



Masterplan Norah Head Village Centre (Phase One)

CONSULTATION REPORT



April 2019

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Executive Summary

Central Coast Council formally adopted the Norah Head Village Centre Masterplan on 18 December 2017. The detailed implementation plan includes 51 projects, within the eight project areas. These have been assessed as low, moderate or high priority based on the feedback of stakeholders and will be delivered in phases.

During the period between 21 February and 21 March 2019, Council provided information and sought community feedback on the implementation of the Phase 1 projects:

- A shared pathway and footpath along Bungary Rd from Victoria Street to Wilfred Barrett Drive
- Street plantings, parking improvements and kerb and guttering works for Bungary Road
- Pedestrian links between the Village Centre and Mazlin Reserve
- Upgrade of Mazlin Reserve including new amenities and landscaping

Consultation activities included a drop-in information session and an online interactive map. To ensure the community and affected stakeholders were aware of the opportunity to get involved and given enough notice to provide feedback, the consultation activities were promoted through a media alert, social media, Council's online engagement hub, VMS boards placed in strategic locations and promotion through the newsletters of the Norah Head Residents, Ratepayers and Coastcare Association Inc.

Consultation outcomes

A total of 54 comments, ideas and suggestions were received through the through the map-based survey. Attached to these comments were a total of 112 'Likes' and 20 'Dislikes'. There were a total of 28 'Likes' 6 'Dislikes' for the projects proposed by Council, with the most popular being improved pedestrian access across Bungary Road and shared pathways.

94 percent of those that commented were residents of Norah Head, with 26% of them aged between 35-49 years-old and another 26% aged between 60-69 years old.

The themes that emerged out of the comments received through the survey included environmental, local infrastructure, traffic and road safety, maintenance, disabled access and general.

The main issues raised were around the need to prioritise traffic calming devices on Soldiers Point Drive, as well as an accessible footpath on Soldiers Point Drive, between Maitland Street and Victoria Street. The concern is that the implementation of traffic calming devices on Bungary Road will make traffic and speed issues worse on Soldiers Point Drive, making it more dangerous for pedestrians as well as road users.

Other issues included: stabilisation works to the cliff face to prevent further erosion; stairs to access the beach from Mazlin Reserve or the end of Mitchell Street; soft fall flooring for the children's playground to allow for wheelchair access; the removal of the tree located outside 53 Bungary Road; further foot traffic testing to occur for Soldiers Point Drive and Bungary Road to further inform the masterplan and; shade shelter for the children's playground.

Consultation approach

Objectives of consultation

The purpose of consultation for the Masterplan of Norah Head Village Centre – Implementation (phase one) was to:

- Encourage the community and stakeholders to view and provide feedback on the projects displayed for community comment
- Communicate the features of the proposals
- Provide the community an opportunity to speak directly with project staff
- Hear from stakeholders and the community to identify issues
- Inform the community and directly affected stakeholders on the timing and funding status of each project

Our engagement framework

Consultation has been designed in accordance with Central Coast Council's Engagement Framework.

This framework is available to view at www.yourvoiceourcoast.com/Central-Coast-Council-Engagement-Framework.

How we consulted

During the period between 21 February and 21 March 2019, Council sought community feedback on the pedestrian links between the Village Centre and Mazlin Reserve, parking improvements, kerb and guttering, street plantings and design of Mazlin Reserve.

Council also provided information on and construction timeframes for stage one of the shared pathway and footpath and a new amenities block located in Mazlin Reserve.

Consultation tools

Method 1: Online interactive mapping tool

All residents and stakeholders could make a submission via an online interactive mapping tool. The map provided information about proposed projects and projects that were at construction stage, as well as the opportunity to comment on the proposals, like or dislike the proposals, and raise ideas, issues or suggestions within the geographical scope of the consultation.

Method 2: Drop-in information session on location

A drop-in information session was held at the Norah Head Community Hall on Bungary Road so that community members could have their say in person and have it captured on the online map, as well as chat with Council staff about what is happening with the implementation of the Norah Head Village Masterplan and other local projects and issues.

The consultation period was promoted to ensure the community and affected stakeholders were aware of the opportunity to get involved and given enough notice to provide feedback.

Media alert	<ul style="list-style-type: none"> • Issued on 27 February 2019 <p>A copy of the media alert can be found in Appendix A</p>
Social media	<ul style="list-style-type: none"> • Facebook posts on: • 21 February, 27 February, 11 March and 20 March 2019 • Total reach of 13,678 • Twitter and Instagram posts on 21 February, 26 February, 27 February, 11 March and 20 March 2019 <p>Copies of the posts can be found in Appendix B</p>
Drop-in information session	<p>A drop-in information session was held on:</p> <ul style="list-style-type: none"> • Wednesday 28 February at Norah Head Community Hall from 2-6pm • Attended by 77 people
Your Voice Our Coast website	<p>Project page launched on 21 February 2019 under Masterplan for Norah Head Village: Implementation</p> <ul style="list-style-type: none"> • https://www.yourvoiceourcoast.com/norah-head-master-plan • 1,100 visits during consultation period
Online interactive map (Social Pinpoint)	<p>Council hosted an online interactive map which was also made available at Council's drop-in information session.</p> <p>Online link:</p> <ul style="list-style-type: none"> • https://centralcoastcouncil.mysocialpinpoint.com/norah-head-village-centre-masterplan-implementation

What we heard

Results

A total of 54 comments, ideas and suggestions were received through the map-based survey on the Your Voice Our Coast website, as part of the consultation period. Attached to these comments were a total of 112 'Likes' and 20 'Dislikes'.

There were a total of 28 'Likes' 6 'Dislikes' for the projects proposed by Council, with the most popular being improved pedestrian access across Bungary Road and shared pathways.

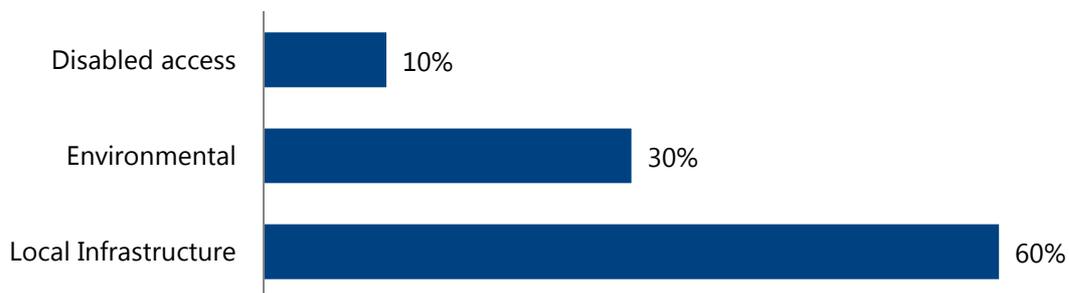
A full copy of the survey questions and results are included at Appendix C.

The survey results raised the following issues:

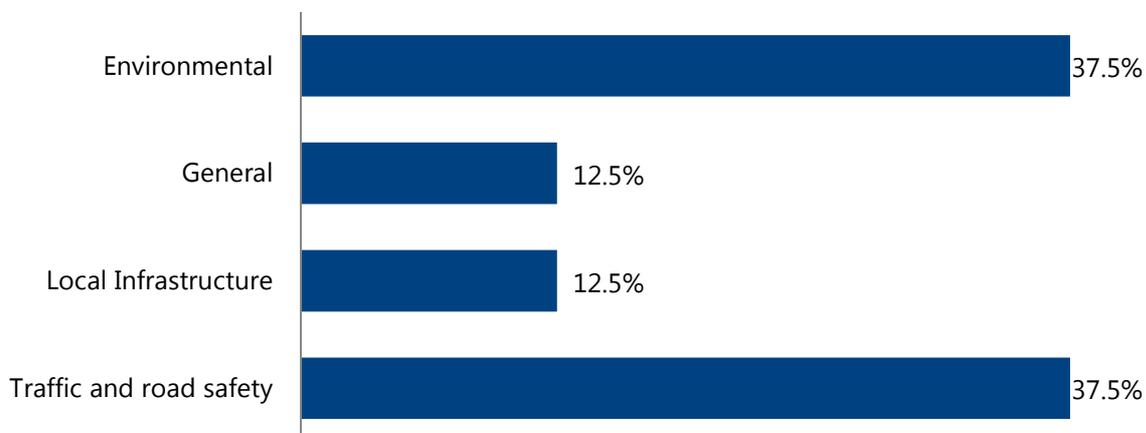
- The need for traffic calming devices on Soldiers Point Drive, in addition to an accessible footpath on Soldiers Point Drive, between Maitland Street and Victoria Street
- Stabilisation works to the cliff face to prevent further erosion
- Stairs to access the beach from Mazlin Reserve for the end of Mitchell Street
- Soft fall flooring for the children's playground to allow for wheelchair access
- The removal of the tree located outside 53 Bungary Road
- Further foot traffic testing to occur for Soldiers Point Drive and Bungary Road to further inform the masterplan
- Shade shelter for the children's playground
- Other issues raised included:
 - An improvement on the landscaping on the footpath out the front of the shops on Mitchell Street.
 - Traffic calming devices on Bungary Road near the Macquarie Street intersection
 - The toilet block to be located either closer to the hockey field or the car park—not in the front/middle of the park
 - A zebra crossing at the Victoria Street and Soldiers Point Drive intersection
 - CCTV near the toilet block
- There was an equal divide of respondents being for and against:
 - Any use of speed humps
 - Roadside tree plantings

Themes based on number of comments

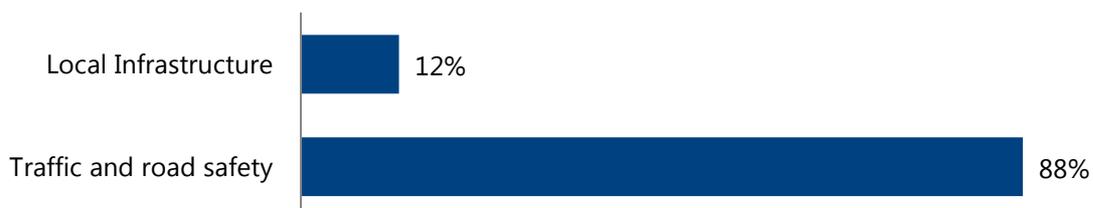
Themes of comments: Mazlin Reserve design



Themes of comments: Parking



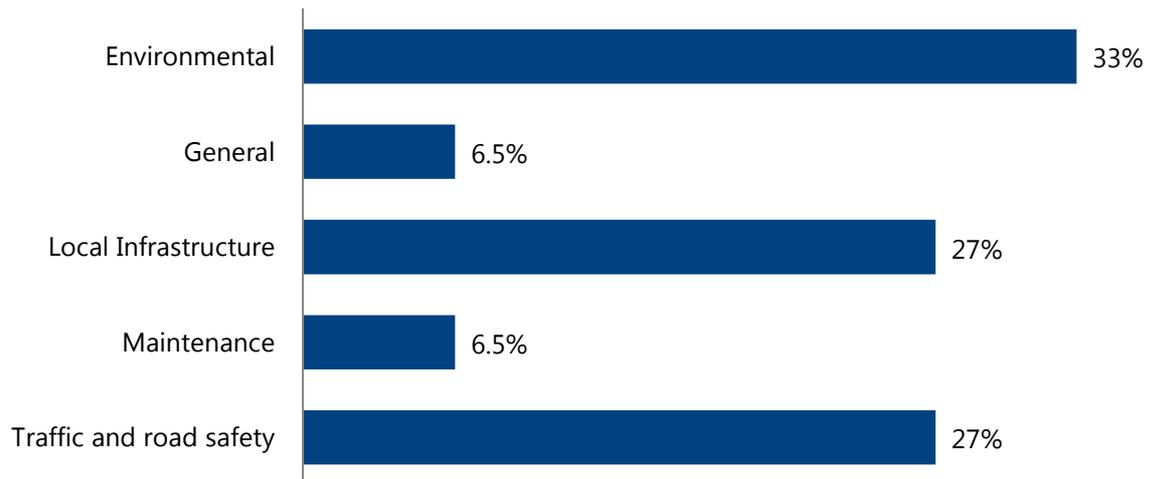
Themes of comments: Traffic calming and pedestrian access along Bungary Road



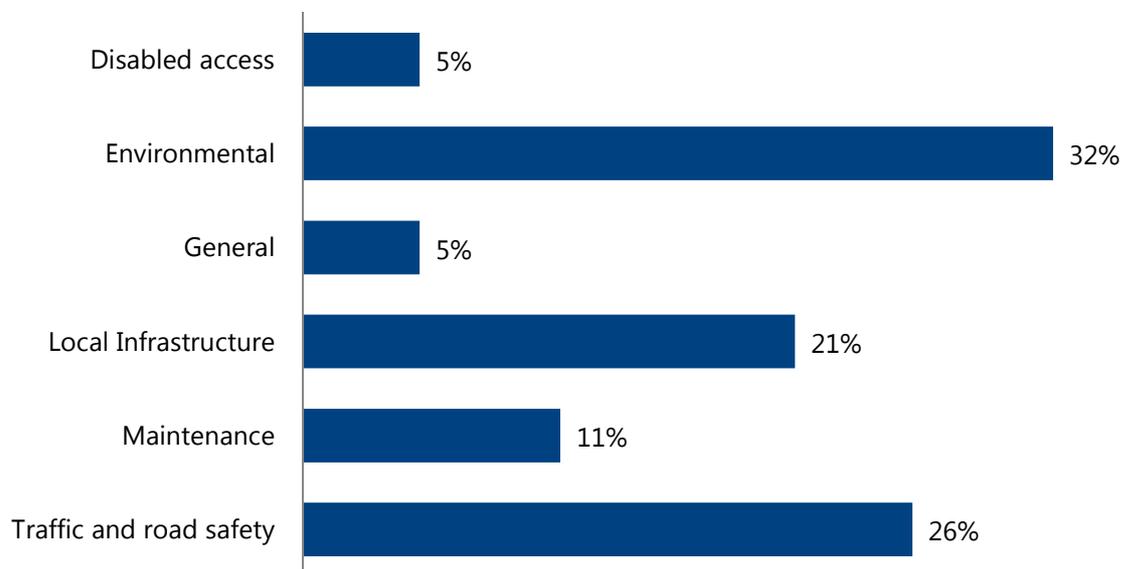
Themes of comments: Amenities block



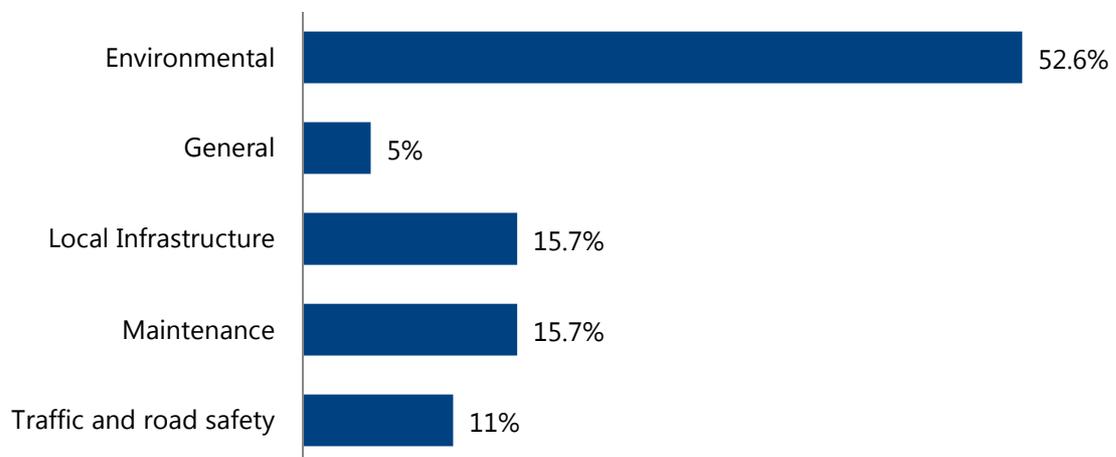
Themes of comments: Shared pathway



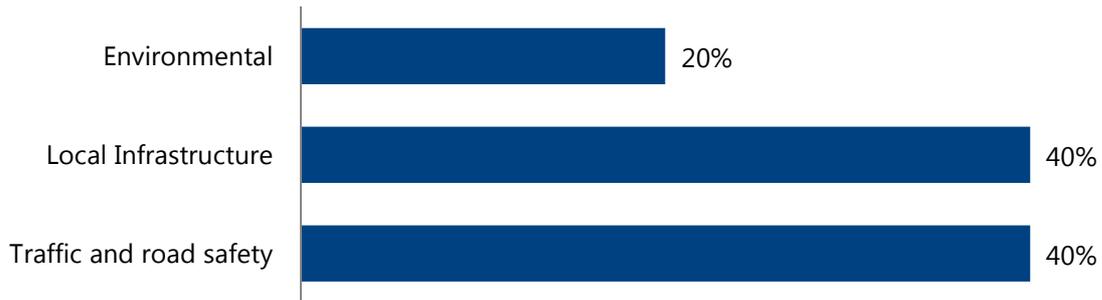
Themes of comments: Footpath



Themes of comments: Roadside tree plantings



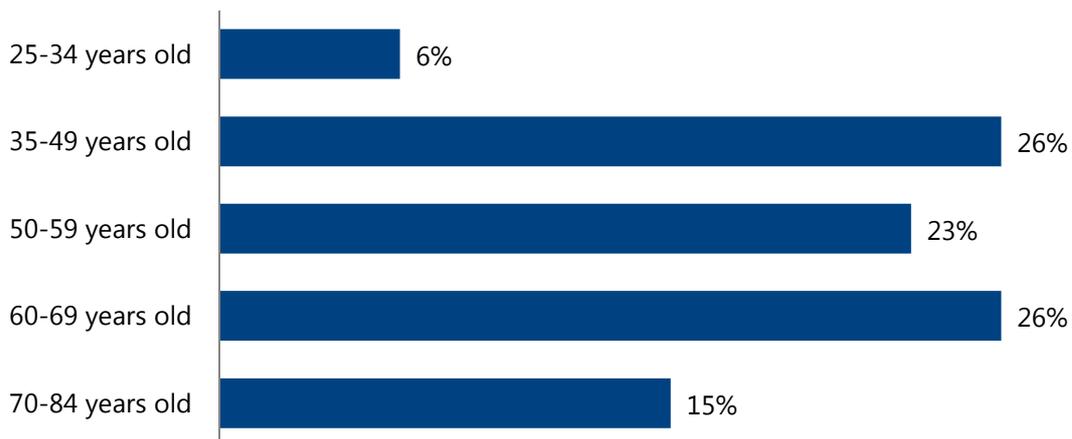
Themes of comments: General/other



Who we heard from

Council asked participants to volunteer the following information to help us understand the feedback we received for the implementation of the Norah Head Village Centre Masterplan.

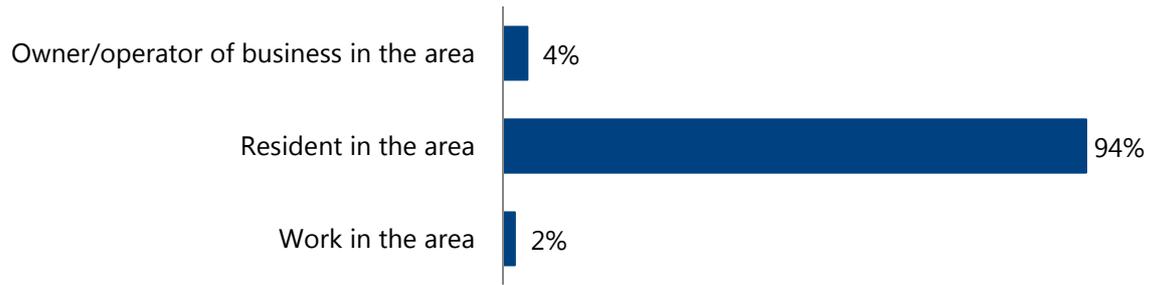
Age of respondents



Participation by suburb



Relevance to Norah Head



Identify as Aboriginal or Torres Strait Islander



Appendices

Appendix A

Have your say on the first implementation phase of Norah Head Masterplan

Central Coast Council is looking to the community for feedback on the implementation of phase 1 of the Norah Head Village Centre Masterplan (the Masterplan), with a drop-in information session being held 28 February and interactive online map live until 21 March 2019.

The Masterplan is a long-term 10 to 15 year plan for the future of Norah Head that provides a framework to address relevant community and environmental planning issues within the Village Centre.

The plan aims to retain Norah Head's distinct character of the area through the village centre, whilst improving links to surrounding unique natural features and open space areas, and enhancing social interaction through placement and improvements to public facilities and infrastructure.

As part of Phase 1 of the Masterplan, concept drawings for parking improvements and pedestrian links between the village centre and Mazlin Reserve have been completed and are now open for feedback along with the design of Mazlin Reserve upgrade.

Other planned works from Phase 1 of the Masterplan, which will commence in the coming months, include a three metre shared pathway on the eastern side of Bungary Road between Victoria Street and Maitland Drive, street plantings, parking improvements and a new amenities block in Mazlin Reserve.

Works are underway on the stage one project to construct a footpath on the western side of Bungary Road between Victoria Street and Maitland Drive.

Norah Head Masterplan drop-in session:

- Thursday 28 February, from 2pm until 6pm
- Norah Head Community Hall.

For more information, and to provide your input via the interactive online map go to yourvoiceourcoast.com/norah-head-master-plan, up until 21 March 2019.

ENDS

Appendix B

Facebook posts

Central Coast Council
21 February · 🌐

HAVE YOUR SAY! NORAH HEAD MASTERPLAN

We are at an important stage of gathering your feedback as we start to implement phase 1 of the Norah Head Village Masterplan.

The online interactive map is now live until 21 March, and we are seeking your valuable input to guide design plans for Mazlin Reserve, parking and improved pedestrian safety.

Tell us your ideas and find out more about the masterplan and related projects, such as the shared 3m wide pathway at Norah Head, pedestrian footpaths and the construction of a new amenities block.

Go to www.yourvoiceourcoast.com/norah-head-master-plan.



YOURVOICEOURCOAST.COM
Masterplan for Norah Head Village: Implementation
Work on the implementation of Norah Head Village Masterplan is progressing with the following Phase 1 projects: a shared pathway...

5,612 People reached 680 Engagements [Boost Post](#)

Trudi Williams, Nikki Green and 5 others 8 Comments 13 shares

Like Comment Share

Central Coast Council shared an event.
27 February · 🌐

Don't miss our information session on tomorrow night on Phase 1 of the Norah Head Village Centre Masterplan, where you can find out more about the Masterplan and have your say!

But wait... what is the Masterplan?

It's a long-term plan for the future of Norah Head, which we are aiming to put into action in phases over the next 10 to 15 years – and we are beginning with Phase 1.

WHEN: 2-6pm, Thursday 28 February
WHERE: Norah Head Community Hall, 75 Bungary Road, Norah Head
RSVPs not needed – just drop on in!

For more info go to our Facebook event page
<https://www.facebook.com/events/245903646356857/>



THU, 28 FEB

Community drop-in session: Norah Head Masterplan

★ Interested

Central Coast Council
11 March at 12:00 · 🌐

Have you had your say on the Norah Head Village Centre Masterplan? We're looking to the community for feedback as we start to implement Phase 1 of the Norah Head Village Masterplan.

Make sure you check out the online interactive map – which is live until 21 March – where you can provide your feedback to help guide the design plans for Mazlin Reserve, parking and improved pedestrian safety.

Tell us your ideas and find out more about the masterplan and related projects, such as the shared 3m wide pathway at Norah Head, pedestrian footpaths and the construction of a new amenities block.

Go to www.yourvoiceourcoast.com/norah-head-master-plan



YOURVOICEOURCOAST.COM
Masterplan for Norah Head Village: Implementation
Work on the implementation of Norah Head Village Masterplan is...

Central Coast Council
20 March at 09:00 · 🌐

There's only one day left for you to have your say on the Norah Head Village Centre Masterplan!

Check out the online interactive map – which is live until 21 March – where you can provide valuable feedback which will help to guide the design plans for Mazlin Reserve, parking and improved pedestrian safety.

Tell us your ideas and find out more about the masterplan and related projects, such as the shared 3m wide pathway at Norah Head, pedestrian footpaths and the construction of a new amenities block.

Go to www.yourvoiceourcoast.com/norah-head-master-plan



YOURVOICEOURCOAST.COM
Masterplan for Norah Head Village: Implementation
Work on the implementation of Norah Head Village Masterplan is...

Twitter and Instagram posts



Have your say! NORAH HEAD MASTERPLAN (phase 1 implementation). An online interactive map is now live. Go to ow.ly/tzKu30nLog6 to find out more and submit your ideas for this area. #norahheadnsw #Norahheadmasterplan #norahhead #CCCouncil



6:00 AM - 21 Feb 2019

1 Retweet 1 Like



Want to find out more, and have your say, on the Norah Head Village Centre Masterplan phase 1 implementation? Come along to our drop-in information session! 2-6pm, Thurs 28 Feb at Norah Head Community Hall. RSVPs not needed! More: ow.ly/rfC830nPPhU #Norahhead #Masterplan



1:09 PM - 26 Feb 2019



Don't forget about our drop-in information session we are holding on Phase 1 of the Norah Head Village Centre Masterplan, on tomorrow! 2-6pm, Thurs 28 Feb at Norah Head Community Hall. RSVPs not needed – just drop on in! More: ow.ly/rfC830nPPhU #Norahhead #Masterplan



11:45 AM - 27 Feb 2019

1 Like



Have you had your say on the Norah Head Village Centre Masterplan? We're looking to the community for feedback as we start to implement Phase 1 of the Norah Head Village Masterplan. Feedback closes 21 March. ow.ly/t8aC30nPPpt #NorahHead #Masterplan #CCCouncil #NorahHeadNSW



10:00 AM - 11 Mar 2019





There's only one day left to have your say on the Norah Head Village Centre Masterplan! Check out the online interactive map – live until 21 March – where you can provide feedback on the plans for Mazlin Reserve, parking and improved pedestrian safety. ow.ly/t8aC30nPPpt



11:45 AM - 20 Mar 2019

1 Retweet 1 Like 

Appendix C

1. What project is your comment in relation to?

- a. Mazlin Reserve design
- b. Parking
- c. Traffic calming and pedestrian access along Bungary Road
- d. Amenities block
- e. Shared pathway
- f. Footpath
- g. Roadside tree plantings
- h. General/Other

2. What is your interest in the area?

- a. I am a resident of the area
- b. I work in the area
- c. I am a visitor to the area
- d. I am an owner/operator of a business in the area
- e. I am a commercial property owner in the area
- f. I represent a local community group
- g. I represent an advocacy group
- h. I am a property developer

3. What is your age?

- a. Under 18
- b. 18-24
- c. 25-34
- d. 35-49
- e. 50-59
- f. 60-69
- g. 70-84
- h. 85 years and over

4. Are you of Aboriginal and/or Torres Strait Islander origin?

- a. No
- b. Yes, Aboriginal
- c. Yes, Torres Strait Islander

Comments Received

Comment	Supported	Not Supported
I congratulate council on the work done in developing and implementing this plan. While I'm fully supportive of the shared cycle way I want to attempt to ensure that great care is taken not to unnecessarily removing mature trees to build the cycleway. My understanding is that the cycleway will be built on the eastern side of Bungary Road. There is a stand of trees in Jenny Dixon Reserve near the playground equipment, small car park and bus stop. It would be a shame to lose any of these trees.	0	0
Spend some real money on the children's playground take a leaf out of Victoria's book	0	0
This area is overground and in need of urgent manicuring and beautification. Walking down this section of the path is a real eyesore.	0	0
Could an access track to Cabbage Tree Harbour extending from the end of Mitchell St be considered. The land here is potentially more stable than other areas around mazlin and the existing toe wall already extends marginally beyond Mitchell St. There would be a major safety benefit in delivering public to a section of the beach away from the boat ramps.	0	0
When considering the landscaping please ensure species are not too large for overhead wires. Also choose plants/trees that will not impact the many residents that have existing views.	1	1
Zebra crossing for victoria/soldiers intersection (as well as footpath continuation as per other comments)	1	0
I'm not a planner, but I understood increased curbing is not beneficial in areas like this, where there is no problem with absorption directly into ground (curbs just increase fast flow through stormwater). I really don't see the benefit of adding curbing and "formal" parking at least around the sportsground - it is just killing the green space we have now which works perfectly fine!	2	1
Is there a reason why Zebra crossings are no longer used? if it a pedestrian zone, it would be nice that pedestrians get priority all the way up the street (both near the shops and sportsfield). A traffic island does not give pedestrians priority.	0	0
If you are going to improve the cycleway all the way to Wilfred Barret Dr, it might be worth thinking of the connection from there. Currently it is almost useless, with it ending about 100m to the south (and a new cycleway towards the Entrance joining about 0,5 km down the road. To get to Canton Beach or Toukley, it is a horrid connection. I was cycling regularly along Bungary Road to Toukley (with kids), and i felt the safest part was along Bungary Rd (good visibility, straight road).	1	1
Toilet block either closer to car park, or at the other end (another comment asked for it to be closer to the sports ground)... but not in the front/middle of the park.	3	0
The gum tree outside 53 Bungary Road is an eyesore. Parts of it have been regularly pruned to avoid contact with overhead powerlines, while other parts of the tree have been left to grow unchecked. Result: A misshapen tree that does nothing to enhance the natural beauty of the area. Furthermore, the cycleway that will be built on the western side of Bungary	1	0

Road will be forced to dog-leg around the tree. This in itself will create another eyesore. Proposed solution: Remove the tree.		
Access from Mazlin Reserve to Cabbage tree Bay should be considered and further stabilization works should be done to the cliff face to prevent further erosion	5	0
Foot traffic testing should be completed on both Bungary Road and Soldiers Point Drive to further inform the master plan and future planning of foot paths. Soldiers Point Dr is a main pedestrian route with the community using the road to walk to Soldiers Beach, Norah Head Caravan Park, Sporties and Norah Head Sports Ground. In the Masterplan a section on both sides of Bungary Road are planned for pathways but no provision for Soldiers Point Drive on the masterplan highlighted section	3	1
Agree with traffic calming, please do not reconsider changing to speed humps. The intent of the master plan traffic calming raised sections is to create a fit for purpose solution to traffic management due to excessive speed. What the community doesn't need is speed humps which will increase the noise pollution due to; the constant deceleration & acceleration of cars, trailers and Ute trays with loose contents crashing around, caravans, trucks and buses.	3	0
While I commend the improvements the decision to prioritise Bungaree rd over Soldiers point drive needs to be reconsidered. Soldiers point drive takes the majority of the traffic because it is the main connection to Soldiers Beach, Norah Head Caravan Park, Norah Head Sporties club, Norah Head retirement village and the majority of the residence in Norah Head. The decision to do works on Bungaree road first will make worse the traffic volume and speed issues on Soldiers Point Drive.	5	1
Please consider soft fall flooring for children's playground to allow for wheelchair access	5	0
Shade shelter for children's playground	4	0
CCTV near the toilet block	1	0
More raised speed humps along road to slow traffic	3	1
Move the toilet block closer to the hockey field (near the proposed crossing point)	1	0
Proposed works in Bungary are will increase traffic and speeding in Soldiers point drive	3	0
Consider the parking angle to be able to drive in.	0	0
Traffic calming device as per Hungary and Mitchell should be installed.	2	0
Traffic calming device as per Hungary red Mitchell street intersection should be put installed.	1	1
I would like to see lot of speed humps along bungary road as hoops use it as a last drag on the central coast. Accident waiting to happen	1	2
On page 28 of the master plan the image shows a wide verge (est 8-10m) with room for alfresco dining option in front of the shops on Bunger Road. This is needed to attract both business and patrons however based on the current road plans displayed for Bungary there is no room to create this alfresco dining as displayed. Image on Pg41shows a much smaller	1	1

pavement then is needed to allow business to thrive. I would like to see allowance for this in the current road plans.		
In front of the shops can you please widen the pavement for seating arrangements, more appealing and potentially increase business for the cafes	1	1
Trees should not be located in road pavement poor vision when reversing Reduced parking for people attending beach Trees will impact the street drainage Happy with trees in footway Not happy with existing driveway being removed	0	2
Traffic calming for Soldiers Point Drive	4	0
Consideration of removal of large tree in between house number 55 and 57 Bungary road Norah head as the footpath is going besides it and deviates from the original path and this tree is quite mishapen from pruning and is quite a large selection for the species of tree for the position under the wires	3	0
Traffic calming should do just that The proposed height of 80 mm is not sufficient. Bus companies might complain about their existence so instruct the bus companies to tell their drivers to approach them slowly. The master plan is to encourage more child friendly environments.	1	0
Stabilisation of the bank directly in front of mazlin reserve should be a priority.	4	0
Selective removal of understorey to enhance views and improve connection between shops and reserve	1	1
This area of Soldiers Point Rd road between Maitland St and Victoria St is particularly dangerous for pedestrians. A footpath is desperately needed as those with prams, wheelchairs, mobility scooters have no choice to walk on busy and dangerous sections of road	10	0
Please do not put traffic calming devices on Bungary Rd without taking the same action on Soldiers Point Drive (and completing works at the same time). Traffic will only be diverted to Soldiers Point Dr, an already dangerous road for pedestrians	8	0
More trees planted in the road pavement and more trees in the pavement; Very happy with the proposal for Norah head	1	0
Traffic calming on soldiers point drive	5	0
Continue rock wall to rescue. Stairs to access beach from reserve. To give better connection from beach to Mitchell st shops.	7	0
On behalf of Norah Head Lighthouse, the proposed public footpath along Bush St should be given the highest priority because it is a public safety issue.	2	0
Selective removal of understorey to enhance views.	0	1
Not trees in road pavement silly idea	1	1
Brand new driveway will be impacted. Can it not be taken up? Norfolk pine should be removed as it is messy and ruins driveways.	0	0
Traffic heading south along soldiers pt dr near view street needs to be moved over to avoid parked cars. Look at maybe having a no right turn as it is dangerous.	0	0
Don't like the idea of removing existing driveway to facilitate the provision of shared path way; Very few cyclist use this section; Get rid of Norfolk pine	0	0

in front of 54 bungary road; Don't like the idea of new trees in the road pave meant; Telegraph pole is a hazard		
Traffic calming devices on soldiers point drive	4	0
Will this increase driver speed on soilderpoint road? Any plans for traffic calming devices in Soilderspoint Rd	5	0
Brillant plan	0	0
Traffic calming devices on soldier point drive	4	1
Location of tree will restrict drivers vision and limit car parking	0	0
Cars may drive and park on cyclway can bollards be place in cyclway	0	0
Do not like trees in road pavement	0	2
We would love to see an improvement on the landscaping on the footpath out the front of our shop on Mitchell Street. Council removed the old rocks/landscaping that was previously there (after receiving too many complaints about cars being damaged from the rocks when parking), but it has now been left looking quite ugly and incomplete.	3	0
Please can you tell me if some kind of slowing barriers on Bungary Rd and Soldiers dr will be in place to slow traffic? As someone living here there is regular speeding on these roads and we really need to stop this as other suburbs have done eg. Avoca and Terrigal.	1	1
Consider removal of the tree on Bungary Road so new footpath does not need to deviate around it. The tree is needing to be constantly pruned by council to avoid it growing into powerlines and to remove dead branches. It is quite misshapen as a result.	0	0

Projects identified by Council		
Stage 1 Shared Pathway	2	1
Stage 1 Footpath	2	1
Raised pedestrian crossing across Bungary Road near Maitland Street	5	0
Formal parking and Street Trees	2	2
Stage 2 Shared Pathway	0	0
Pedestrian Refuge between Norah Head Sportsground and Mazlin Reserve	3	0
Accessible Amenities Block in Mazlin Reserve	3	1
Mazlin Reserve Design	1	0
Formal Parking on Mitchell Street	1	0
Improved pedestrian access at the intersection of Bungary Road and Mitchell Street	5	1
Stage 3 Shared Pathway	4	0