections with family, friends and the community, values diversity, promotes belonging and culture.

Prosperous

A society that has a dynamic, strong economy, invests in people's skills and education, and provides broad opportunities for employment and well-paid, secure jobs.



NSW context

The Disability Inclusion Act 2014 commits the NSW Government to creating a more inclusive community in which mainstream services and community facilities are accessible to people with a disability to help them achieve their full potential.

The Act requires the NSW Government to develop a Disability Inclusion Plan (NSW DIP) and for all public agencies in NSW to create and implement disability inclusion action plans (DIAPs). The NSW DIP established the four focus areas that are also used in DIAPs.



Positive community attitudes
and behaviours



Creating livable
communities



Supporting access to
meaningful employment

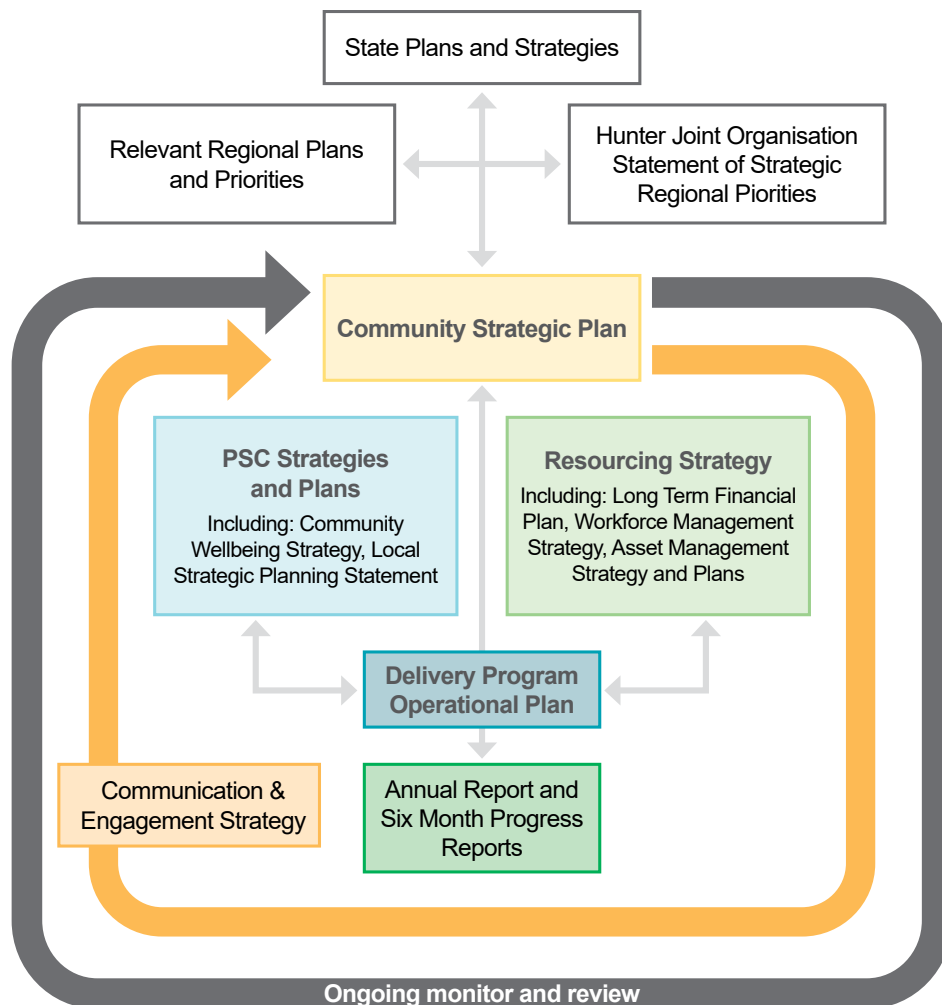


Improving access to
mainstream services through
systems and processes

Attached to this Strategy is our Disability Inclusion Action Plan which is a roadmap to building a community where everyone is able to easily access opportunities and fully participate in the community.

Local context

The Community Wellbeing Strategy is key part of Council's Strategic Planning Framework. It will help Council plan and direct resources in relation to health and wellbeing outcomes. The Strategy is informed by the community vision to have "a great lifestyle in a treasured environment" and aligns strongly with the Port Stephens Council Delivery Program and Operational Plan.



Who
we are

“

Every aspect of your life influences
your state of wellbeing.



Our community

More than 75,500 people call Port Stephens home and this is expected to grow to over 87,933 by 2040.



75,276

people

Medium age is 47 years NSW
medium age is 36 years



6.5%



of our population

Aboriginal & Torres Strait Islander



72%

of low income households
are in rental stress



82.4%

born in Australia

Compared to 65.5% in NSW



40.1%

finished year 12

33.1%

finished year 10 or above



48.2%

Couples without
children



60 to 69

Most common age group



7.3%

of people have a
severe disability

That requires assistance
with core activities



\$1,338

medium weekly
household income

Significantly less than
NSW (\$1,829)



Higher

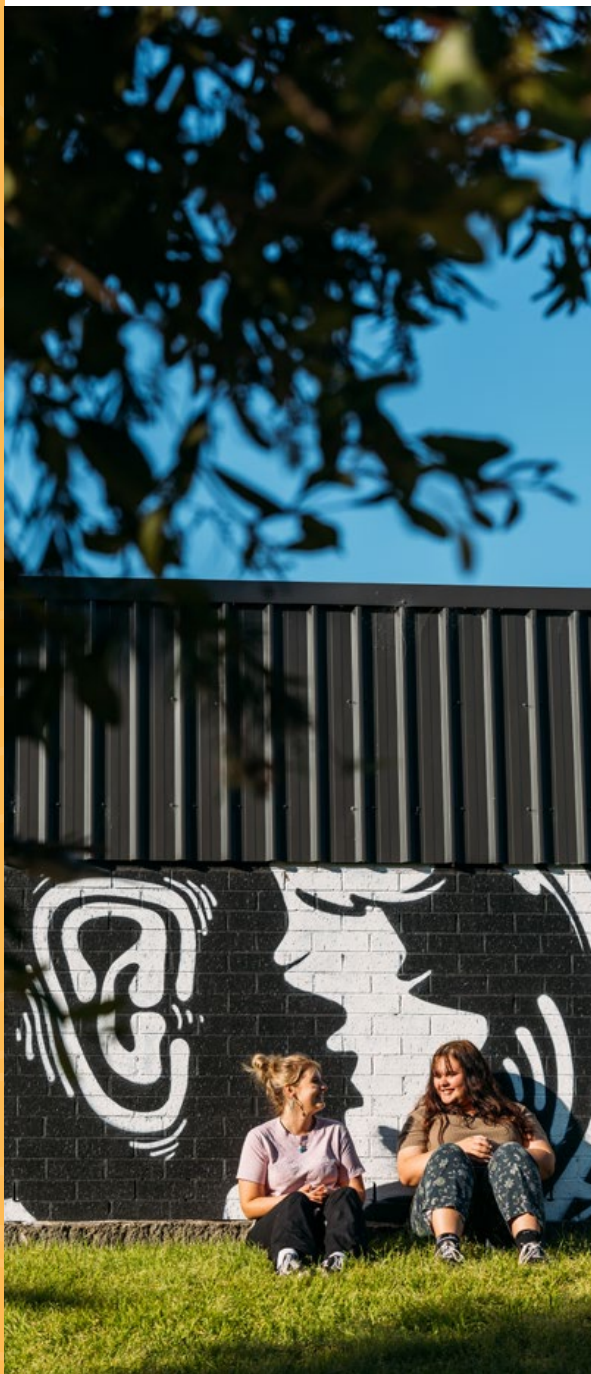
rates of long term
health conditions

across all categories

What
we've
heard

“

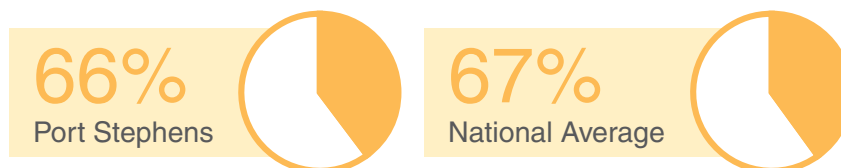
Liveability is what a place is like
to live in – a liveable place is a
healthy place.



Our engagement

In 2020 we completed our first place census called the Liveability Index. During the census over 3,700 people told us what they value and how they rate their neighbourhood. The results have allowed us to understand the things most valuable to our community and what things have the biggest impact on our community's wellbeing.

In September 2020, Port Stephens scored a PX score of 66 – that's just below the national average of 67.



We found that in Port Stephens, our ideal neighbourhood has:

- Locally owned and operated businesses that provide the community with their daily needs
- A well maintained and managed public domain, like footpaths, parks, roads and other public assets
- Easy to access shared community amenities, like the local shops, on foot or bike.



To build our understanding of the Liveability index data, we've been talking and listening with our community, staff, government agencies and service providers between 2021 and 2023 to find out wellbeing priorities, develop themes and test these themes to inform our Strategy.





Our strategy



The more we care for the happiness
of others, the greater is our own
sense of wellbeing.

Dalai Lama



As the closest level of government to our community, we play a key role in planning, advocating, partnering and delivering projects and services that have a lasting impact on the wellbeing of our community.

The Community Wellbeing Strategy represents our commitment to making Port Stephens a place where wellbeing is prioritised and people can lead happy, healthy and connected lives - it will help to shape the community we want to live in and guide how we can work together to improve wellbeing..

Our purpose and vision



Our purpose

To provide a framework that outlines our approach and priorities to enhance and support community wellbeing in our place.



Our vision

A vibrant and liveable place where our residents lead happy, healthy and connected lives.

Our principles

1

We will ensure **local issues are addressed with local approaches**

2

We focus on an **inclusive approach**

3

We **work together** for a collective success

4

We make decisions based on **fact and evidence**

Council's role in wellbeing

Supporting the wellbeing of our community is a responsibility of everyone, whether that's government, not-for-profit organisations, residents and business.

As a Council, we're well placed to understand our local issues and to coordinate or facilitate targeted local responses.

Council has three key roles in achieving community wellbeing priorities.



Advocacy

We work with our community to understand their wellbeing priorities then provide a strong voice on their behalf to those who can make a difference.



Partnerships

We collaborate with different levels of government, industry and community partners to ensure wellbeing outcomes are incorporated into our future planning and service delivery.



Delivery

We use our resources to deliver infrastructure, facilities, programs and services that will have a positive impact on our community's wellbeing.



Strategic priority 1

Access and inclusion

“

I need to know I can get from A to B
safely with improved pathways.

Participant feedback



We will create inclusive and welcoming places which encourage participation in community life.

Key objectives	Principles			
	Local approaches	Inclusive	Working together	Evidence based
Develop and improve positive attitudes of the wider community towards people with a disability.	✓	✓	✓	✓
Provide accessible and inclusive infrastructure and services that enable people to fully participate in community life.	✓	✓	✓	✓
Reduce barriers to employment and volunteer opportunities for people with a disability at Port Stephens Council.	✓	✓		
Improve access to Council services through better systems and processes.		✓		✓
Deliver communications which are accessible and inclusive*.		✓		✓
Advocate for transport options that improve access and connectivity.	✓	✓	✓	✓
Deliver programs which encourage respect of our communities cultural backgrounds and traditions.		✓	✓	

Strategic priority 2

Safe and secure



We need to ensure adequate
services and funding are available to
support our security and safety.

Participant feedback



We will ensure our community feel safe in our public spaces.

Key objectives	Principles			
	Local approaches	Inclusive	Working together	Evidence based
Conduct a needs assessment to understand the safety concerns and priorities of our community.				
Implement the Local Housing Strategy to improve housing supply, diversity and affordability.				
Partner with emergency response agencies, local communities, businesses and residents in high risk areas to develop emergency plans.				
Support community-led programs and services to improve access to safe, healthy and affordable food and housing.				
Work with relevant stakeholders and community groups to reduce the incidence of homelessness.				
Support relevant agencies to educate and provide resources reducing domestic violence and sexual assault, alcohol and drug use				
Collaborate with relevant agencies to identify crime hot spots and deliver programs and education aimed at reducing crime.				
Foster crime prevention through continued use of Crime Prevention Through Environmental Design (CPTED) principles				
Seek funding support to deliver programs that improve safety.				
Work in partnership with agencies to provide short term, low cost housing solutions for those in need.				
Develop and implement communication and education programs to raise awareness of homelessness issues across Port Stephens.				
Support the delivery of the Port Stephens Community Connect Day.				
Coordinate the Port Stephens Homelessness Stakeholder Advisory Group.				

Strategic priority 3

Connect and contribute

“

We need to create a sense of
community (like the good old days)
where people cared for one another.

Participant feedback



We will build resilience, capacity and skills to ensure our community can adapt and thrive in times of change.

Key objectives	Principles			
	Local approaches	Inclusive	Working together	Evidence based
Strengthen the ability of communities to find and access the public information they need to connect with services and participate in community activities.		✓	✓	
Coordinate the Port Stephens Community Interagency Network.		✓	✓	
In partnership with community service providers, identify gaps in service provision and develop actions to reduce the gaps.		✓	✓	✓
Co-design innovative programs and initiatives that support inclusion, community pride and a sense of place.	✓	✓	✓	
Deliver a range of inclusive celebrations and events that showcase the diversity in our community.	✓	✓	✓	
Increase awareness and encourage participation in healthy lifestyle services and facilities.	✓	✓		✓
Provide funding and support for community-led initiatives that connect people with each other.	✓		✓	

Measures of success

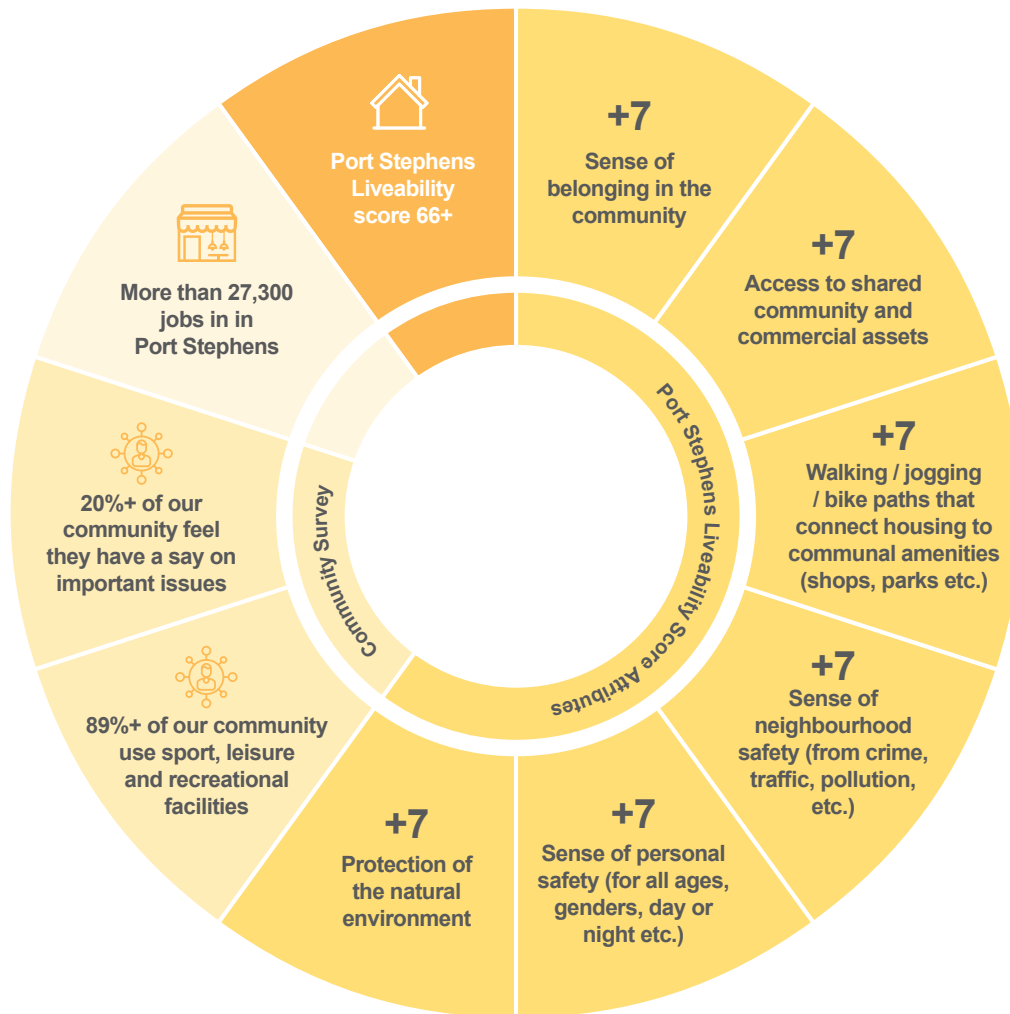
In order to understand how we are meeting our community's needs we must have measures in place to track the effectiveness of the principles and key objectives of this strategy.

Our targets

Supporting the wellbeing of our community is a responsibility of everyone, whether that's government, not-for-profit organisations, residents and business.





As a Council, we're well placed to understand our local issues and to coordinate or facilitate targeted local responses.

Council has three key roles in achieving community wellbeing priorities.





PORT STEPHENS
COUNCIL

council@portstephens.nsw.gov.au | 02 4988 0255 | portstephens.nsw.gov.au    

Disability Inclusion Action Plan (DIAP)

2024 to 2028



We are committed to disability inclusion and to building a community where everyone is able to easily access opportunities and fully participate in their community.

GUUDJI YIIGU

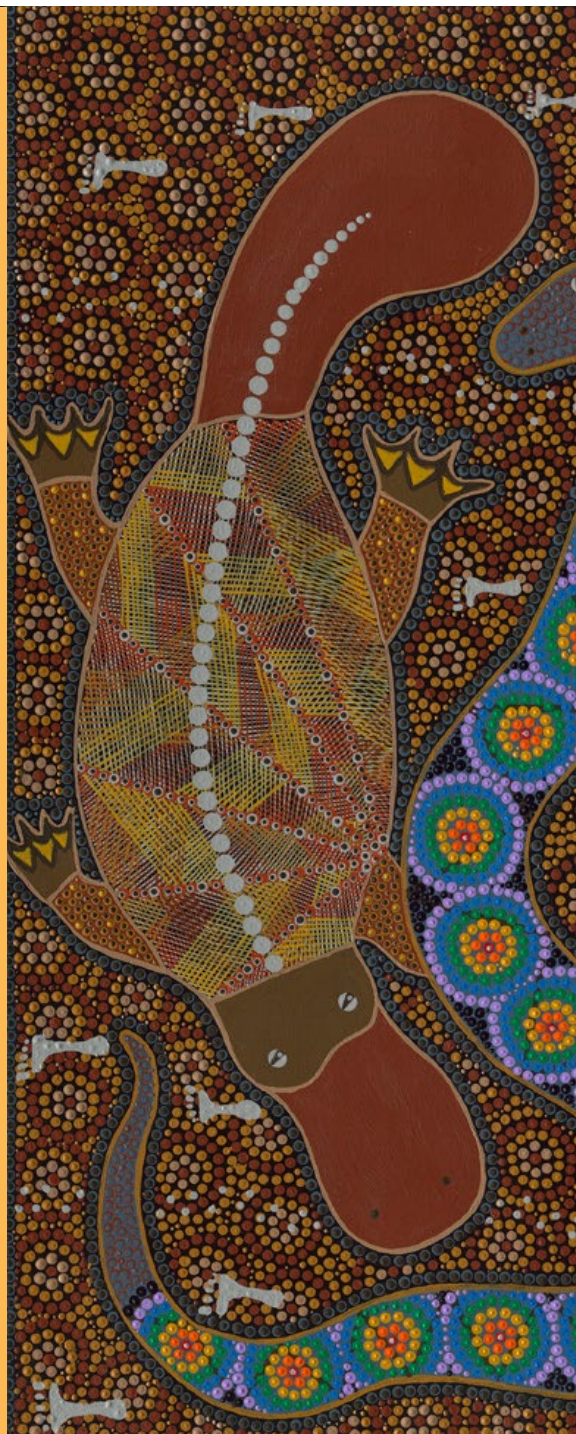
(GOO-JEE IK-KOO)

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Together we will strive to make this a better place for all peoples. As guardians of these lands, we ask that you tread lightly to help preserve the biodiversity and respect those who came before as well as those who will follow.

Artwork by Regan Lilley.



A message from the Mayor

I am excited to present the Port Stephens Council Disability Inclusion Action Plan 2024-2028.

We are committed to disability inclusion and to building a community where everyone is able to easily access opportunities and fully participate in their community. I would like to thank everyone from our community who contributed their time, ideas and opinions during the development of this Plan, particularly those people with disability, families and carers who have been kind enough to share their own lived experiences. These connections and partnerships are vital in the ongoing development of a more inclusive community where all people are supported to participate. This Plan is critical to achieving positive change and creating an inclusive society. A more inclusive society is diverse, stronger and more sustainable. Thank you to everyone that was a part of bringing this plan to life.



Ryan Palmer
Mayor of Port Stephens



Disability Inclusion Action Plan 2024 to 2028 3

Key achievements from our 2018 to 2022 Plan

“

Disability is a physical, mental, intellectual or sensory impairment, that in interaction with various barriers, may hinder a person's full and effective participation in society on an equal basis with others.

NSW Disability inclusion Act 2014



1

Focus area – Positive attitudes and behaviours

- Awareness and education campaigns targeting business owners network, newsletters and Port Stephens Business Chambers encouraging the companion care friendly initiative.

2

Focus area – Creating liveable communities

- A disability lift installed at the rear of the Mobile Library.
- Ongoing provision and expansion of assistive and adaptive technology including large print books and Audio books in our libraries.
- Reviewed outdoor dining policy ensuring adequate footpath space for pedestrians at all times.
- Inclusion of tactile devices in new path/ramp construction projects.
- Inclusive assessment and audits of Emergency Evacuation Centres.
- Ongoing access to children's services programs for children with additional needs.
- Ongoing provision of wheel in wheel out garbage bin service for people with a disability living at home.
- New accessible amenities at Shoal Bay Foreshore, Bettles Park Raymond Terrace, Mallabula Sports Complex and Brandon Park.
- Shared pathway connecting Mallabula to Lemon Tree Passage and along Raymond Terrace Levee Bank.

- Accessibility compliance upgrades to the Nelson Bay street stage.
- Revitalisation of Robinson Reserve, Anna Bay, transforming it into a community hub with a skate and scooter park to cater for all ages and skill types.
- Upgrades to accessible amenities at sporting facility.
- Construction of an accessible SCUBA Dive entry at Nelson Bay.
- New accessible BBQs and Picnic tables at Longworth Park.

3

Focus area – Access to meaningful employment

- Disclosure option for candidates with a disability enabling Council to ensure they feel supported throughout the recruitment process.

4

Focus area – Systems and processes

- A new Council website that aligns with Web Content Accessibility Guidelines (WCAG) 2.0 requirements.
- More self serve options on Council's website including a Read Speaker function that converts text to audio.

Strategic context



The community vision for the Port Stephens' Community Strategic Plan is to have a "great lifestyle in a treasured environment". This vision can only truly be achieved in a place that is inclusive and accessible for people of all abilities and backgrounds.

Port Stephens Council has developed a Disability Inclusion Action Plan (DIAP) under the NSW Disability Inclusion Act 2014 (DIA). The plan must be developed in consultation with people with a disability and specify actions to deliver in partnership with the community.

A DIAP must identify 4 areas of focus that prioritise people with a disability. These are:



1. Developing positive community attitudes towards disability
2. Creating liveable communities
3. Increasing access to meaningful employment
4. Improving access to mainstream services through improved systems and processes.

International

- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

National

- National Disability Strategy (NDS)
- National Disability Insurance Scheme (NDIS)
- Commonwealth Disability Discrimination Act 1992 (DDA)
- Australian Human Rights Commission Act 1986

State - NSW

- Disability (Access to Premises – Buildings) Standards 2010
- NSW Anti-Discrimination Act 1977 (ADA)
- Ageing and Disability Commissioner Act 2019
- Local Government Act 1993
- Local Government (General) Regulation 2005
- Government Sector Employment Act 2013

Other legislation and standards

- Australian Standard (AS 1428) Design for Access and Mobility
- Disability Standards for Accessible Public Transport 2002

Who
we are

“

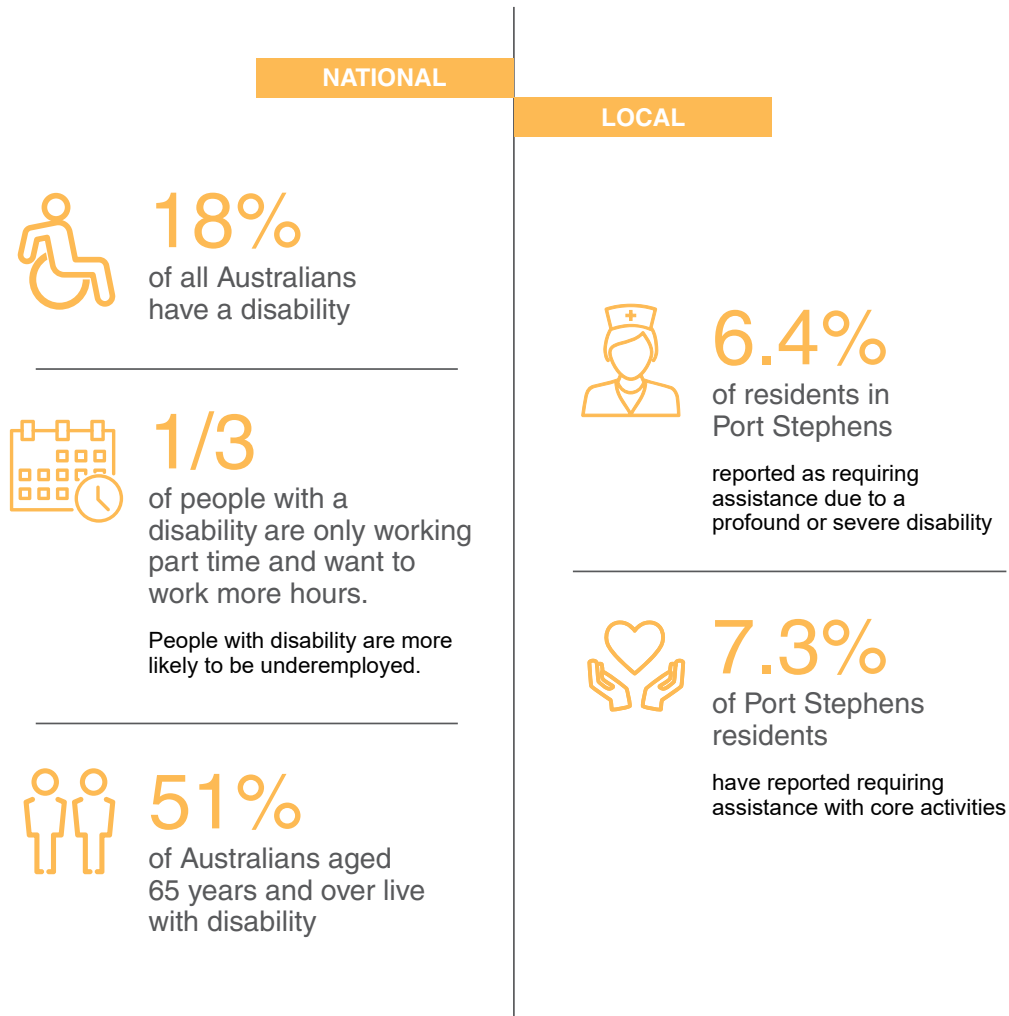
Be more inclusive and less
judgemental. Disability does not
mean illness.

Feedback participant



Our community

More than 75,500 people call Port Stephens home and this is expected to grow to over 87,933 by 2040.



What we've heard

“

People stare at me when [I'm] in public. Especially in coffee shops or the chemist.

Feedback participant



Engagement findings

We listened to people from a range of backgrounds and experiences, including targeted consultation with people with a lived experience of disability, their carers, disability service providers and their staff, young people with a disability, Port Stephens Council staff, and more broadly, the Port Stephens community.

In 2020 we completed our first place census called the Liveability Index. During the census over 3,700 people told us what they value and how they rate their neighbourhood. The results have allowed us to understand the things most valuable to our community and what things have the biggest impact on our community's wellbeing.



Improvements

We found that in Port Stephens our top liveable priority to continue to improve is access and safety of walking, cycling and/or public transport.



Strengths

One of our strengths performing well is access to neighbourhood amenities.

Over 760 people shared their experiences and priorities for improving inclusivity and access in Port Stephens.





Action plan

Focus Areas

The plan has been developed around four focus areas. These are based on the NSW Disability Inclusion Plan and our engagement findings.

- 1 Attitude and behaviours
- 2 Liveable communities
- 3 Employment
- 4 Systems and processes

“

I have a mental disability. I find the crowded areas and extra noise in and around town hard.

Participant feedback



Attitude and behaviours

1

AIM

We will develop and improve positive attitudes of the wider community towards people with a disability.

What we will do – our plan for action

Action	Timeline	Measure
Ensure communications represent people with disabilities.	1 to 2 yrs	Increased use of inclusive imagery used in communications internal and external of Council.
Implement programs to educate businesses on the needs of people with a disability.	1 to 2 yrs	<ul style="list-style-type: none"> • Increase in accessible tourism experiences. • Increase in accessible retail and hospitality experiences.
Activate the under-workers – mums, retirees, indigenous, youth and people with a disability.	3 to 4 yrs	Opportunities for people to gain experience, skills and employment in local industry.
Include disability awareness module within staff induction process.	2 to 3 yrs	Component included in staff Induction.
Deliver disability awareness and specialist training to Council staff annually.	1 to 2 yrs	Training provided.
Facilitate Councils Workplace Equity & Diversity Committee and implement road map.	1 to 2 yrs	Actions in road map implemented.
Facilitate quarterly listening sessions to understand the needs of those with a disability at Port Stephens Council.	2 to 3 yrs	Sessions completed.
Support the development of accessible tourism and business experiences.	3 to 4 yrs	Increased accessible tourism and business experiences.

Liveable communities

2

AIM

To provide infrastructure and services to enable people with a disability to fully participate in community life

What we will do – our plan for action

Action	Timeline	Measure
Seek grant funding to support the further stages of the existing PAMP or an update of existing stages of existing PAMP.	3 to 4 yrs	Funding obtained
Review disability parking spaces and improve information for the community.	2 to 3 yrs	Accessible parking that is improved according to Standard
Audit footpaths and ramps in high traffic pedestrian areas to determine compliance with Australian Standards.	2 to 3 yrs	Identified footpaths and ramps not compliant
Develop a methodology for the prioritisation of footpath construction to ensure consistent and equitable outcomes.	1 to 2 yrs	Methodology put into practice to identify priority footpaths for improvement
Identify key locations for improved accessibility to pontoons, jetties and formal water access points for fishing and entry to boats.	2 to 3 yrs	Funding obtained for improvements
Identify and prioritise asset and building accessibility upgrades as part of asset management, service-level planning and strategic social infrastructure provision.	Ongoing	Upgrades included in Strategic Asset Management Plan with resourcing
Update the National Public Toilet Map.	3 to 4 yrs	National Public Toilet Map reviewed and facilities are added and updated
Manage the use of Grahamstown Aquatic Reserve for use by Sailability.	Ongoing	Positive feedback and relationship with Sailability and other users of the facility.
Deliver and facilitate more accessible and inclusive events .	1 to 2 yrs	<ul style="list-style-type: none"> • Positive feedback from community on accessing events. • Increased participation of people with a disability at community events.
Undertake accessibility assessment at key indoor and outdoor event locations	3 to 4 yrs	<ul style="list-style-type: none"> • Number of assessments undertaken. • Mitigation of access barriers undertaken for events at those locations.
Build the use of the Inclusion Tent into event design to create a supportive and quiet space at our event for adults and children	Ongoing	<ul style="list-style-type: none"> • Number of events the tent is set up and utilised by the community. • Positive community feedback.



Inclusion Tent at the Raymond Terrace Festival

Action	Timeline	Measure
Expand Event Site Inductions to include accessibility and inclusion	1 to 2 yrs	Inclusion added as regular checklist item for consideration in event design.
Facilitate and support community and cultural development programs, (including accessible arts) through the Strategic Arts Committee and Community Interagency and the Aboriginal Strategic Committee.	2 to 3 yrs	<ul style="list-style-type: none"> • Number of community programs implemented. • Community participation in programs.
Ensure P-CEP (Person- Centered Emergency Preparedness) awareness information available to community members	1 to 2 yrs	<ul style="list-style-type: none"> • Number of information sessions undertaken. • Training undertaken for service providers in disaster preparedness.



Employment

3

AIM

We will reduce barriers to employment and volunteers opportunities for people with a disability at Port Stephens Council

What we will do – our plan for action

Action	Timeline	Measure
Review recruitment policies and procedures when required to ensure they are in line with best practice.	Ongoing	Number of Policies and Procedures reviewed and/ or developed.
Actively invite candidates to request adjustments throughout the online application process, at phone screen, and when organising interviews and testing or assessment.	Ongoing	<ul style="list-style-type: none"> Number of adjustments requested. Reviews undertaken of implemented adjustments.
Incorporate disability considerations into Councils Employee Value Proposition.	Ongoing	Person with a disability incorporated into Employee Value Proposition personas.
Review Council volunteer processes to encourage opportunities for people with a disability.	Ongoing	Process reviewed.
Develop and deliver more work, training and volunteer opportunities for people with a disability.	Ongoing	Number of work, training and volunteer opportunities.
Build systems to ensure Port Stephens Council is an accessible and inclusive place of work.	Ongoing	Increase in accessible systems.



Systems and processes

4

AIM

We will improve access to Council services through better systems and processes.

What we will do – our plan for action

Action	Timeline	Measure
Implement Web Chat on the website as an additional form of contact with Council.	1 to 2 yrs	Web chat implemented.
Prepare Communication Plans that include live streaming and video where possible.	Ongoing	Communication plans developed and implemented.
Develop an engagement plan process that includes demographic analysis of stakeholders and diverse engagement method identification.	1 to 2 yrs	Engagement process developed.
Identify and convert key strategic plans that can be interpreted into easy read versions.	3 to 4 yrs	25% of identified easy read documents developed.
Implement a content experience platform for Council website.	1 to 2 yrs	Content experience platform implements.
Implement screen reader software on Council's recruitment system.	1 to 2 yrs	Screen reader implemented.
Investigate Hearing Loop technologies and costs for installation in Council's administration building front counter and duty counter.	1 to 2 yrs	Investigation undertaken with proposal submitted to Business Improvement/Executive Leadership Team.
Review current technologies and upgrade or implement new improved solutions.	2 to 3 yrs	<ul style="list-style-type: none"> Review undertaken. Number of new improved technologies integrated into the libraries.

Monitoring review and reporting

The Disability Inclusion Action Plan will be forwarded to the Disability Council NSW and it will be made available to the public in a variety of formats.



Monitoring

We will monitor the progress of the actions listed in the Plan as part of the key performance indicators in quarterly Operation Plan reports.



Reporting

We will report on the Disability Inclusion Action Plan items as part of the Annual Report.



Delivery

The Disability Inclusion Action Plan will be reviewed and updated in 2028.





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ITEM 6 - ATTACHMENT 2 COMMUNITY WELLBEING STRATEGY
ENGAGEMENT REPORT - PHASE 1 AND PHASE 2.

Community Engagement Report

Wellbeing Strategy

Phase 1 – 2021/2022



Phase 1 | 2021/2022



**ITEM 6 - ATTACHMENT 2 COMMUNITY WELLBEING STRATEGY
ENGAGEMENT REPORT - PHASE 1 AND PHASE 2.**

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**ITEM 6 - ATTACHMENT 2 COMMUNITY WELLBEING STRATEGY
ENGAGEMENT REPORT - PHASE 1 AND PHASE 2.**

Summary

The Wellbeing Strategy aims to create a more inclusive and welcoming community for people living and visiting Port Stephens. The Strategy will highlight key wellbeing issues including safety, housing security, disability and inclusion, and age, and identify actions Council will take to address these.

The Wellbeing Strategy will also incorporate Council's Disability Inclusion Action Plan (DIAP) – a State mandated document which outlines practical strategies and actions that will support Port Stephens Council (PSC) achieve its access and inclusion goals over the next four years.

PSC designed and implemented a community engagement program and ran a number of face to face and online engagement activities between April and May 2021 to hear from people on improving inclusivity and community wellbeing. We listened to people from a range of backgrounds and experiences, including targeted consultation with people with a lived experience of disability, their carers, disability service providers and their staff, young people with a disability, Port Stephens Council staff, and more broadly, the Port Stephens community.

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Key findings

Over 400 people shared their experiences and priorities for improving inclusivity, wellbeing and access in Port Stephens. From these activities, it was evident that our communities want better connections to access facilities, services and for recreation and wellbeing, including expanding and improving upon footpath networks, making our public spaces like beaches, libraries and parks accessible and inclusive, and improving public transport links.

It is clear that people with a disability value inclusivity, and want to be able to access the same spaces and facilities than those without a disability. Access or lack of was the main barrier identified that made people feel welcome or unwelcome in spaces.

Discrimination was a common theme across all engagement activities, with participants highlighting how unwelcoming both private spaces like cafes and shopping centres, and private spaces like parks and car parking areas can be for people with a disability. It was evident our community want more to be done to improve community perceptions and education on disability, and support businesses to be more inclusive.

The following summarises data and feedback collated across the various consultations.

ITEM 6 - ATTACHMENT 2 COMMUNITY WELLBEING STRATEGY ENGAGEMENT REPORT - PHASE 1 AND PHASE 2.

Engagement approach

The engagement approach aimed to:

- Inform and educate the community about the Wellbeing Strategy project
- Celebrate the past achievements of the DIAP
- Enable community feedback on the development of the Wellbeing Strategy, including the DIAP, with a focus on the community's local wellbeing priorities
- Strengthen relationships and foster community connections across the community through participation in the project.

ENGAGEMENT METHODS		
ACTIVITY	DETAILS	PARTICIPATION
Online survey	1 online survey open 21 April - 28 May 2021	171 completed surveys
Hard-copy survey	Available from PSC Administration Centre, Tomaree, Raymond Terrace libraries, and Port Stephens Mobile Libraries.	6 completed surveys
Stakeholder workshops	5 stakeholder workshops held with: <ul style="list-style-type: none"> • External workshops: • Disability service providers • Lifestyle Solutions day group • Irrawang High School students • Housing stakeholders • Port Stephens Council staff 	60 people engaged across 4 workshops
Wellbeing forum	Stallholder at Shoal Bay Wellbeing Forum exploring community wellbeing themes and priorities	200+ people
Wheelchair challenge	Staff challenge to experience day-in-the-life of someone with a physical disability to explore barriers and challenges	12 engaged staff

COMMUNICATION METHODS		
CHANNEL	DESCRIPTION	REACH
Have Your Say webpage	Dedicated Have Your Say page as the key platform for consultation and engagement	700+ visits
Social media	Mix of organic and posts across Facebook, LinkedIn and Instagram	Reach= 9000+
Media release	A media release was issued on 21 April 2021 Help us create a safer, more inclusive and accessible Port Stephens.	NA

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Direct emails	Direct emails to key stakeholders	300+
Factsheet	Factsheet detailing project information and how to get involved	Available online and via Libraries

Disability Statistics – Australia



Disability Statistics – Port Stephens

In 2016, 6.4% of residents in Port Stephens reported as requiring assistance due to a profound or severe disability.

**ITEM 6 - ATTACHMENT 2 COMMUNITY WELLBEING STRATEGY
ENGAGEMENT REPORT - PHASE 1 AND PHASE 2.****Potential actions for the Wellbeing and DIAP Action Plan**

- Continue to improve upon and extend the shared path network
- Use icons, photographs and graphic imagery in Council documents and online to make information easier to understand and more accessible
- Improve networks with people with a disability to share information and provide greater opportunities for input
- Improve public access to key recreation public spaces including beaches, parks and playgrounds for those with a disability through improved pathway links, public transport routes, and wheelchair access and adult swings in playgrounds.
- Advocate for improved public transport links
- Support greater work and volunteering opportunities
- Investigate web chat for Council correspondence (particularly useful for those with mental health disorders, cognitive disabilities, and non-verbal residents)
- Introduce a disability scheme for local businesses who are assessed under a disability standard and promoted as disability-friendly
- Include hoists and privacy screens in bathrooms (particularly appropriate for instances where a carer or family members is assisting a person with a disability in the same bathroom while still providing a level of respect and privacy).
- Audit Council facilities with scoring based on universal accessibility standards which is published online.

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Engagement Results - Survey

The Wellbeing survey was open for response for 38 days and received 177 responses. 96% of respondents lived in Port Stephens and 19% identified as a person with a disability.

The survey is split into 2 sections, the first section concentrating on community perceptions to their own and their communities wellbeing, and the second section was targeted at those with a disability or a family, friend or carer of someone with a disability and concentrated on disability access and inclusion.

Part 1: Wellbeing

The below table shows the importance placed on wellbeing themes. *Community Safety and Security*, *Health*, and *Nature and Local Environment* were the top three priorities for community members.

Table 1: Which wellbeing themes are most important to you?

WELLBEING THEME	%
Community safety and security	16%
Health	15%
Nature and local environment	14%
Public Open Space e.g. parks, reserves	14%
Leisure and culture e.g. sports, arts, volunteering	8%
Transport and connections	7%
Employment and income	6%
Education	6%
Feeling connected to my neighbourhood	5%
Housing	5%
Food	4%

Other wellbeing themes not listed in the above table but listed as important to survey participants included building inclusive spaces and improving access, particularly for LGBTQI persons (9 responses); Increased government support and local services (7 responses); and greater climate change action and environmental protection (6 responses).

The following table shows the most frequently occurring themes from comments as to why wellbeing is important. Answers have been grouped into 4 main categories of responses. To maintain general health and wellbeing was the top reason wellbeing was an important issue.

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Table 2: Why is wellbeing important to me?

Theme	%
To maintain my general health and wellbeing	35
To maintain lifestyle and support my family	34
Because they are under threat and/or need protecting	15
To build a strong community and a sense of belonging and connection	14%

Physical activity was the most popular way in which community members maintain their wellbeing. The below table shows a break-down of responses relating to how individuals maintain good wellbeing.

Table 3: What do you do to maintain your wellbeing?

Themes for comments	%
Physical activity (gym, sport)	32
Maintaining connections (friends and family)	18
Outdoor leisure (caravanning, fishing, motorbike riding, beach, bushwalks, gardening)	15
Maintain a healthy lifestyle (regular health checks and eating well)	10
Spirituality and self-care (meditation, relaxation, church, mindset, sleeping)	9
Art and creativity (music, painting, drawing, theatre, reading, crosswords)	4
Volunteering	4
Dogs	2
Work	2
Movies, events and shopping	1
N/A* (see appendices for full list of other)	3

When asked how Council could improve community wellbeing, improving and building upon footpath and shared path networks was the top response.

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Table 4: What one action could Council do to improve your wellbeing or your communities wellbeing?

Wellbeing theme	%	Examples
Footpaths	25	Improved and more bike tracks, shared pathways, and improved lighting in these areas
Roads and Parking	16	Improved roads and more disabled parking
Facilities	13	More and improved sporting facilities, parks and recreation areas
Housing	10	Less high-rise and high-density housing (concerns over over-population); focus on affordable housing and homelessness
Services	9	Improved access to GP's and hospitals and early intervention health support services
Things to do	8	Events and markets
Environment	5	Greater conservation and climate change mitigation efforts including tree planting
Safety	5	Increased police presence

Part 2: Disability and Access

The second part of the survey asked questions directly relating to access and ability. If a survey respondent indicated they didn't identify as someone with a disability or a family member, friend or carer for someone with a disability, they were excluded from responding to the following questions. A total of 84 participants responded in Part 2 of the survey questions.

When asked how people treat persons with disability in the community, 91% of respondents indicated people are okay or welcoming. 9% indicated people are not welcoming.

Table 5: How do people treat people with disability in the community?

Treatment	Percentage of responses
People are okay	57%
People are welcoming	34%
People are not welcoming	9%

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Information that is easy for everyone to read and understand, and inclusion training for businesses (including Council) were the top ways in which respondents thought community attitudes could improve towards disability.

Table 6: How can Council improve community attitudes towards people with disability?

Action	Percentage of responses
Making all information easy for everyone to understand	46%
Inclusion training for local business and Council	27%
Celebrate the contributions of people with disability	16%
Use photographs of people with disability in publications, on the website and in other communication methods.	14%

The things that make people with disability feel unwelcome and not included in community included lack of access in both public spaces (libraries, beaches, public toilets) and private spaces (cafes, shopping centres), and discrimination and community perception.

"People stare at me when [I'm] in public. Especially in coffee shops or the chemist"

Table 7: What things make people with a disability feel unwelcome and not included in community?

Grouped theme	Percentage of responses	Example
Lack of or limited accessibility and ease of movement in public and private spaces	49%	Badly built infrastructure with no connections or blocked access; stairs and ramps
Discrimination and community perception	44%	Stigma and being treated differently-staring, patronised; lack of community awareness

When asked what the biggest barriers are for people with disability, the most frequent responses were access and lack of footpath and ramps infrastructure, as well as discrimination and stigma, and a lack of health and support services.

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Table 8: What are the biggest barriers or things that make life hard for people with disability where you live?

Themed response	Percentage of responses
Accessibility to public and private spaces	26%
Lack of or poor condition of footpaths and ramps	20%
Discrimination and stigma	12%
Lack of local health and support services	10%
Lack of public transport	9%
Lack of accessible parking	8%
Lack of purpose built activities for those with disability and things to do	5%

"I have a mental disability. I find the crowded areas and extra noise in and around town hard".

Access to buildings, facilities and to community events was the top response when asked what makes people with a disability feel welcome and included in community.

Table 9: What makes people with a disability feel welcome and included in community?

Themed response	Percentage of responses
Access to facilities, cafes, shopping centres, public toilets, picnic areas, parking, beaches and parks, and community events	64%
Respect and attitudes	31%
Communication	2%
Employment and volunteer opportunities	2%

"Be more inclusive and less judgemental. Disability does not mean illness. Be more inclusive"

When asked to name one thing that would make life easier for someone with a disability, greater access to public spaces including parks, beaches, pools and improved footpaths and parking were the top responses.

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Table 10: What would make life easier and improve wellbeing for people with a disability in Port Stephens?

Themed response	Percentage of responses
Access to public recreation spaces (parks, beachers, pools, toilets, including good footpaths and adequate parking)	43%
More disability and mental health services and support groups	11%
Greater public awareness and community education	9%
Improved engagement with people with a disability e.g. establishing a local disability reference group	7%
Safety (safe places to go, safe streets, noise-free environments)	3%
Things to do	2%
Housing (e.g. subsidised accommodation)	2%
Employment and volunteering	2%
General /NA	13%

When asked which method of communication is the best to reach people with a disability, existing networks, events and services providers and through greater engagement and face to face networking and committees were the top responses.

Table 11: How can Council better communicate with people with a disability and their networks?

Response	Percentage of responses
Networking (through events, service providers , existing committees and social groups)	36%
Easy to read signage/brochures	14%
Newsletters and letters	11%
Social media	8%
Emails	8%
Newspaper	8%
Website	5%
All other responses (included podcasts, video, webcasts/zoom, braille, radio)	14%

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Engagement Results - Persons with a Disability (Adults)

Lifestyle Solutions Taylor Beach invited us to spend a day with their clients in their Taylors Beach day room. Twelve clients all with varying cognitive disabilities, along with their carers participated in a workshop covering wellbeing, interests and hobbies, barriers and improving access for those with a disability.

Table 12: What would an ideal accessible community look and feel like for a person with a disability?

Barrier	No. of responses	Description	Potential solution
Accessibility in the public domain	11	There are a range of challenges associated with accessing public spaces like parks and playgrounds. Also, the majority of participants owned dogs which aided significantly to their wellbeing.	<ul style="list-style-type: none"> • Adult swings in playgrounds • More covered bbq areas, • Disability-friendly parks and playgrounds • Improved beach access • Improved footpath links • Dog-friendly spaces
Transport access around the LGA	7	Most participants didn't have a drivers licence and/or own a car, making public transport a key element in their lives and wellbeing. Participants spoke about not enough buses in the area to key sites like shopping centres and libraries.	<ul style="list-style-type: none"> • More buses with access ramps • More bus shelters • Community bus • Improved bus routes
Things to do	5	Participants spoke about a lack of appropriate activities for those with a disability and how they didn't always feel welcome at mainstream events due to transport and noise. Participants also spoke the desire to volunteer as a group but a lack of coordinated support was the main barrier.	<ul style="list-style-type: none"> • Quiet spaces at libraries, outdoor cinemas, events • Disability-friendly events and activities
Inclusive businesses	4	Participants spoke about not always feeling welcome in cafes and shopping centres. There is	<ul style="list-style-type: none"> • Friendly and welcoming business • more accessible cafes

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		a particular issue in retail areas around accessibility for people with non-physical disability, such as the need for quiet space for people with autism.	<ul style="list-style-type: none"> • Quiet spaces
Safe and clean spaces	3	Participants spoke about not feeling safe in public spaces like parks	<ul style="list-style-type: none"> • Maintain clean parks
Feeling included	2	There was a sense in participants that weren't always welcome in public and retail spaces	

Engagement Results - Persons with a Disability (Young people under 18)

Local high school students from Irrawang High School's Learning Support Class participated in a two hour workshop on access and inclusion. Nineteen students with learning disabilities and ranging in ages from 14 to 16 participated. The group workshopped improving access and inclusion where they live, barriers to participation, and practical solutions for greater inclusivity and wellbeing.

When asked to identify the existing barriers people with a disability face in Port Stephens, **a lack of things to do** was the top response young people identified. The group workshopped potential solutions to the several identified barriers, which is outlined in table 13 below.

Table 13: Barriers for young people and potential solutions.

Barrier	No. of responses	Description	Potential solution
Things to do	17	Participants reported a lack of local events and activities and having to travel outside to other LGA's (e.g. Maitland) for events and art activities.	<ul style="list-style-type: none"> • Increased public spaces • More free community and youth-friendly events and activities e.g. outdoor cinemas, and arts and cultural experiences • Local bike riding tracks
Accessibility of Council	10	There is limited accessibility at some beaches, parks, and playgrounds and across towns,	<ul style="list-style-type: none"> • More covered BBQ areas • More seating in parks

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recreational facilities		including no safe passage for pedestrians to cross Adelaide Street in Raymond Terrace.	<ul style="list-style-type: none"> Disability-friendly parks and playgrounds Improved beach access and toilets Pedestrian crossing on Adelaide Street (to access cinemas)
Public transport	7	Participants reported the challenges associated with a lack of transport access particularly in Raymond Terrace, Medowie, Lemon Tree Passage, and Tanilba Bay, and to larger centres like Newcastle.	<ul style="list-style-type: none"> Incentivise public transport Advocate for greater direct public transport routes to Newcastle
Employment	4	There is a lack of employment opportunities for many people with a disability; and little to no work experience	
Clean and safe spaces	3	No lighting in public spaces and unclean parks make them feel unsafe	<ul style="list-style-type: none"> Timed lighting in parks More rubbish bins
Health	3	Access to health services for young people is limited in Port Stephens	
Internet connectivity	3	Young people, particularly those with a disability struggle to access internet at home	<ul style="list-style-type: none"> Free wifi in key public areas
Inclusive community and business	2	People with poor literacy struggle to understand signage and information	There is a particular issue in retail areas around accessibility for people with non-physical disability, such as the need for quiet space for people with autism,

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Engagement Results - Disability Liaison and Support Workers

A group of nine disability workers from various support agencies including the Smith Family, the Transformational Institute, Disability Advocacy NSW, Cerebral Palsy Alliance and Autism Spectrum Australia participated in a two hour workshop on access and inclusion.

Vision Statement

Participants were asked to identify one to three words to describe the vision for the Disability Inclusion Action Plan which is shown in the below word cloud. From this activity, the group brainstormed and agreed to four key wellbeing and DIAP goals.

1. To promote wellbeing and equal opportunity
2. To educate and empower community, and promote collaboration
3. Create accessible and inclusive spaces
4. Support ease of participation.



When asked to identify the existing barriers people with a disability face in Port Stephens, **attitudinal barriers** was the top response service workers identified. The groups workshoped potential solutions to the top identified barriers, which is outlined in Table 14.

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Table 14: Barriers and solutions

Barrier	No. of responses	Description	Potential solution
Lack of awareness and stigma	5	Participants reported a general lack of awareness and understanding about disability within the Port Stephens community. This can lead to fear, judgement and social stigma. People identify disability mainly in terms of physical disability. Non-visible disability is often not recognised or understood. There are particular assumptions and stigma in relation to mental health issues.	<ul style="list-style-type: none"> • Education campaign for businesses and community (different disabilities, how it looks, sounds) • Business disability scheme- those that meet a criteria standard and given a disability tick, similar to a 'heart health' tick. • Council-led campaign around inclusion and disability.
Accessibility of Council recreational facilities	2	Outdated physical infrastructure, links to accessible amenities, "dingy" bathrooms that are difficult to get in/out with a carer are barriers for those with a disability	<ul style="list-style-type: none"> • Include hoists and privacy screens in bathrooms • Review MLAK system- does it work for those with a disability and how could it be improved? • Audit of Council facilities with scoring based on universal accessibility standards, which is published online
Communication- information and support	2	Access to information and service pathways is confusing. The group highlighted the good accessible park spaces, toilets, parks across Port Stephens, and the accessible website, and thought there was good opportunity to better promote what Council does well.	<ul style="list-style-type: none"> • Greater ways of communicating with Council e.g. web chat as option • Greater images of places and spaces on website, easy read, videos • Directory of information • Clear and simple website

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			<ul style="list-style-type: none"> Promoting inclusive practices – e.g. informing community of sensory tent
Employment /financial constraints	2	People with disability may not be as financially secure as others in the community, due to barriers to meaningful employment.	
Transport access across the LGA and to key sites	2	People with a disability rely on public transport and poor public transport links makes access difficult for people with disability.	
Inclusive businesses	2	Participants spoke about a sensory overload in shops and shopping centres	
Things to do	1	There are limited social activity opportunities for people with a disability	

As part of the workshop, the group identified key actions Council could include in the next DIAP based on the previous barriers and solutions activity. The proposed actions are:

1. Council will write and maintain a directory of services and facilities aimed at better community access
2. Council will audit its playgrounds and public open spaces to identify gaps and weaknesses in existing infrastructure and facilities
3. Undertake a review of Councils website to determine accessibility of information, including widening options for contact e.g. web chat
4. Council appoints an employee to target local businesses to consult on disability inclusion and changes that can be made to promote better access
5. Council will create a business disability support program that calls upon local businesses to implement disability friendly and inclusive practices, promote these businesses and then target for local employment opportunities.

Appendices

See raw survey data here: 22/119816

See workshop notes here: PSC2021-01862

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Communications and Engagement Report

Wellbeing Strategy

Phase 2 - 2023



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Context and Engagement approach

Port Stephens Council (PSC) is preparing a Community Wellbeing Strategy to establish principles for a sustainable, healthy, safe and inclusive community. These principles will set the path for a clear set of aligned and prioritised actions.





The draft Strategy aligns social planning objectives with liveability priorities. By combining directions from several standalone strategies and policies, the document recognises the complexity and interconnectedness of factors contributing to wellbeing.

Phase 1 The Wellbeing and Disability Inclusion Survey was conducted in 2021. The 2021 survey data was used to develop key themes and priorities.

Phase 2 Community and stakeholder engagement to check in with the community and stakeholders to see if things had changed since 2021 feedback. Completed July/August 2023.

Phase 3 Public exhibition of the draft Community Wellbeing Strategy. Expected Oct/Nov 2023.

The key objectives of engagement:

- 
 Ensure stakeholders are well informed about the key themes and actions in the draft Wellbeing Strategy
- 
 Involve people in a clearly defined, open and transparent engagement process
- 
 Use a range of digital and traditional tools and methods to gather feedback
- 
 Ensure communications are clear, concise, planned and tailored to the audience

ITEM 6 - ATTACHMENT 2 COMMUNITY WELLBEING STRATEGY ENGAGEMENT REPORT - PHASE 1 AND PHASE 2.

Communications and Engagement methods

ENGAGEMENT METHODS

ACTIVITY	DESCRIPTION	REACH
Phase 1	Wellbeing and Disability Inclusion Community Survey completed 2021	171 participants
Phase 2	Check in Well-being Survey was open from 13 July to 7 August 2023.	46 surveys completed
	Workshops: Port Stephens Interagency: 25 July 2023	18 participants
	Drop-in sessions Tilligerry Habitat walk and talk 1 to 2pm 26 July 2023	250 people across drop-in sessions
	Raymond Terrace Festival w/ drop-in weaving session 10am to 2pm 29 July 2023	
	Two-hour drop-in session with two 30-minute intro to yoga session 9am to 11am at Appex Park, Nelson Bay 30 July 2023.	

COMMUNICATION METHODS

ACTIVITY	DESCRIPTION	REACH
Website pages	/development/strategies-and-planning-guides/community-wellbeing-strategy	92 visits
	/community/events/2023/wellbeing-walk-through-the-tilligerry-habitat	1 visit
	/community/events/2023/weaving-for-wellbeing	17 visits
	/community/events/2023/introduction-to-yoga	1 visit
Social media	Facebook event for 19 July 2023	226 people reached 7 Engagements (likes, comments, shares)
	Instagram story, video of the 'Wellness Walk, 23 July 2023	246 accounts reached
	Facebook post Wellbeing video / strategy have your say, 25 July 2023	1826 impressions / 1634 accounts reached 39 Engagements (likes, comments, shares)
	Instagram story, video of the 'Weaving session', 28 July 2023	150 accounts reached

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Key engagement findings – What the community told us

Phase 1: Wellbeing and Disability Inclusion Survey 2021

The top priorities identified in the survey included:

Which wellbeing themes are most important to you?

- Community safety and security 16%
- Health 15%
- Nature and local environment 14%
- Public open space eg. Parks, reserves 14%

Why is wellbeing important to me?

- To maintain my general health and wellbeing 35%
- To maintain lifestyle and support my family 34%

What do you do to maintain your wellbeing?

- Physical activity (gym, sport) 32%
- Maintaining connections (friends and family) 18%
- Outdoor leisure (caravanning, fishing, motorbike riding, beach, bushwalks, gardening) 15%

What one action could Council do to improve your wellbeing or your communities' wellbeing?

- Footpaths 25% - Improved and more bike tracks, shared pathways, and improved lighting in these areas
- Roads and Parking 16% - Improved roads and more disabled parking
- Facilities 13% - More and improved sporting facilities, parks and recreation areas.

Phase 2: Community Wellbeing Survey and face-to-face sessions

A community wellbeing survey was deployed to determine whether the draft themes and priorities were on the right track. Participants were presented with four theme areas including accessibility, security and safety, participation and inclusion and resilience.

Participants were asked to provide their level of support for each theme's priorities, identify what was missing and suggest any ideas to achieve the priorities. Hard copy surveys were available at Council run facilities.

The survey received 46 responses. Due to small sample size caution is advised when interpreting the results. Full details are available in Appendix I.

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Key survey findings

Accessibility priorities

- Provide infrastructure and opportunities to enable people with a disability to fully participate in community life.
87% supportive, 7% neutral, 4.5% not supportive
- Reduce barriers to employment for people with a disability
80% supportive, 11% neutral, 7% not supportive
- Increase access to Council services through better systems and processes
89% supportive, 7% neutral, 2% not supportive
- Are there any priorities you think are missing?
See Appendix I for full list of comments (20 comments)
- Do you have any great ideas for actions to achieve these priorities?
See Appendix I for full list of comments (17 comments)

Security and safety priorities

- Identify and support initiatives that grow connections with our town centres to build community pride and sense of place.
88% supportive, 7% neutral, 5% not supportive
- Support initiatives to reduce the impacts of homelessness.
83% supportive, 7% neutral, 7% not supportive.
- Work with communities to build resilience in emergencies.
93% supportive, 5% neutral, 2% not supportive
- Are there any priorities you think are missing?
See Appendix I for full list of comments (19 comments)
- Do you have any great ideas for actions to achieve these priorities?
See Appendix I for full list of comments (14 comments)

Participation and inclusion priorities

- Empower and support young people to participate.
90% supportive, 5% neutral, 5% not supportive
- Develop and improve positive attitudes of the wider community towards people with disability.
81% supportive, 12% neutral, 7% not supportive
- Promote and create opportunities for equity across all abilities, ages, cultures, genders, languages, religions, sexualities, and socio-economic groups.
81% supportive, 12% neutral, 7% not supportive
- Apply best practice principles to encourage diverse input and participation.
88% supportive, 5% neutral, 5% not supportive
- Are there any priorities you think are missing?
See Appendix I for full list of comments (17 comments)
- Do you have any great ideas for actions to achieve these priorities?
See Appendix I for full list of comments (11 comments)

**ITEM 6 - ATTACHMENT 2 COMMUNITY WELLBEING STRATEGY
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- Create opportunities for our community to connect with each other.
88% supportive, 5% neutral, 7% not supportive
- Support our most vulnerable residents to grow their capacity.
78% supportive, 10% neutral, 10% not supportive
- Support our community networks to work together on key community priorities.
93% supportive, 2.5% neutral, 2.5% not supportive
- Are there any priorities you think are missing?
See Appendix I for full list of comments (16 comments)
- Do you have any great ideas for actions to achieve these priorities?
See Appendix I for full list of comments (9 comments)

Workshop and community drop-in sessions

Engagement activities included two stakeholder workshops and three community drop-in sessions. The workshops and drop-in sessions were facilitated by Kate Baartz and Ash Soanes of Baartz & Co.

Workshop: Port Stephens Interagency

Attendees (18 participants):

- Alesco Senior College
- One Door Mental Health (Family & carer mental health program)
- Community Disability Alliance Hunter (CDAH)
- Jupiter Youth Mental Health Councillor
- Hume Community Housing (community cohesion officer)
- NSW Trustee & Guardian
- PSFANS
- PPSFANS Student
- PS Council
- The Smith Family
- Arubah Health Dietitians
- Hume Housing
- Hunter Nursing
- Mosaic Multicultural Connections
- Office for Regional Youth
- Workshop 1 included the following:
 - Introduction and welcome – setting the scene and outline of the project to date.
 - Activity 1: Keywords – warm up exercise, provide keywords that need to be considered when developing the strategy.
 - Activity 2: Priorities and ideas – participants were asked what's missing and put forward ideas to address the priorities.

Workshop participants were divided up across three tables. These tables became the basis for the smaller group activities.

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Key findings

Keywords

Participants were asked in small groups to provide keywords that need to be considered for each theme when developing the strategy. The table below shows the keywords received and Figure 2 is the feedback in a word cloud format.

Table 1 Activity 1: Keywords

KEYWORDS			
5 ways to wellbeing	cultural	housing - safe & stable housing	privacy & confidentiality
access/ibility/ible	culturally & gender diverse & safe	inclusive/ivity	privileged participation
accessibility does not always equate to disability	dignity	independence	relationships
accessible properties	drug & alcohol	keep learning	respect + trust
age appropriate	economical community	knowing where to turn	school
all voices heard and unheard	education	leisure	sense of community
autonomy facilitation	emotional health	m/h wellbeing	services
be active	engagement	meaningful participation	social health
be aware	environment	mental health	social support
belonging	equitable	needs	someone to turn to
choice limited	evidence based	nutrition	spaces
clean and hygienic facilities	family	options	spiritual
community	finances	options for older persons	support
community facilities	forward thinking	options for youth	sustainability
community guided/centred	friends	person centred	transport
community leaders	health & wellbeing	physical health	unified
connect/ion	help others	places	vulnerable
continued professional development	holistic	pleasant places to be	you belong somewhere
cost of living	home	poverty	youth services

[illegible]

Four themes were created based on the feedback received from the last wellbeing, disability and access survey. Those themes are accessibility, security and safety, participation and inclusion and resilience. The activity results that follow are based on these four themes. Participants were asked to share what's missing and what ideas they had to address the priorities in small groups.

In order to find out how the themes and priorities are shaping up groups were given the following information and asked what's missing and what ideas they had to address the priorities for accessibility.

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ACCESSIBILITY

Wellbeing can only be achieved in a place that is inclusive and accessible for people of all abilities and backgrounds. Accessibility could include things like community attitudes, access and movement around public places, barriers to employment and addressing barriers to participation.

Priorities

- Provide infrastructure and opportunities to enable people with a disability to fully participate in community life.
- Reduce barriers to employment for people with a disability
- Increase access to Council services through better systems and processes

There was a consensus that the accessibility theme was too heavily focused on those with a disability and should be more inclusive of all people. Transport and the remote location of the area was also raised by all workshop groups.

What's missing:

- References to other members (not just disability) of the community (for example) Youth, Aged, Aboriginal & TSI, CALD, LGBTQIA+SB Other
- Accessible and affordable housing
- Safe and stable housing
- Accessible services - eg. long waiting lists
- Public transport - location/remote/ geographical considerations, affordable
- Footpaths - multiuse, walking, wheelchair, pram, bikes
- Literacy, financial, language, cultural barriers
- Information and education
- Access and knowledge for actual services
- Family life barriers
- Reduce inequity
- Volunteers

Ideas:

- Improved and safer pathways
- Translation services

Security and safety

To find out how the themes and priorities are shaping up the groups were given the following information and asked what's missing and what ideas they had to address the priorities.

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SECURITY AND SAFETY

Safety and even a perception of safety can affect how we go about our lives. Safety applies to our public space (safer design, cleanliness, activity and lighting) and also to our personal safety (family violence, child safety). Food and housing safety are also crucial aspects that underpin our wellbeing. The following questions relate to the priorities and actions for security and safety.

Priorities

- Identify and support initiatives that grow connections with our town centres to build community pride and sense of place.
- Support initiatives to reduce the impacts of homelessness.
- Work with communities to build resilience in emergencies.

When discussing security and safety it was back to basics with the group, stating that the vulnerable community members need something to eat, somewhere to sleep and water that is safe.

What's missing:

- Ensuring adequate services and funding to support security and safety.
- Safe and stable housing
- Basic safeties eg. Food, shelter, water
- Young veterans needing access to services

Ideas:

- Build stakeholder group for homelessness and vulnerable
- Review policy on community gardens
- Fences around playgrounds
- Positive opportunity to engage in community
- Support and develop specific community led programs and services to address barriers to basic needs which allows autonomy and agency
- Ensuring adequate services and funding to support security and safety
- Provide education and/or resources to the community to reduce systemic issues eg do and violence
- Build fences around playgrounds

Participation and inclusion

To find out how the themes and priorities are shaping up groups were given the following information and asked what's missing and what ideas they had to address the priorities.

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PARTICIPATION AND INCLUSION

Inclusion means all of our members feel welcome and able to fully participate and contribute regardless of their age, gender, religion, cultural background, sexual orientation, disability, income or geographical location. Inclusive participation is about recognising differences between individuals/groups.

Priorities

- Empower and support young people to participate.
- Develop and improve positive attitudes of the wider community towards people with disability.
- Promote and create opportunities for equity across all abilities, ages, cultures, genders, languages, religions, sexualities and socio-economic groups.
- Apply best practice principles to encourage diverse input and participation.

Transport was raised as a barrier to participation, the group asked how can you participate if you can't get places. Finances and affordability of activities and events were raised as an issue, not all can afford to participate.

What's missing:

- Increase knowledge of demographic
- Impact of increased cost of living on people's ability to participate (free and low cost activity)
- Impact of loss of service, eg buses, banks, Centrelink etc.
- Transport
- Finances/ poverty can be an issue for participating in events

Ideas:

- Free or low-cost activities and diverse community events, fun days, better playgrounds, exercise classes.
- Rather than say 'this is what you need & how can we help,' ask 'what do you need & how can we help you'.
- Ensure a preamble establishes whom "community" is / priority groups - eg. disability, seniors.
- Education around participation + inclusion

Resilience

To find out how the themes and priorities are shaping up participants were given the following information and asked what's missing and what ideas they had to address the priorities.

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RESILIENCE

Building the skills and networks in the community to ensure our community can adapt, survive and thrive in times of change.

Priorities

- Create opportunities for our community to connect with each other.
- Support our most vulnerable residents to grow their capacity.
- Support our community networks to work together on key community priorities.

There was talk about the theme title 'resilience' it didn't sit well with the group and suggestions were to change to community connections or community empowerment and that resilience was an outdated term that didn't suit current context. The priority above about 'grow their capacity' was deemed as condescending as you can only grow so much without support.

What's missing:

- Supporting providers
- Local emergencies and incidence
- Natural disasters
- Postvention (meaning: interventions for bereaved survivors, community members, caregivers, and health care providers to destigmatise suicide)

Ideas:

- Promotion of community resources
- Advocacy to increase resources

After the theme priorities activity we asked each group to share their feedback with the rest of the groups, the following are notes taken in isolation to the themes.

- Community guided approach – in terms of building relationships leading to trust and to guide autonomy and provide community with dignity
- Person centred approach
- Many living under the poverty line in the area
- Need more communication about services available like a community directory (which PSC does have)
- Need clear outcomes for what is going to be achieved

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The community were asked to share what wellbeing means to them and what impacts their wellbeing positively and negatively. The community drop-in session details are below:

- Tilligerry Habitat walk and talk 1 to 2pm 26 July 2023
- Raymond Terrace Festival w/ drop-in weaving session 10am to 2pm 29 July 2023
- Two-hour drop-in session with two 30-minute intro to yoga session 9am to 11am at Appex Park, Nelson Bay 30 July 2023

Key findings**What does Wellbeing mean to you?**

The most frequent answers were:

- being healthy
- having a positive and happy mindset and
- being in nature.

Example comments:

"Wellbeing means being healthy + happy spiritually, mentally + physically"

"Taking in whats around you eg. Sitting on a rock and admiring the sky /trees/ breeze"

"Fresh air, clean environment, trees - green spaces, great outdoor facilities - for all."

What impacts your Wellbeing positively?

- Family
- Community

What impacts your Wellbeing negatively?

- Poor behaviour from others:
 - racism
 - rude people
 - being judgmental
 - being disrespectful

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Future engagement recommendations

To engage with the interagency to develop actions for the Wellbeing Strategy. They were very keen to be involved.

Update themes to be more fitting to the current circumstances in 2023 and that will remain more timeless.

Update themes to be more inclusive but without singling out groups for instance – referring to all people rather than sectors e.g. Disability, LGBTIQ+, young people, aged etc.

Update priorities to reflect feedback and develop actions and principles.

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Appendices

Appendix - Community Drop-in Sessions

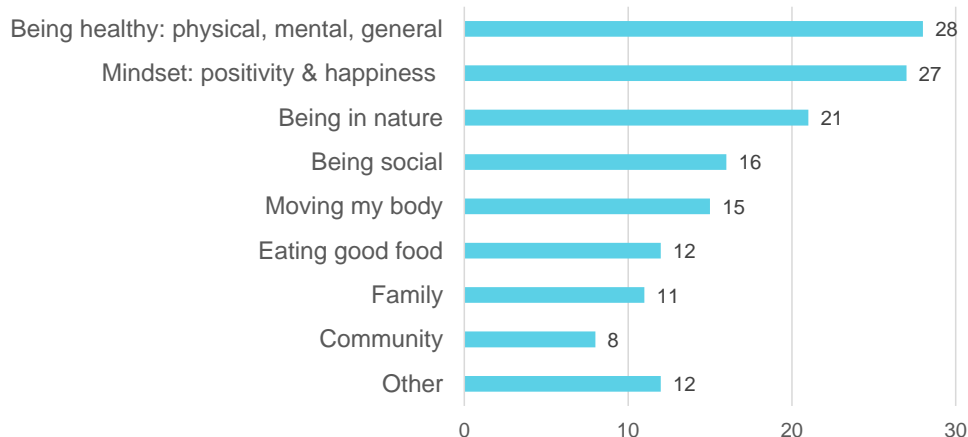
To promote wellbeing and to decrease feedback fatigue we encouraged engagement by having activity-based engagement sessions. Three community sessions took place across the three wards of Port Stephens.

- 26 July 2023 1-2pm walk and talk in Tanilba Bay (Two attendees)
- 29 July 2023 10-2pm learn how to weave session, Raymond Terrace Festival in Raymond Terrace (spoke to 200 people with 53 participants)
- 30 July 2023 9-11am beginner yoga session in Nelsons Bay (spoke to 50 with 20 participants)

What does Wellbeing mean to you?

We asked the community what well-being means to them, the most frequent answers were being healthy (28), having a positive and happy mindset (27) and being in nature (21). See table below for further detail.

Figure 2: What does well-being mean to you?



N= number of participants (73)

Example of comments received:

"Wellbeing means being healthy + happy spiritually, mentally + physically"

"Taking in whats around you eg. Sitting on a rock and admiring the sky /trees/ breeze"

"Fresh air, clean environment, trees - green spaces, great outdoor facilities - for all."

Figure 1 Word cloud: What does Well-being mean to me?

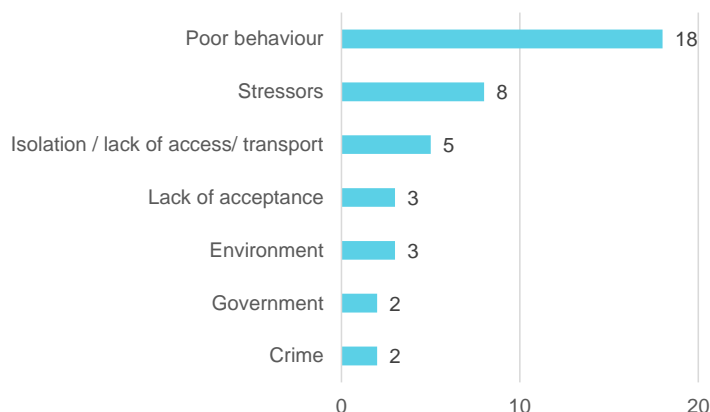


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What impacts your Wellbeing negatively?

We asked the question “what impacts your wellbeing negatively?” the most common responses were about poor behaviour from others (racism, rude people, judging, disrespect) and stressors (bills, social media, stress, pressure).

Figure 2: What impacts your well-being negatively?



N= number of participants (42)

Through conversations with community members some ideas were captured, see table below.

Community conversations

We need a wellbeing hub - to get support
Education is needed for late teens about where to get support
Need programs to get old people out after isolation. Senior hub support is needed.
Encourages mental stimulation and weekly physio- council need to show up.
Raymond Terrace main street needs to be shut off from traffic and tree planting and gardens and seating. More natural environment. Underplanting under seating in local areas. More tranquillity with all the new buildings and place to catch up with friends
Need to better inform/engage about activities like illuminate Karuah & others. There is poor communication e.g. Summer of music
Need more mental health services at Tiligerry
Drop - in for Jupiter
Need support for localised neighbourhood centre
More walking tracks and big open spaces planted with trees and gardens
Cultural hub - activities and workshops
Start a Farmers market in Nelsons Bay
Limitations to participate based on dietary requirements eg food allergies - leads to exclusion.
Need at least neighbourhood watch to address lack of Police presence.
Invest in community gardens Bush tucker community garden

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How to communicate with us - letterbox drops and poster/signage - directional signs and information and we need notice boards

Address transport issues! We could use a mini/shuttle bus to access services

View the 5 ways to wellbeing website <https://www.5waystowellbeing.org.au/>

We need a wellbeing hub - to get support

Education is needed for late teens about where to get support

Need programs to get old people out after isolation. Senior hub support is needed.

Encourages mental stimulation and weekly physio- council need to show up.

Figure 3: Raymond Terrace Festival: Picture of feedback



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Figure 6: Yoga in Appex Park community session



Figure 4 Raymond Terrace Festival: Weavers

Appendix II Community Wellbeing Survey Results

Phase 2 consisted of a survey to determine whether the draft themes and priorities were on the right track. Participants were presented with four theme areas Accessibility, Security and Safety, Participation and Inclusion and Resilience. Participants were then asked to provide their level of support for each themes priorities, identify what was missing and suggest any ideas they had to achieve the priorities. Hard copy surveys were available at Council run facilities.

The survey received 46 responses. Due to small sample size caution is advised when interpreting the results.

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Key findings

Overall support

The table below shows the levels of support for each draft themes priorities, overall participants were supportive of the priorities (highlighted in shades of green in table below). See further detail under separate themes.

Table 1 Overall support for theme priorities

Theme	Priority	Supportive	Neutral	Not supportive	N/A
Accessibility	Increase access to Council services through better systems and processes	89%	7%	2%	2%
	Provide infrastructure and opportunities to enable people with a disability to fully participate in community life.	87%	7%	4%	2%
	Reduce barriers to employment for people with a disability	80%	11%	7%	2%
Security and safety Priorities	Work with communities to build resilience in emergencies.	93%	5%	2%	0%
	Identify and support initiatives that grow connections with our town centres to build community pride and sense of place.	88%	7%	5%	0%
	Support initiatives to reduce the impacts of homelessness.	83%	7%	7%	2%
Participation and inclusion Priorities	Apply best practice principles to encourage diverse input and participation.	88%	5%	5%	2%
	Develop and improve positive attitudes of the wider community towards people with disability.	81%	12%	7%	0%
	Promote and create opportunities for equity across all abilities, ages, cultures, genders, languages, religions, sexualities and socio-economic groups.	81%	12%	7%	0%
Resilience Priorities	Support our community networks to work together on key community priorities.	93%	2%	2%	2%
	Create opportunities for our community to connect with each other.	88%	5%	7%	0%
	Support our most vulnerable residents to grow their capacity.	78%	10%	10%	2%

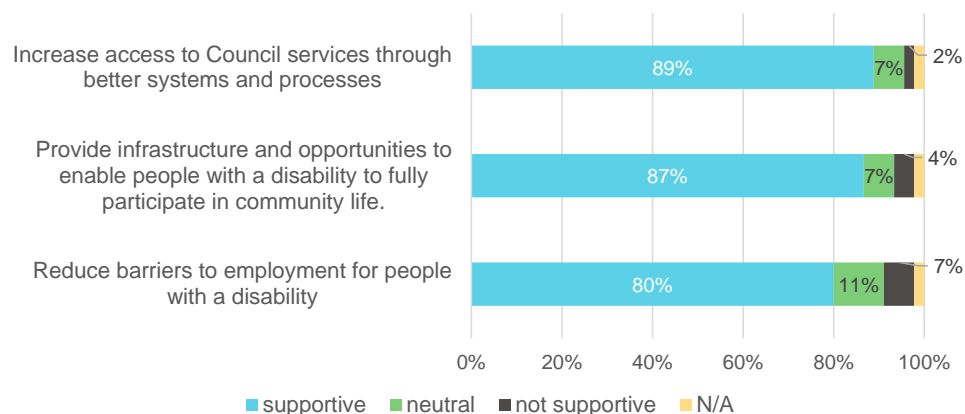
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Accessibility Priorities

Participants were asked how supportive they were of the draft priorities for accessibility. Participants were supportive of all accessibility priorities.

Intro to question: Accessibility - Wellbeing can only be achieved in a place that is inclusive and accessible for people of all abilities and backgrounds. Accessibility could include things like community attitudes, access and movement around public places, barriers to employment and addressing barriers to participation.

Figure 5 Accessibility Priorities



n=45

- Increase access to Council services through better systems and processes.
89% supportive, 7% neutral, 2% not supportive
- Provide infrastructure and opportunities to enable people with a disability to fully participate in community life.
87% supportive, 7% neutral, 4.5% not supportive
- Reduce barriers to employment for people with a disability.
80% supportive, 11% neutral, 7% not supportive

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Are there any priorities you think are missing? (20 comments)

The feedback received consisted of the following:

- Public transport - Safe, affordable and accessible
- Disability access - parking, public bathrooms, employment, access to public areas
- Council – improve publication of Council services, focus on core responsibilities
- Facilities – pathways and footpaths (multi use pathways, sidewalks), health and wellbeing venues, open green space.

The verbatim responses are provided below.

Table 2 Accessibility: missing priorities

Are there any accessibility priorities you think we are missing?
Multi use pathways are non existent in many PSC areas e.g. Soldiers Point; Taylor's Beach; Sandy Point Road area. This is a safety issue, and a significant disincentive and for both disabled people, and those wishing to exercise by cycling.
In Magnus Street Nelson Bay we have a 7 metre footpath where about 1 metre is available to pedestrian traffic - this is usually about 1.5 metres from shop fronts and I feel this is bad for the visually impaired
More handicapped access to public areas
A decent indoor aquatic centre with heated hydrotherapy pool ! Have a look at what this town has done for the entire community! https://grac.ymca.org.au/?utm_source=google&utm_medium=organic&utm_campaign=gmb-listing
Yes - accessibility to health and well-being venues (we need more) ie: yoga, meditation, relaxation venues, gyms, open green spaces, parks etc. Less access to alcohol providers.
Many shopfronts have a step that makes access challenging for many people.
Perhaps greater publication of the services Council are providing specifically to those with a disability. Sometimes people are just not aware of what's available.
Sports amenities
Changing Places accessible public bathrooms with adult change table and ceiling hoist, MLAK key access only
Yes, as a person with a disability and employment. It is either low pay or crap job never a good job at higher pay.
Further disabled parking
no
Affordable community transport. More community housing.
Sidewalks. I live in a busy street and you can not access a walkway with a prom, wheelchair or bike. We are close to a school so we should be encouraging kids to ride to school but it's too dangerous
It's not councils job to worry about jobs for the disabled. Someone else gets paid to do that.
more accessible public transport

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For the vulnerable and disadvantaged, with the right program have support to guide and teach them how to shop, eat & cook a well balanced meal at least once a day
No
Need to balance priorities so that all the community benefits and doesn't miss out due to a tick box exercise
1) Safe Public transport access remains abysmal across Port Stephens. Many bus stops are difficult or unsafe to get to (e.g where I live in Heatherbrae there's a 'choice' of walking 1.2km up a narrow rocky path I often stumble on, running across the Pacific Highway in full traffic which is particularly hard with reduced mobility, or walking on the side of the HWY for 25 minutes more than 1.5km away on unstable legs in all kind of weather to get to the only crossing. The bus stops in my area are highly inaccessible and it reduces my social and employment participation and wellbeing.
2) There need to be more bus services between parts of Port Stephens. I socialise and spend most of my spare time and money in Newcastle because it's easier to get to. I've felt excluded when I haven't been able to attend events in Nelson Bay because of limited weekend bus service. I've missed out on jobs I'm well qualified for because of the limited bus service. I'm not the only one.

Do you have any great ideas for actions to achieve these priorities?
(17 comments)

Table 3 Accessibility: ideas

Do you have any great ideas for actions to achieve these priorities? Please list them below.
Action as a priority PSC pathways plan of 2015.
Council Staff to do their jobs and carry out compliance checks
Improve pathways along Fingal Bay parkrun so there is less chance of trips.
As mentioned above build a facility like this so the whole community can benefit https://grac.ymca.org.au/?utm_source=google&utm_medium=organic&utm_campaign=gmb-listing
Yes - fund a private provider to open health and well being venues.
Meet with and talk to people with disabilities to find out their needs.
Open Days, Special Event Days, Have A Go Days. All involving activities suited to people with disabilities but also open to others who can come along and assist / participate as well.
I am looking
Council funds
Is the managers, business owners need to be educated on the benefits.
no
You have increased your rates from the local community so you should be able to fund these initiatives. Start with areas near schools as a priority
transport connectivity, frequency and affordability

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Run a program once a month to educate about the importance of eating healthy balanced diet & empower the more vulnerable in our community eg disabled, elderly, unemployed or single mums on how to shop for seasonal ingredients then how to cook a well balanced meal within a tight budget

The health and well being program or lack thereof for the community requires review. The council makes it difficult for ppl to engage with the community to run council supported events eg. Yoga in the park. I moved here 2 years ago, love the area but would love to participate in programs run for all ages etc.
<https://www.goldcoast.qld.gov.au/Things-to-do/Active-Healthy-program/Active-Healthy-calendar>

Fix roads as No.1 priority as this impacts ALL residents, including those with a disability. Be sure to include this in reporting to Council and the community about assisting people with a disability (i.e - roads fixed, therefore better access and transportation experience for those with a disability.)

organise sincere not tokenistic focus groups with directly affected people not unaffected disability agency reps. This will help you understand how serious these issues are and the profound impact they have on disabled people particularly those of us who do not have disability funding to support alternative transport. Please listen to and acknowledge people when they tell you about the serious impact these issues have on reducing their participation and independence. Use funds from crossing grants for places where crossings are actually needed by pedestrians including disabled people, and not putting them in areas simply to slow down cars.

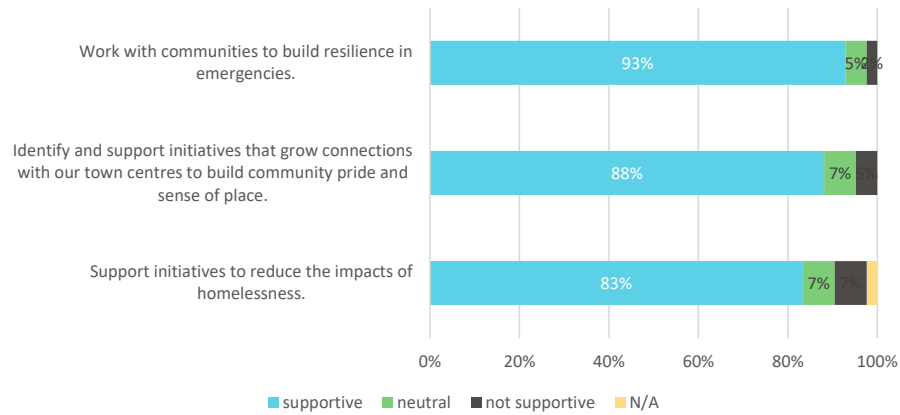
Security and Safety priorities

Participants were asked how supportive they were of the draft priorities for security and safety. Participants were supportive of all priorities.

Intro to question: Security and safety - Safety and even a perception of safety can affect how we go about our lives. Safety applies to our public space (safer design, cleanliness, activity and lighting) and also to our personal safety (family violence, child safety). Food and housing safety are also crucial aspects that underpin our wellbeing.

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Figure 6 Security and safety priorities



n=42

- Work with communities to build resilience in emergencies.
 - 93% supportive, 5% neutral, 2% not supportive
- Identify and support initiatives that grow connections with our town centres to build community pride and sense of place.
 - 88% supportive, 7% neutral, 5% not supportive
- Support initiatives to reduce the impacts of homelessness.
 - 83% supportive, 7% neutral, 7% not supportive

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Are there any priorities you think are missing? (19 comments)

The feedback received consisted of the following:

- Council - focus on core responsibilities, address antisocial behaviours
- Safety - improve safety after dark, lighting, bushfire plans,
- Policing - increase presence of police
- Housing - more housing
- Community - inclusive LGBTQI, First Nations, elderly (social visits)

The verbatim responses are provided below.

Table 4 Security and safety: missing priorities

Are there any security and safety priorities you think we are missing?
Stick with your priorities - roads and infrastructure
Provide more for the youth like high quality pump tracks skate parks mountain bike tracks ! This will get them outdoors and out of trouble
Yes - provide flood and bushfire plans to locals
Lighting in some areas needs improvement.
Safety in places like Apex Park in Nelson Bay after dark.
Policing of car hooks at night.
Help the police to continue to make Port Stephens safe.
None
There needs to be more initiatives for people to invest in housing to be able to supply rental properties. Instead of having two shopping centres, the centro should be a medical and post office area. Market place should be purely a shopping centre. I feel having 2 shopping centres, people walking around create opportunities.
no
More staff at the local hospital. (Doctors) More active police on duty.
Again the lack of access for push bikes near the local schools with adequate lighting. It would also support an active community
Someone else's job to sort out homelessness
LGBTQI inclusivity and First Nations recognition
There's a vacant/abandoned two story housing commission bld on Fingal? That's been empty for at least 3 years. Why aren't two families living in there? Who should fix that up.
I'm hearing far too often the elderly in our community have no one checking up on their well being to see if they need anything including a social visit
Permanent police presence in Nelson Bay
Council working closely with police to deal with anti-social behaviour impacting communities (especially due to slow or non-existent police response).
Poor lighting at night time in areas outside of town centres, poor public transport access, pedestrian crossings required in more strategic places.

Do you have any great ideas for actions to achieve these priorities? (14 comments)

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Table 5 Security and safety: ideas

Do you have any great ideas for actions to achieve these priorities? Please list them below.
As above build so simple infrastructure to engage the youth ! Look at https://www.woopimtb.com/ A lot of this was done involving local schools participation and help bring trade to local business similar to what Dungog has experienced
Email or post these to council rate payers
On foot security or police patrols on certain nights, especially Saturday.
Reduce the number of alcohol outlets
Roving well-trained security to rove areas that Police identify as in need.
None
Low investment interest for first time inverters. Simplified tax system. Re-Pay as you go for refunds for emergency repairs. Need cctv for security and police or guards walking around.
no
Solar lighting along pathways Pathways around schools
Create and promote safe spaces e.g. Acons safe spaces program, host First Nations programs
Create a sense of community (like the good old days) where people cared for one another. Create a safe group of people where once a week they pay a visit to an elderly person that just needs someone to talk to or have a cuppa with
Have the police station manned 24/7 in Nelson Bay
More Ranger presence on beaches during peak times and tourist season to reduce impact of unleashed dogs (safety and environmental impacts).
Again focus groups that include the people who are actually affected not just agency reps. E.g. vulnerable people including homeless, elderly, disabled, low income and unemployed people, teenagers.

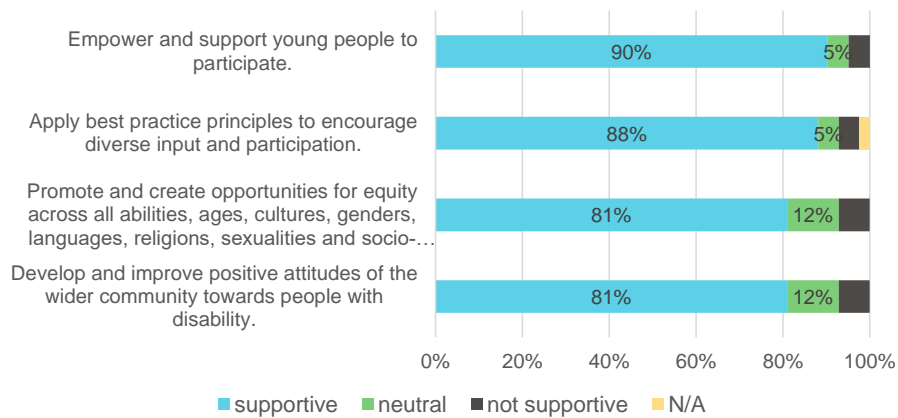
Participation and Inclusion priorities

Participants were asked how supportive they were of the draft priorities for participation and inclusion. Participants were supportive of all priorities.

Intro to question: Participation and inclusion - Inclusion means all of our members feel welcome and able to fully participate and contribute regardless of their age, gender, religion, cultural background, sexual orientation, disability, income or geographical location. Inclusive participation is about recognising differences between individuals/groups.

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Figure 7 Participation and inclusion priorities



n=42

- Empower and support young people to participate.
90% supportive, 5% neutral, 5% not supportive
- Apply best practice principles to encourage diverse input and participation.
88% supportive, 5% neutral, 5% not supportive
- Promote and create opportunities for equity across all abilities, ages, cultures, genders, languages, religions, sexualities and socio-economic groups.
81% supportive, 12% neutral, 7% not supportive
- Develop and improve positive attitudes of the wider community towards people with disability.
81% supportive, 12% neutral, 7% not supportive.

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Are there any priorities you think are missing? (17 comments)

The feedback received consisted of the following:

- Council – focus on core responsibilities, Council should be contributors eg. diverse workforce
- Community - more inclusive and affordable, all inclusive - don't separate the community, community events incl- free exercise classes and cooking healthy on a budget
- Nature – community gardens reinstated

The verbatim responses are provided below.

Table 6 Participation and inclusion: missing

Are there any participation and inclusion priorities you think we are missing?
Some of these things are a wider government, not Council, responsibility. PSC should not be wasting resources by doubling up on government initiatives.
Really putting yourself into the supportive and care giving - keep to your basic responsibilities
More participation of Christian organisations in our community consultation and practice.
No
Not at this time.
No. Looks like everything is covered.
More community events, fun days, better playgrounds, free exercise classes
What are your best practices and principles? Money can be an issue for participating in events. Council libraries etc. More diverse events run by council not event holders like homegrown.
n
Single older women - opportunities- loneliness.
We are one- community, people's, etc. no need to separate
Encourage and welcome people to live, work and visit our area from non/Anglo backgrounds. Hire more diverse council staff
I think the COMMUNITY GARDEN should be reinstated asap...
The Bay is social and cultural void. Too much focus on development and not enough on society in general.
Same as my view on the action educating and demonstrating how to cook & eat a well balanced diet on a low budget
Not really Council's responsibility or priority to promote equity, diversity, rather, be one of the contributors, including jobs at Council.
A lot of what you do is well meaning but ultimately tokenistic. You need to involve all community members more by showing them you'll listen. You need to build trust. That won't happen if you keep giving us patronising fob offs like those I've received when raising issues like bus access or providing a community bus to get people to events. It's good to see events being spread around more across the main centres so I'm hopeful things are changing.

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Do you have any great ideas for actions to achieve these priorities? (11 comments)

Table 7 Participation and inclusion: ideas

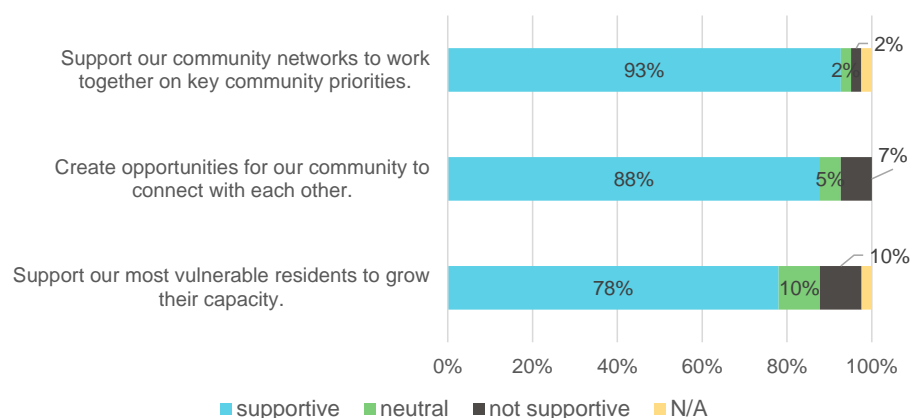
Do you have any great ideas for actions to achieve these priorities? Please list them below.
Not really because it really hard to change peoples perception on races, genders, local status etc people in port Stephens are a so racist and grumpy.
Just get people talking to and listening to each other.
Look at the QLD model for playgrounds. Amazing.
Promote activities online and in the community newspaper and radio
Celebrate all events in area. Look at what Maitland Council events go. They are supportive to the community.
n
More housing Support groups and access to specialists.
Dual naming in town centres and on all tourism /marketing materials. Create a First Nations arts and cultural centre.
I would love to run such a program in our community if the opportunity were to eventuate. I'm a semi retired Food Technologist that would love to give back to our vulnerable in our society
Approve more affordable housing so that young families can enjoy the area. Far to many "Over 55s" for the infrastructure in the bay. There would be more inclusion if young people could find accomodation and work here. This in turn creates the opportunities you state above.
I think you've made a good start by spreading events across centres and increasing community feedback opportunities. Keep going and really listen to individuals who speak up. Everyone's opinion is valid even if it seems it's in the too hard basket.

Resilience priorities

Participants were asked how supportive they were of the draft priorities for resilience. Participants were supportive of all priorities overall, however '*support our most vulnerable residents to grow their capacity*' had the lowest level of support across all themes.

Intro to question: Resilience - Building the skills and networks in the community to ensure our community can adapt, survive and thrive in times of change.

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- Support our community networks to work together on key community priorities.
93% supportive, 2.5% neutral, 2.5% not supportive
- Create opportunities for our community to connect with each other.
88% supportive, 5% neutral, 7% not supportive
- Support our most vulnerable residents to grow their capacity.
78% supportive, 10% neutral, 10% not supportive

Are there any priorities you think are missing? (16 comments)

The feedback received consisted of the following:

- Community – work together, community hubs, community pantry and garden, opportunities to volunteer
- Homelessness – teenagers
- Climate change – manage and adapt to changes
- Public transport – accessible

The verbatim responses are provided below.

Table 8 Resilience: missing priorities

Are there any resilience priorities you think we are missing?
Refer previous comment
More community working together rather than contributing their individual agendas.
Inclusion is great but not at the expense of the grater community rate payers money should always be prioritised towards important improvements not fluff fix the roads first stop the wind turbines
No
Not at this time.
No. Look okay.
Empathy
A community hub, drop in support services, a community pantry or food co op

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Community gardens where vegetables and fruit are grown and given away.
Amphitheatre for events in boomerang park.
n
Teenagers Homelessness
Opportunity to volunteer
Ability to manage and adapt to climate change.
As per my previous suggestion. I feel all actions somehow link together
? "Grow their capacity"? for what?
No....but you won't get much traction if public transport access isn't improved. If people don't have access they can't contribute can they?

Do you have any great ideas for actions to achieve these priorities? (9 comments)

Table 9 Resilience: ideas

Do you have any great ideas for actions to achieve these priorities? Please list them below.
No
In times of strife like the Covid pandemic more door to door visits from Social Workers etc to as many homes as possible as sometimes less resilient folks hide behind closed doors.
Council funds to go into a community hub with supports
Already put this to council back in 2010 to mayor BM. From Lake Macquarie Council initiatives but not implemented. Instead told give the ferals another skate park???
Post volunteer opportunities on your Facebook posts so people are aware of how they can support
Training programs to educate residents about emergency and health services - what to do, where to get help and how to cope in emergency situations including extreme weather.
Council funded outdoor activities... yoga in the park, tai chi, art classes... more surveys, gather more information.
Monthly program where people have the opportunity to come to a community hall where they can hear & see how easy it is to eat & cook a well balanced & nutritional meal on such a low budget. Ultimately striving to have people achieve a good mind set about their overall wellbeing both mental health and physical...nourishing their soul through good eating... I'm very passionate about this topic as you can see
Broken record time...increase safe and equitable access to public or alternative transport for people who don't drive. You can't grow capacity without equitable access to community facilities, education/training and employment.

*Grammatical errors and typos have been corrected

Is there anything else you would like to share with us regarding wellbeing in Port Stephens?

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Table 10 Additional feedback

Is there anything else you would like to share with us regarding Wellbeing in Port Stephens? If so, please use space provided below.
On the whole, PSC does a good job for the community. No matter what is put in place people feel compelled to whinge. I have suggested a water park in Nelson Bay (similar to that in Townsville). ironically, there is even a council water park in Haywards Heath UK. Infrastructure is always at the forefront of people's displeasure. It is a shame that more communication is not disseminated to explain reasoning for decisions made e.g that the consistent level of rain played a huge factor in the pothole situation, and that using a more expensive aggregate has recouping money spent such as an impact on rates etc. I believe there are a few areas that require speed humps - along Salamander Way, Shoal Bay Road and Port Stephens Drive. Roundabouts would be useful at the intersection of Gan Gan Road and Nelson Bay Road, at the sporting complex on Nelson Bay Road and into Tomaree High.
This survey should be emailed to every rate payer ! I should have to stumble across it on social media ! You are talking about inclusion and involvement but something a simple as emailing this out you haven't done ?????????
Yes, teach old people not to be so racist and grumpy and not to judge the people who weren't born and bred in the bay
My own well-being is currently impacted by the closure of the Tilligerry Aquatic Centre at Mallabula for 3 months. This is too long! To swim at the other centres means a 2.5 hour hole in my day, which is difficult with caring responsibilities.
Checking on each other is obviously the key ingredient.
Wellbeing also includes how beautiful and well maintained an area is. I see that Nelson Bay has become less attractive as litter builds up around car parks, side streets, parks etc. The steps from Apex Park down to the marina are very untidy and often littered and weedy. Also the foreshore area at the Dolphin Watch Cafe has been unattractively fenced for years and really needs to be fixed permanently and attractively. The lights on the trees around the town centre are mostly not working. The pots on the covered area on Stockton Street are waterlogged. Carpark behind McGrath real estate is a disgusting mess.
Well being is much greater than these strategies. What about meaning and spirituality
We need to focus on the adolescents in our area. Schools, especially High Schools need support.
Please provide free exercise to all in the the community at different times throughout the day, great organisation called Live Life Get Active is an example of what could benefit community
Spend money on basics like roads. Stop wasting money on bullshit things leading to rate rises.
It's about time Port Stephens council recognized it has rural areas and communities.
Love the new coastal walking tracks and would like to see more. Would like more cafes / restaurants overlooking the water - Crest at Birubi is brilliant.
Doctor shortage/ bulk billing. Activity centres. Mental health support in the local area. Housing properties/ community/FACS Child services. More council workers employed to empty bins, lawns, toilet facilities, etc

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Bike lanes and wide footpaths that promote accessibility, well being outcomes and a healthy lifestyle are a fantastic starting point.
& then you'll want to raise the rates again. Seriously- supposed to be able to afford to live here. The hard working as well as those who choose not to work.
Raymond Terrace town centre lacks any sense of community. There's no urban design cohesion and is rapidly looking unwelcoming and outdated. Council need to engage a urban design team with fresh minds to create a place people want to visit. Why isn't First Nations culture promoted and celebrated with an art gallery or cultural centre?
I hope this helps and I look forward to seeing the action plan.
I would love to participate in some of your future programs if an opportunity was to arise
Wellbeing goes hand in hand with safe affordable housing, good infrastructure to support a growing population and supporting small businesses to employ. This empowers the demographic in the questionnaire to live full happy lives. Investment in the bay should with addressing the housing crisis and the lack of GPs. These investments create the well-being you are seeking as the supports required could thrive in the bay. It's the knock on effect.
What about our relationship with the environment and infrastructure that contributes to or impacts our well being? People's wellbeing is impacted directly bad roads, lack of transportation, anti-social behaviour which make people anxious, while clean beaches, bush and tranquility have a positive impact on well-being (and Council can contribute to this).
If you don't sort out transport access you are not going to meet many of your priorities. Too many people are excluded and isolated by this ongoing issue. Many don't have access to education and employment because of it. There is a high level of gambling and alcoholism affecting vulnerable people in Port Stephens. I've done my own observations and a lot of the time it's because many of the clubs have courtesy vans that will drive people to and from their home. People need to socialise and connect with others and clubs are accessible. For already depressed people pokies and drinking are attractive pastimes and often how they connect socially. You should enter reciprocal agreement with clubs to transport their members to community events or other places for them to connect. Also consider that bike and car theft are high in our shire too. How much of that is due to reduced public transport access?

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Demographics

Table 11 Demographics: relationship with Port Stephens

Relationship with Port Stephens (select all that apply):	%	n
I live in Port Stephens	92.31	36
I work Port Stephens	33.33	13
I own property in Port Stephens	38.46	15
I own a business in Port Stephens	12.82	5
Prefer not to disclose	2.56	1
Other (please specify)	7.69	3

Other: Community Chaplain, Church and community group participation and membership and visitor.

Table 12 Demographics: age

Which category below includes your age?	%	n
Prefer not to disclose	2.56	1
17 or younger	2.56	1
18-24	0	0
25-34	0	0
35-44	12.82	5
45-54	25.64	10
55-64	25.64	10
65 and over	30.77	12

Table 13 Demographics: gender identity

Please select your gender identity?	%	n
Male	20.51	8
Female	74.36	29
Intersex	2.56	1
Prefer not to disclose	2.56	1
Not listed (please specify)	0	0

Table 14 Demographics: identify as LGBTIQA+

Do you identify as LGBTIQA+?	%	n
Yes	7.89	3
No	81.58	31
Prefer not to disclose	5.26	2
Prefer to provide comment	5.26	2

Provide comment: Does it matter as long as I pay my rates. Stop separating people, I am gender diverse.

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Table 15 Demographics: First Nations Aboriginal and Torres Strait Islander

Are you of Aboriginal and/or Torres Strait Islander origin?	%	n
Yes	12.82	5
No	82.05	32
Prefer not to disclose	5.13	2

Table 16 Demographics: language spoken

Which language is most often spoken at home?	%	n
English	94.87	37
Spanish	0	
Chinese	0	
French	0	
Other	5.13	2

Other: Worimi, Armenian.

Table 17 Demographics: personal disability

Do you live with a disability?	%	n
Yes	17.95	7
No	76.92	30
Prefer not to disclose	5.13	2

Table 18 Demographics: live with someone with disability

Does someone you live with have a disability?	%	n
Yes	28.21	11
No	66.67	26
Prefer not to disclose	5.13	2

Table 19 Demographics: carer

Do you care for someone with a disability?	%	n
Yes	23.08	9
No	71.79	28
Prefer not to disclose	5.13	2

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