



*Local Character Statements  
Toukley Social Planning District*

**CONSULTATION REPORT**



**April 2022**

Prepared by EngageComms

# 1. Executive summary

Central Coast Council (Council) is working to prepare a series of Character Statements for the Toukley Social Planning District which includes Toukley, Canton Beach, Noraville and Norah Head. These will be in accordance with NSW Government guidelines issued by the Department of Planning and Environment.

To achieve this, Council undertook a stakeholder consultation program to obtain community input about what people value in the local area, what they want to see maintained or enhanced into the future, and what they would like to see changed.

Consultation ran from 6 December 2021 to 25 February 2022. It was widely promoted through local media, social media, flyers and other networks, and included a major survey and a series of focus groups. The survey was made available:

- online through Council's Your Voice Our Coast web page
- in printed form at local clubs, retail outlets and other venues
- via email links and phone calls to Council contacts and community networks
- in person via street walks at Toukley and Norah Head

Three focus groups were held after the survey closed and these generated further discussion about local character. They were held in-person and online, with one group involving Council staff who had a personal or professional interest in the area.

## **What we heard**

Council received a total of 378 survey responses from a broad cross section of community members including people of different ages, backgrounds and interests.

The survey results showed some common themes running through all four suburbs. These indicated that key contributors to local character were lakeside or coastal living, green space and natural features, water views, village atmosphere, low-scale development, and a relaxed and recreational lifestyle.

The focus groups then discussed these issues in more detail and highlighted the importance of preserving local views and low scale development, and opportunities to highlight local indigenous and European heritage. Participants also identified the need to upgrade Toukley town centre, the potential for more retail and residential development at Canton Beach, the value of Norah Head Lighthouse and beach areas, and the need to upgrade parks and walkways through Noraville.

## **Next steps**

Council will review all consultation feedback and use it to prepare a series of draft character statements for each of the four suburbs. These will then be publicly exhibited for further community feedback before they are finalised.

Once adopted by Council, the local character statements will inform the area's strategic planning directions and development controls as it continues to grow and evolve.

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## 2. Introduction

### 2.1 Background

The Toukley Social Planning District is within the northern area of the Central Coast local government area and includes the suburbs of Toukley, Canton Beach, Noraville and Norah Head. It has unique characteristics that are important to the local community, including its natural, urban and social environments.

Many local communities want the local character of their area to be given greater consideration in future planning decisions. The NSW Government has therefore issued a series of guidelines for local councils to consult local communities and identify local character.

In line with these government guidelines, Council conducted a community consultation program to obtain feedback on what people value about their area, what they would like to see maintained or enhanced, and what they would like to see changed.

The feedback received will be incorporated into formal 'Character Statements' for the area and, once adopted by Council, will help to inform future planning decisions. This will be an important process for the Toukley Social Planning District as the area continues to grow and evolve.

### 2.2 Preparing local Character Statements

Council is due to prepare a series of local Character Statements for the Toukley Social Planning District. Once adopted, the Character Statements will inform and guide local planning decisions as the area continues to grow.

Local character is a combination of the social, environmental and economic features of an area. It includes the natural landscape, sense of community, built environment, connectivity, recreation areas, employment opportunities, history and culture, and other related issues.

A consultation program was undertaken to obtain community feedback on how people see the unique character of these suburbs. This feedback will help to ensure the new Character Statements reflect community views.

The consultation process was in line with the NSW Government's "Local Character and Place Guideline" published in February 2019. The Guideline states:

*"The effectiveness of the planning system relies on collaboration with and input from community so that outcomes suit the needs of the people it is planning for. The active players that interact with the planning system and shape local character include the community, local government, private enterprise and the NSW Government."*

# 3. Engagement approach

## 3.1 Purpose of engagement

The purpose of this engagement program was to consult the local community about what they value in the local area and what they want to see maintained or enhanced in the future.

By including the community in the initial stages of the work, it ensured their views and values are captured in the new Character Statements that will be adopted by Council. This means that community views will help to inform development planning and assessments going forward.

This project was an opportunity for the community to offer their input into the current and future character of their local area as it continues to develop and evolve. The engagement process encouraged all community members to participate in the process, regardless of age, gender, physical ability, socio-economic status, sexuality or cultural background.

The purpose of engagement was to:

- Consult people who live, work and play in the local area including local residents, businesses, schools, clubs and other organisations
- Seek input from people on what they value in the local area
- Identify what the community wants to see maintained or enhanced in the future
- Provide an opportunity for people to have their say on the current and future character of their local area
- Enable the new character statements to reflect community views

## 3.2 Our engagement framework

Consultation has been designed in accordance with Central Coast Council's Engagement Framework. This framework is available to view at

<https://www.yourvoiceourcoast.com/Central-Coast-CouncilEngagement-Framework>

## 3.3 How we consulted

Council conducted a comprehensive engagement program from 6 December 2021 to 25 February 2022. This included a mix of digital and face-to-face engagement activities to encourage a broad cross-section of community responses, including participation of people from different ages and backgrounds and with different local interests.

Consultation activities included printed, online and face-to-face surveys to gain initial feedback on how people value their local area. This included both quantitative and qualitative questions to obtain community insights about each suburb.

Topline survey responses were then compiled and presented to three focus groups for further discussion. These were held in-person and online to accommodate local attendance. All activities complied with NSW Public Health Orders and Covid-19 safety requirements.

The consultation process (survey and focus groups) was promoted using a range of direct and online channels, including a media release, social media posts, letterbox drop and EDM, as well as a series of phone calls and emails to local schools, businesses, clubs and other organisations. All promotional collateral is included in **Appendix A**.

### Consultation methods

Your Voice Our Coast web page	<p>Council hosted a page on its Your Voice Our Coast website from 6 December 2021 which included an overview of the project, how people could provide feedback (with links to an online survey and project email), FAQs and contact details of staff working on this project.</p> <p>The web page was updated on 10 February to advise that the survey was now closed and that people could register to attend focus groups. It was again updated on 24 February to advise the consultation had closed and draft character statements would now be developed.</p> <p>A total of 1,303 page views and 1,003 page visitors between 6 December 2021 and 24 February 2022.</p> <p>Page URL: <a href="https://www.yourvoiceourcoast.com/characterTPD">https://www.yourvoiceourcoast.com/characterTPD</a></p>
Online survey	<p>An online survey about Local Character Statements was open from 6 December to 9 February through Council’s Your Voice Our Coast website. The survey asked a series of questions relating to Toukley, Canton Beach, Noraville and Norah Head.</p> <p>In total, 183 people responded to the survey questions online.</p> <p>A copy of the survey questions and results can be found in Appendix B.</p>
Dedicated project email	<p>A dedicated project email was set up and listed on the consultation webpage for people to contact independent facilitators and register their interest for a focus group.</p>
Distribution of promotional flyers	<p>A flyer promoting the survey, street surveys and focus groups was prepared and distributed by letterbox drop between 6 and 12 December 2021 to 4,037 homes in Toukley, Canton Beach, Noraville and Norah Head.</p>
Phone calls and emails to key stakeholders and businesses	<p>131 key stakeholders were contacted by phone, email and through website contact forms to provide background about the program and how people can have their say. They were also asked if they could have printed flyers and surveys at their venues.</p> <p>Stakeholders included local community groups and service providers, schools, preschools, sporting and community clubs,</p>

	<p>churches, health facilities, local businesses, and local architecture, construction and development firms.</p> <p>Contact involved 205 emails, 50 phone conversations, 14 Facebook messages and 12 website contact forms.</p>
Distribution of printed surveys	<p>On 6 December 2021 promotional flyers, printed surveys and survey drop-off boxes were delivered in person to 9 community locations and businesses in the Toukley area, including:</p> <ul style="list-style-type: none"> <li>• Toukley Library</li> <li>• Toukley Neighbourhood Centre</li> <li>• Toukley 50 Plus Leisure Centre</li> <li>• Toukley and Districts Art Society</li> <li>• Toukley Golf Club</li> <li>• Board City Toukley</li> <li>• The Ary Toukley (RSL)</li> <li>• Toukley World of Bikes</li> <li>• Blu-J's Café Toukley</li> </ul> <p>The survey boxes and completed surveys were collected from the above locations (excluding Toukley Library) on 4 February 2022, with the remaining collected from Toukley Library on 11 February 2022. A total of 29 printed surveys were completed and these were then inputted into the online survey to assist with reporting.</p>
Website news	<p>News items were published in the News section of Council's website to promote the consultation process. These included:</p> <ul style="list-style-type: none"> <li>• 6 December 2022 - "Help shape future character of Toukley and surrounds"</li> <li>• 1 February 2022 - "Workshop to help shape the future character of Toukley area"</li> </ul>
Coast Connect EDM	<p>This consultation was promoted in Coast Connect, Council's community EDM (e-newsletter), on:</p> <ul style="list-style-type: none"> <li>• 10 December 2021 – "Describe the local character of Toukley and surrounds" 9,717 opens, 1,599 article clicks</li> <li>• 9 February 2022 - "Live or work in Toukley area?" 9,153 opens, 1,583 article clicks</li> </ul>
Social media	<p>Social media posts shared on Council's Facebook, Instagram, LinkedIn and Twitter profiles promoted the consultation program for developing character statements. It encouraged people to have their say through the online survey, street surveys and focus groups.</p> <p>Facebook posts:</p> <ul style="list-style-type: none"> <li>• 8 December 2021 – 52 interactions, 178 clicks</li> <li>• 13 January 2022 – 9 interactions, 25 clicks</li> <li>• 7 February 2022 – 6 interactions, 9 clicks</li> <li>• 8 February 2022 – 28 interactions, 7 clicks</li> </ul>

	<ul style="list-style-type: none"> <li>• 16 February 2022 – 4 interactions, 0 clicks</li> <li>• 18 February 2022 – 1 interaction, 0 clicks</li> </ul> <p>Instagram posts:</p> <ul style="list-style-type: none"> <li>• 8 December 2021 – 26 interactions</li> <li>• 13 January 2022 – 23 interactions</li> <li>• 8 February 2022 – 28 interactions</li> <li>• 16 February 2022 – 22 interactions</li> </ul> <p>Twitter posts:</p> <ul style="list-style-type: none"> <li>• 8 December 2021 – 0 interactions, 4 clicks</li> <li>• 8 February 2022 – 1 interaction, 0 clicks</li> <li>• 16 February 2022 – 3 interactions, 4 clicks</li> </ul> <p>LinkedIn posts:</p> <ul style="list-style-type: none"> <li>• 8 December 2021 – 30 interactions, 7 clicks</li> <li>• 4 February 2022 – 18 interactions, 13 clicks</li> <li>• 16 February 2022 – 17 interactions, 5 clicks</li> </ul>
Media Release	<p>A media release was distributed to local print, online and radio news outlets on 8 December 2021, and then uploaded to Council’s website on the Media Releases page:</p> <ul style="list-style-type: none"> <li>• 8 December: “Council seeking ideas on the character of Toukley and surrounds”</li> </ul> <p>Media coverage included stories in Coast Community News, CentralCoastAustralia.com and Central Coast Council Watch (Facebook page).</p>
Stakeholder meetings	<p>Council’s project team met with the Heritage Advisory Committee on 23 February 2022 and extended invitations to meet with Guringai Tribal Link Aboriginal Group and Darkinjung Local Aboriginal Land Council.</p>
Face-to-face street surveys	<p>Street surveys were conducted over 2 days to gain more feedback about local character and to promote the upcoming focus groups.</p> <p>Surveys were conducted at the following public locations:</p> <ul style="list-style-type: none"> <li>• Coles Toukley parking lot and Toukley Village Green (9am-12pm, 5 February 2022)</li> <li>• Main Road, Toukley and outside Toukley Library (1pm-4pm, 5 February 2022)</li> <li>• Young Street Reserve, Norah Head (9am-12pm, 6 February 2022)</li> <li>• Soldiers Beach Surf Life Saving Club parking lot (1pm-4pm, 6 February 2022)</li> </ul> <p>61 people provided survey feedback and this was inputted directly into the online survey to assist with reporting.</p>

<p>Focus groups</p>	<p>After the online survey closed, 3 focus groups were held in-person and online by independent facilitators to discuss survey feedback and capture additional ideas.</p> <p>Community members could register their interest through a dedicated email listed on the Your Voice Our Coast webpage and through discussions with team members during stakeholder phone calls and street surveys.</p> <p>Focus groups were held on:</p> <ul style="list-style-type: none"> <li>• 21 February 2022, 2pm-4pm, Toukley Community Hall and attended by 9 community members and 3 Council staff members</li> <li>• 23 February 2022, 10am-12pm, Online via Zoom and attended by 14 Council staff members</li> <li>• 23 February 2022, 5pm-7pm, Online via Zoom and attended by 7 community members and 3 Council staff members</li> </ul> <p>One community member who attended the 21 February focus group was unable to stay for the full session and later emailed some comments through. These have been incorporated into the focus group discussion notes.</p>
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*Images: Staff from independent consultancy EngageComms conducting street surveys at Toukley and Norah Head.*

# 4. What we heard

Council sought feedback from the community between 6 December 2021 and 25 February 2022.

Engagement resulted in the following:

- 1,003 visitors to the Your Voice Our Coast website
- 268 social media post engagements (comments, reactions and shares), plus 351 post clicks
- 378 people logged in to the online survey although 105 did not answer any questions
- 273 people responded to the survey questions (online, printed and face-to-face), including 228 answering questions for Toukley, 119 for Canton Beach, 94 for Noraville and 104 for Norah Head
- 36 people attended focus groups including Council staff
- 1 email received with feedback as the person could not stay for a full focus groups

## **Who we heard from:**

People who responded to the survey and attended the focus groups came from a broad cross-section of the community, including different ages, interests and suburb locations.

More details about the demographics of survey respondents can be found in Appendix B.

## 4.1 Method 1 – Community survey

A comprehensive survey was made available between 6 December 2021 and 9 February 2022. This included printed copies at local clubs, retail outlets and other venues, online access through the dedicated Your Voice Our Coast webpage, emailed surveys to local community groups and networks, and face-to-face surveys via street walks in Toukley and Norah Head.

The survey asked quantitative and qualitative questions for each suburb, including how to describe the existing character of your suburb, what makes your suburb unique, social and economic features of the area, important environmental features and what you would like to see changed, retained or improved.

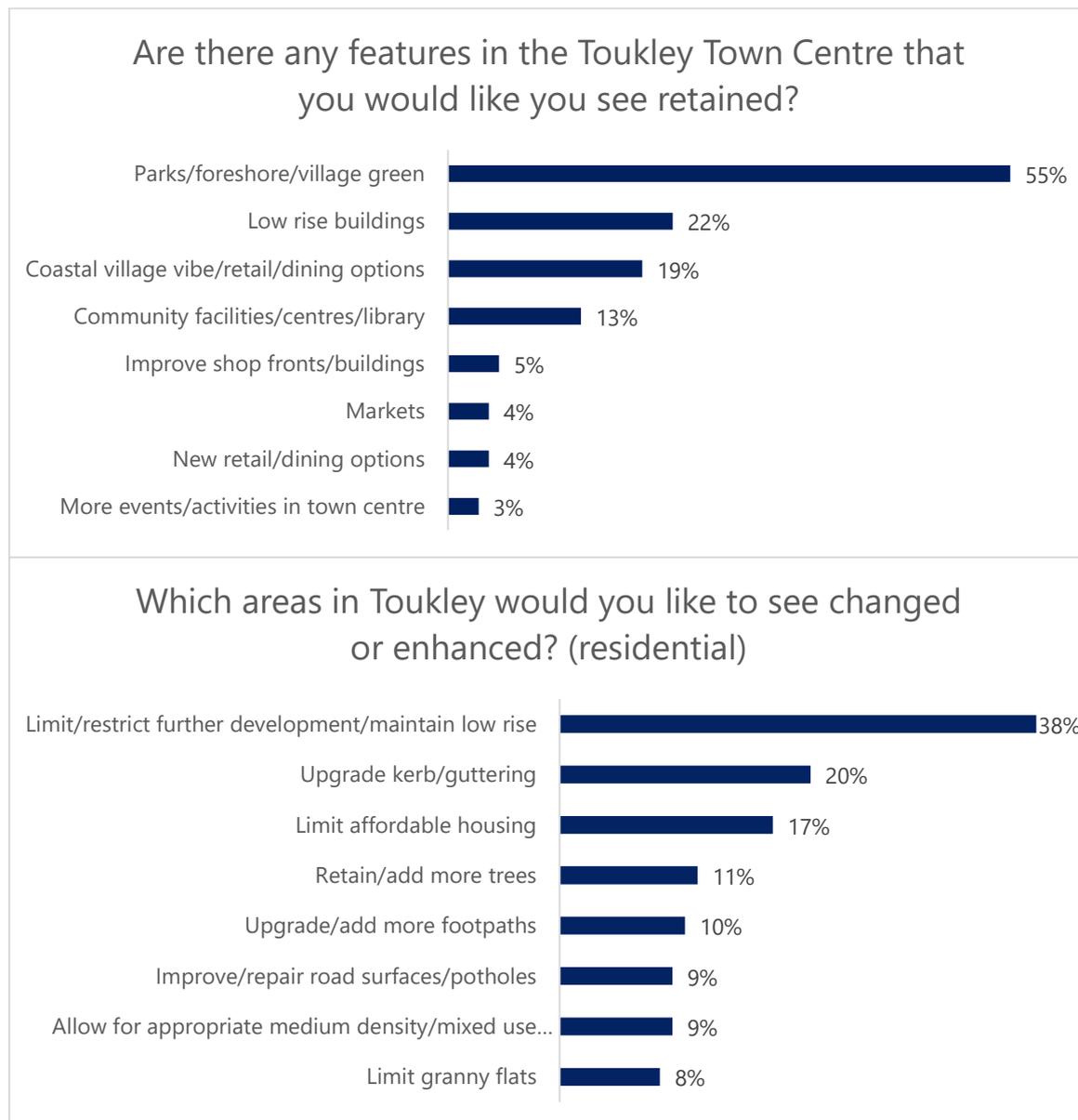
See **Appendix B** for a copy of survey questions and full results.

Topline survey results indicated a number of common themes and key contributors to local character:

- Lakeside or coastal living
- Open green space and natural features
- Water views
- Village atmosphere and low-scale development
- Relaxed and recreational lifestyle

More specifically, the results showed the following:

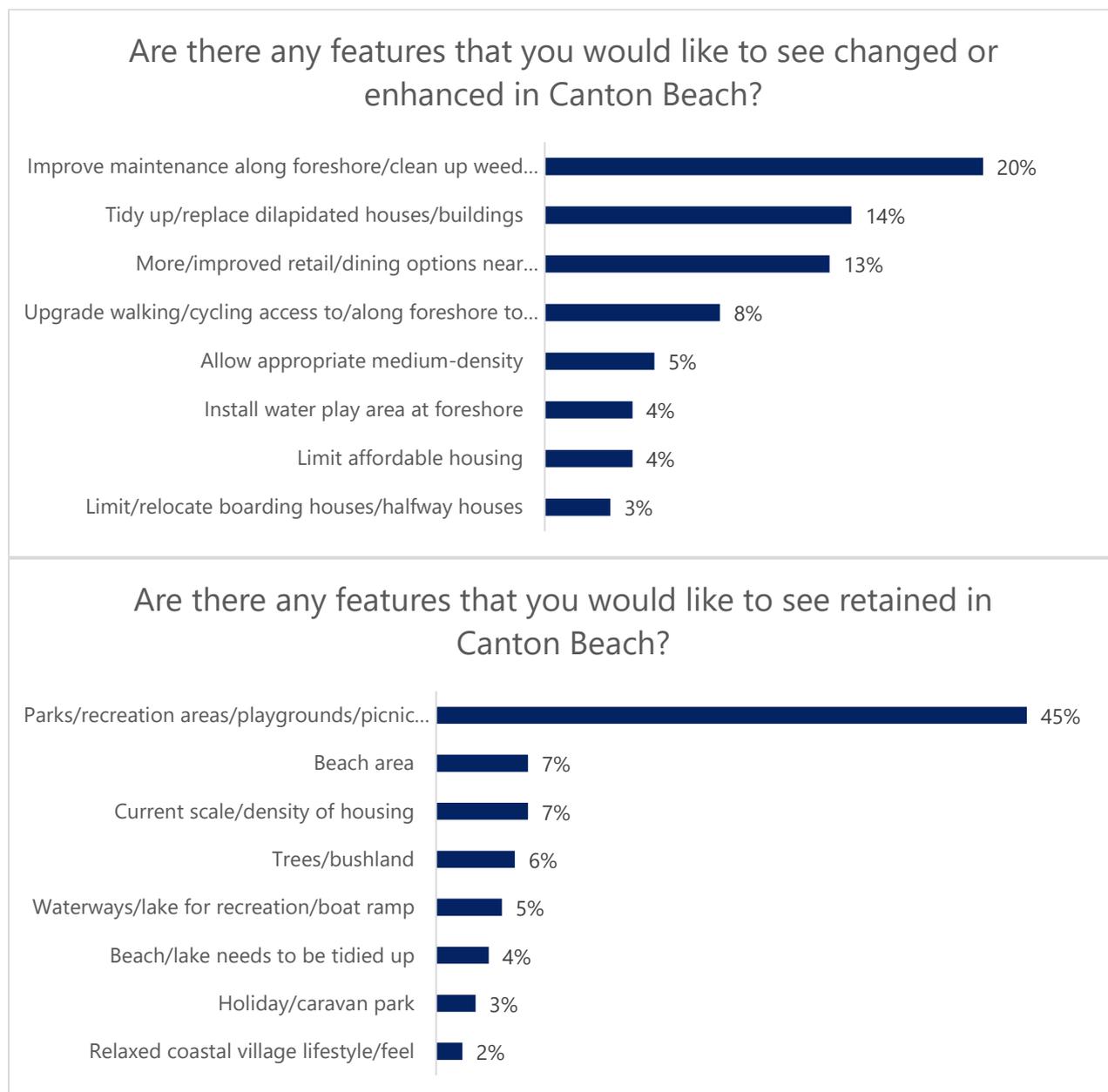
## Toukley:



### Key comment themes:

- The scale of development and larger lot sizes help make it a unique and relaxing coastal village and holiday experience that's different from the city. 'Limit density especially multi-storey apartments'.
- Various public spaces, community facilities (e.g. library, swimming pool) and recreation opportunities contribute to a vibrant, connected community and make it good for families. 'The Village Green is important for community events'.
- Trees, bushland and access to natural environment make it a pleasant living and holiday experience.
- Toukley village feels tired and has lost its character. It has potential but needs to be updated.
- More variety needed in the town centre, new retail boutiques, nicer dining and bars.

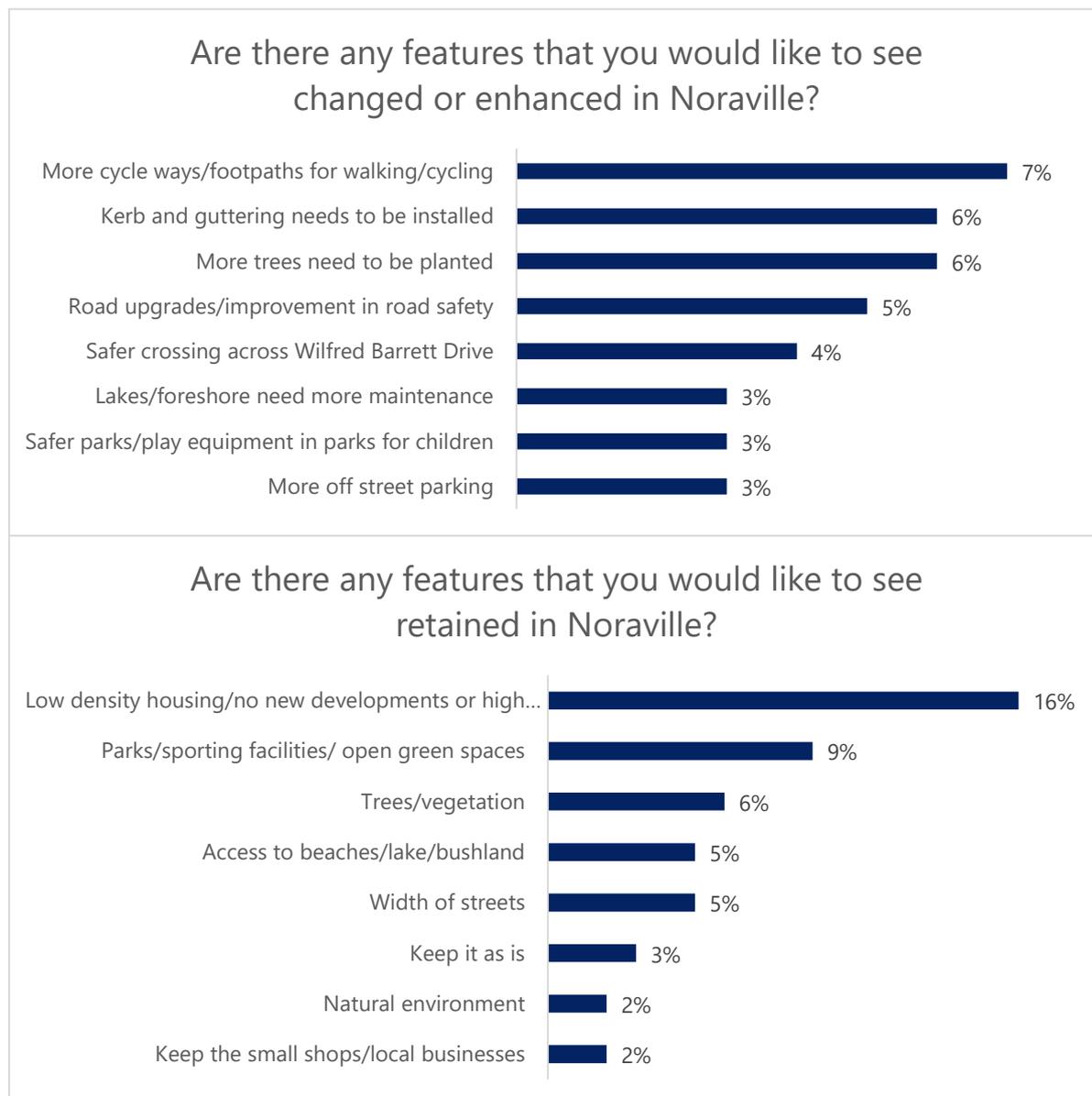
## Canton Beach:



### Key comment themes:

- Local parks, recreation opportunities and the lake foreshore provide lots of recreation that's close to home - good for families and older people. 'Great place for family recreational activities.'
- Lot sizes, scale and setbacks around buildings contribute to relaxed, spacious beachside feel.
- Tidy up or replace old houses, buildings and vacant lots.
- Improve maintenance along foreshore and clean up the weeds on beach and lake. 'The lake front path is such a wonderful walking area'.
- Retain parks, green spaces, recreation areas, playgrounds, foreshore picnic facilities, seating, pathways, cycleways and exercise equipment.

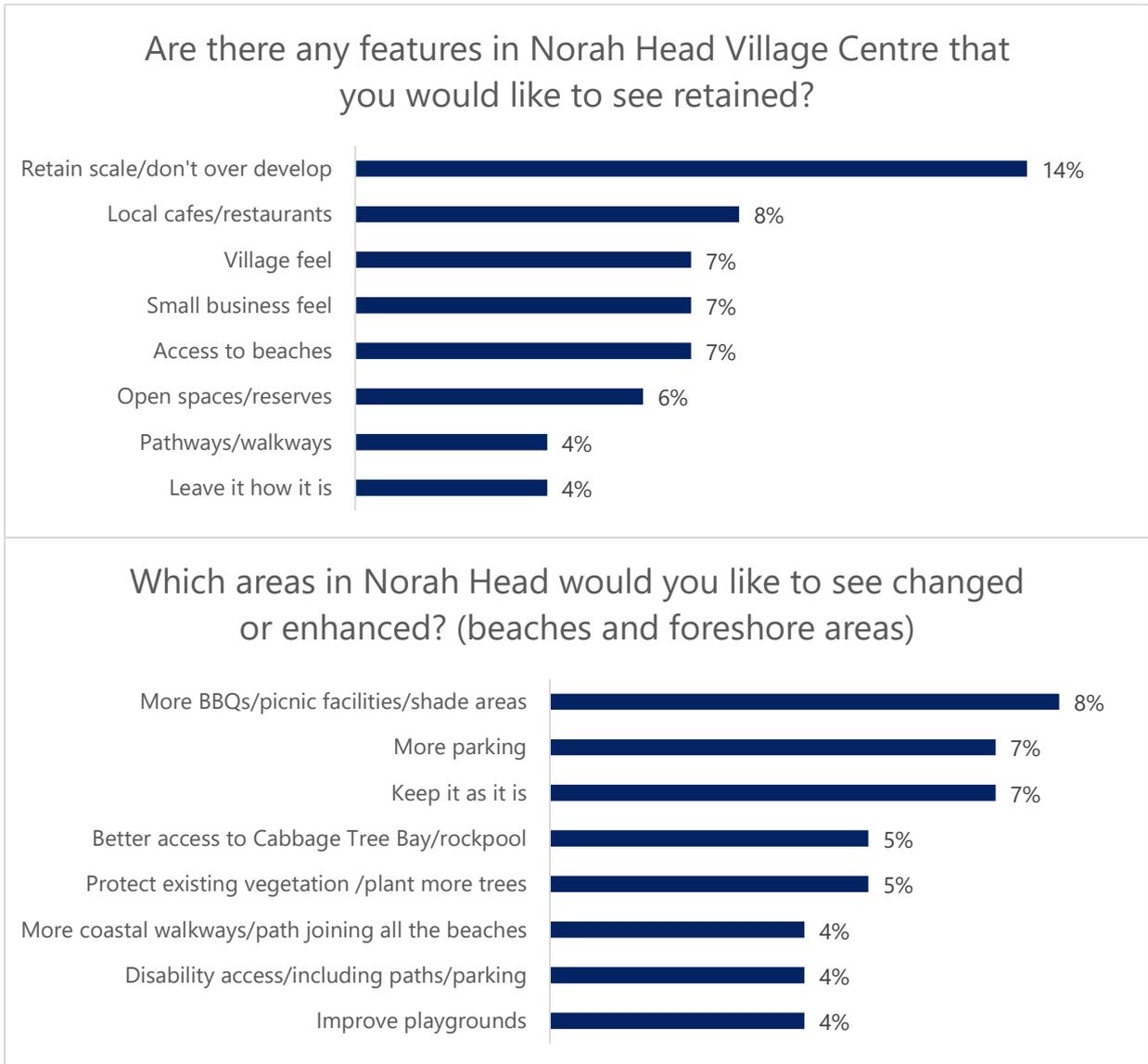
## Norville:



### Key comment themes:

- Trees, parks and green areas contribute to the character of Norville. 'I value all the natural beauty'.
- Nice community feel and family environment. 'It has a feel of a country coastal village'.
- More cycle ways and footpaths for walking and cycling.
- Improvement in road safety needed - upgrading the roads, pedestrian crossings, installing speed humps and cameras.
- Keep lot sizes as they are, low density housing and no new developments or high rises.

## Norah Head:



### Key comment themes:

- Retain scale and don't over-develop, no unit blocks, 'don't turn it into Manly or Terrigal'.
- Swimming and local beaches contribute to the character of Norah Head.
- More coastal walkways, including a path joining all the beaches and access to Toukley.
- More barbeques, picnic facilities and shade areas.
- Protect existing vegetation and plant more trees.
- 'Keep it a relaxed environment' and 'keep it as natural as possible'.

## 4.2 Method 2 – Focus groups

A series of focus groups were held on 21 and 23 February 2022 to generate more detailed discussions about the characters of Toukley, Canton Beach, Noraville and Norah Head. These included:

- 9 community members and 3 Council staff at an in-person focus group on Monday afternoon, 21 February, at Toukley Community Hall
- 14 Council staff in an online focus group on Wednesday morning, 23 February, via Zoom, and
- 7 community members and 3 Council staff in an online focus group on Wednesday evening, 23 February, via Zoom.

All focus groups were coordinated and run by independent facilitators to ensure open and balanced discussions. Participants were presented with information about what constitutes character statements, the consultation process so far, and topline results from the recent survey. They were then encouraged to discuss a number of key topics for each suburb, including:

- Views and natural features
- Culture and heritage
- Community feel and accessibility
- Scale of residential housing and street trees
- Town and village centres
- Potential new developments

Key comments received from the focus groups included the need to preserve local views and access to the natural environment, greater recognition of local history and heritage, a desire to maintain low-scale residential development styles, and acknowledging the potential for more retail and business opportunities.

Participants identified the need to upgrade Toukley town centre, the potential for more retail and residential development at Canton Beach, the importance of Norah Head Lighthouse and beach areas, and the need to upgrade parks and walkways through Noraville.

It was acknowledged that each suburb is intrinsically different and their unique characteristics should be protected. People also said there should not be change for change-sake and that the Central Coast should not try to be like Sydney or Newcastle.

Key points of discussion are summarised below:

### **Toukley**

- People value the local views of the lakes, beach and national park and wanted these to be maintained and protected. Views from Toukley Bridge were seen as important as people drive into town.

- Consideration should be given to a good entry statement. The current suburb entry when crossing Toukley Bridge is a half constructed derelict building which doesn't give a good impression.
- Opportunities should be explored where views down streets should extend to the lake to provide a clearer link to place.
- Access and connectivity to the lake, beach and national parks are important and could be enhanced. The lake itself needs cleaning up.
- People could be encouraged to understand and value their natural surroundings more.
- The precinct is bounded by water which is intrinsic to its character. We need to maintain the awareness of the water and natural environment throughout the whole precinct as redevelopment occurs.
- We could highlight the views to Mount Yengo and the Watagan Mountains from points within the town centre.
- Indigenous cultural connections to Toukley should be better highlighted. Historic and heritage buildings should be protected.
- Pedestrian friendly streets are starting to come, although some areas still have no footpaths. There's a need to review the walkability and bike access between the town centre and the bridge.
- New development should contribute to pedestrian friendly streets, respect pedestrian scale and provide awnings.
- There is a good mix of housing styles with older homes adding to local character – "Many houses have been built through time."
- The 'Avenue' streets are straight and have character.
- People recognise the need to increase housing density to support more retail and dining options. However they did not want high rise developments as these would impact the 'feel of the area' and could cut off the views.
- People accept that development is inevitable but this needs to be sensitive to the local environment. 'Population growth is limited by environmental constraints.' We can't stop change, we just need to manage it.
- Population growth should be limited by the local infrastructure capability. Infrastructure hasn't kept up with the increasing density, eg dual occupancies and secondary dwellings. Traffic congestion has increased.
- Holmes Ave is an example of what the community does not want, while Hammond Rd is a good example of what the community would prefer.

- Taller buildings should be located on the ridge areas and then building heights could be stepped down towards the lake foreshores to maintain visual connections with the lakes.
- Tree-lined streets should be protected as they add to the local character. Council could encourage residents to plant native trees and vegetation.
- The corridor of original gum trees at the back of some houses contributes to the character. There is a danger of losing this as more development occurs.
- Toukley town centre is considered to look 'tired and outdated'. It needs a good shopping strip with a village feel with modern cafes, restaurants, retail options and bars that add character and attract visitors to the town. Active street frontages are important.
- There is a need to improve signage and wayfinding and connections to the lake.
- The emerging dining scene is good, and more cafes, bars and retail stores could be added to the main street.
- A consistent and unified theme could be introduced for local businesses and buildings to make it more appealing, eg like the Connectivity Project in Tuncurry.
- The Coles car park disconnects the town. It is too big and the space could be turned into a shopping area. However the town centre should not be overdeveloped as it is already congested. It should not become the next Terrigal or The Entrance.
- Toukley has a lot of potential and already has everything in terms of services, schools, shops and medical needs.
- Top-shop housing could add to the local atmosphere and also improve safety. The Toukley Markets should also come back.
- 'We are lucky to have the Village Green' although more activities could be held there and the playground could be upgraded. The artwork and murals are great. More signage would help people find the Village Green, especially when coming from Main Road.
- There is no visual or physical connection from Main Road to the Village Green. This should be explored if redevelopment occurs. Perhaps we could put lights in trees or paint the lower part of telegraph poles to draw people into the centre and onto the Village Green.
- 'It's all there, we just need to make the most of it.'
- 'Don't change for change's sake.' Stay true to the local character and embrace our area.

- Participants saw Long Jetty as a good example of town development with its flags, murals, public art and speciality food shops. Toukley could also be like Nelson Bay, Shoal Bay, Gerringong and Forster.
- Some new developments look better than others. It would be good if building materials reflected the local character and lakeside location. Different building materials can affect how things look. The new aged care facility is nice.
- Umina and Woy Woy were seen as good examples for residential developments.

### **Canton Beach**

- Views of the foreshore, lake and ocean are important and exciting should be protected. The 'big sweep of the foreshore' is distinctive to the area's character.
- The public land around the foreshore is great. Extending the beach and updating other open space areas could encourage more recreational use.
- The quality of the lake needs to be improved and cleaned up so people could use it more.
- Trees and vegetation are important, as is access to the national park. It will be good to improve connectivity and natural walking trails here. Preserving the red gums is important.
- The foreshore is a safe place for homeless people who use it for shelter and cooking.
- The local fishing and migrant history could be better recognised, including Chinese connections which date back to the Gold Rush.
- The area is well used on weekends and has hosted community events of up to 5,000 people. The shared pathway is great and the sensory playground and exercise equipment are also well used.
- More signage would be good. There are currently no desire-lines or wayfinding to Canton Beach.
- Canton Beach is 'a hidden treasure' that not many people know about, other than locals.
- Lot sizes and the space around houses are important to the local character and allow room for vegetation. The existing low-scale density and building heights should not change, although some of the streetscapes could be improved with more trees.
- The look and feel of community / affordable housing isn't great as they use lesser quality materials and less landscaping.
- Canton Beach has a different landscape character and is more relaxed than Toukley

- The area has huge potential with its holiday park, sailing club and other features. However the tourism zoning is restrictive as it creates empty lots which are neglected and vandalised. The zoning could change to allow more retail and residential developments which could help improve the area. Shop top housing could help enliven the area.
- The tourism zoning does make the area unique and should be capitalised on. The area should be developed as a tourist precinct.
- The area needs more cafes and restaurants but there is currently not enough customer base to support this. It could be good for waterside cafes and dining, some retail options, bars, nightlife and lakeside walkways. It could be like Brunswick Heads.
- While development potential is important, it should still leave space for vegetation.
- Canton Beach is not like Terrigal or The Entrance, which is good.

## **Noraville**

- The 'sight lines to the lake are special', especially from the higher streets. The views of Hargraves Beach should be protected and better access to the beach would be good.
- This is a unique area where you can walk to the beach and the lake.
- There are lots of trees across the area and street trees add to the attraction. More trees could be planted, ideally natives which would connect and blend with the local bushland and national park.
- The Redgum Trail and access to the Wirrabalong National Park is a good secret for locals. It's also good to see the gums where Evans Road joins the National Park. The Redgum Trail and Wetland Trail should be joined.
- Local heritage elements could be highlighted more, such as Hargraves House and the cemetery. Cultural heritage is also important and should be highlighted more, including direct local links to Bungaree.
- This is a predominantly residential area which has a nice community and family feel. The two local schools and other facilities bring families and community members in.
- There is minimal open spaces for public gatherings. Irene Parade Reserve could be enhanced and better used. A large shelter, nature-based play space, more seating and other facilities would be good. Other local ovals could also be enhanced.
- While some pathways work well, more footpaths and cycleways would be good, including a link between Noraville and Canton Beach. More walking trails could also run through the bushland.
- Kerb and guttering is not the way to go for healthy lakes.

- People currently go to Toukley or Norah Head for recreation. There's nothing really for teenagers in Noraville.
- Noraville is a nice leafy area with generous lot sizes including quarter acre blocks from the 1970s which allows for vegetation. It features single-level old homes that add to the local character and are attractive for families.
- People recognise future development is inevitable to support the growing population and demand, but don't want the area overdeveloped with larger scale buildings. Some increased low-scale density could be okay (eg two-storey villas on large lots).
- There is some variety in real estate including older and smaller housing across the leafy centre and around the main road, with larger new builds in the 'ritzy' end along the beachfront which gives a different character.
- Streets are wide with good setbacks and plenty of opportunity to park. This gives a sense of space Even narrower roads appear wider because of the setbacks and it would be good to maintain this feel.
- Traffic calming measures could be installed along Evans Road and Oleander Street. Crossing Evans Road can be difficult.
- Council's done a good job of hiding the sewerage plant, although the smell is noticeable when the wind blows from the south or west.

### **Norah Head**

- Norah Head is 'an amazing place' which is surrounded by nature. It has great views of the ocean, beach, headland and bushland which need to be protected. Cabbage Tree Bay, the rockpool and sand dune are also highly valued.
- Views from retail strip to the water are important, as is the connection to the beach.
- Soldiers Beach is considered one of the best surf beaches in Australia. It is 'internationally iconic' and should be treated like an icon with good public art and high-quality facilities. It is also a popular area for whale watching so a whale mural or sculpture here would be great.
- The area is surrounded by bushland so 'everything is a little hidden and part of the magic'. It has a 'sense of discovery' as you enter through the bushland. Walking through the national park and bushland is 'special'.
- The bushland areas need more protection and maintenance. Some of the coastal vegetation has strong ecological values. The mix of native and introduced trees (eg pines) add to the character of the area. The landscape is an extension of the national park.

- Norah Head Lighthouse has historical and cultural value. It provides a sense of local identity and should be flagged as a landmark. It wins awards for being the best photographic location for weddings and has also been used for local events.
- Views of and from the lighthouse are important and need to be protected, although there are not many places you can view the lighthouse from. Access for people with mobility issues could be improved and more parking is needed.
- The merchants and mariners' history is important to the area, including the shipwrecks out at sea. The ruins near the rockpool have a logging maritime history. It would be good to highlight all this better with more interpretative signage.
- Aboriginal history and indigenous cultural sites should be retained and recognised. It would be good to add more Aboriginal art and stories along the foreshore and in other recreation spaces. We should improve recognition of the traditional owners.
- 'We need a history centre at Norah Head.'
- Norah Head is the go-to beach and recreation focus for areas of the Central Coast and for visitors to the area although road access is limited with only a single road in and out.
- It a daytime destination but there is not much to do at night.
- There could be more footpaths, walking trails and cycle paths to improve connectivity, and also more wayfinding. Council should continue and expand the shared pathway and push forward with plans to upgrade Mazlin Reserve.
- Lots of families live in the area and there's a good sense of community ownership. 'People care about where they live.' The swim school also brings people into the area.
- 'There is a good mix of houses in the area, not just the same-same.' This adds to the local character as it makes it interesting and vibrant. Public space breaks up the monotony of residential lots.
- The tree canopy, greenery and bush nature is nice and should be maintained and reflected in any new developments. Maybe have some more street trees along the main road to provide shade and reduce the heat island effect.
- New developments should maintain the low-scale of the area, even if densities increase. They should be made of high quality materials that look good. New homes should not be allowed too close to the cliff edge.
- Development pressure elsewhere brings flow-on pressures to Norah Head. Increasing density could bring more people to Norah Head to support local businesses. Developers should be required to provide their own infrastructure (eg water and sewer connections) and provide off-street parking.

- The existing scale of the village centre is good and should be retained. People don't want high rise and don't want the area to become like Manly or Terrigal or The Entrance. Views from the shops add to the character.
- There is a good balance of cafes, restaurants and shops that support the locals and visitors. There is potential for a small increase in height and the number of shops but this should still keep in touch with the local character. More outdoor dining and shade might be good.
- The appearance of building facades could be improved.
- There are more opportunities for pedestrian activities around the village centre, including in the laneways.
- More accessible parking and more formal parking near the rockpool would be good.
- There are opportunities for shops near surf club.
- The Caravan Park is a great public space for the wider community.

# 5. Next steps

Thank you to everyone who took the time to participate in the community consultation process for the Toukley Social Planning District Character Statements.

The next steps for preparing the local character statements are below:

- Council will review feedback received to prepare draft local character statements for the area.
- These draft statements will be publicly exhibited for the community to provide further feedback, which will be analysed and help Council to finalise the local character statements before being put to Council for adoption.
- Residents, businesses and other stakeholders will be notified prior to the draft statements being made available for further comment.
- Once adopted by Council, the local character statements will inform the area's strategic planning directions and development controls to guide future development.



# 6. Appendices

## Appendix A – Promotional collateral

### Your Voice Our Coast webpage



## Local character – Toukley, Canton Beach, Noraville and Norah Head

### Consultation on this project has now concluded.

Central Coast Council is inviting the community to provide their feedback on what makes up the unique character of Toukley, Canton Beach, Noraville and Norah Head, as part of developing local character statements for these suburbs.

Local character statements are being developed by Council in line with NSW Department of Planning, Industry and Environment guidelines and will be incorporated into local development controls.

As Toukley, Canton Beach, Noraville and Norah Head continue to grow and evolve, Council wants to ensure local character remains at the forefront of any planning decisions and that the community is represented in the decision-making process.

The information collected during the consultation period will directly contribute to the development of local character statements which will influence future planning decisions.

### Have your say

This is a unique opportunity to shape your local area by telling Council what you like, value and what can be improved. All feedback will be considered and community preferences will be integral to the writing of the local character statements for the Toukley Social Planning District.

The community were invited to:

- Attend a focus group
- [Complete the survey](#) (now closed)
- Chat with us at roaming pop ups

The community are part of the team that shapes the future of the Toukley Social Planning District.

*Something you need to know: Under the Government Information (Public Access) Act, 2009 (GIPA ACT), members of the public can seek access to the feedback and council cannot give assurance that this will remain confidential.*

[Register Here To Participate In Focus Groups](#)



### Links

[NSW Planning, Industry and Environment: Character Statements](#)

### Timeline View



### Who's listening

**Name:** Peta James – Senior Strategic Planner  
**Email:** [peta.james@centralcoast.nsw.gov.au](mailto:peta.james@centralcoast.nsw.gov.au)

**Name:** Tania Halbert – Senior Urban Designer  
**Email:** [tania.halbert@centralcoast.nsw.gov.au](mailto:tania.halbert@centralcoast.nsw.gov.au)

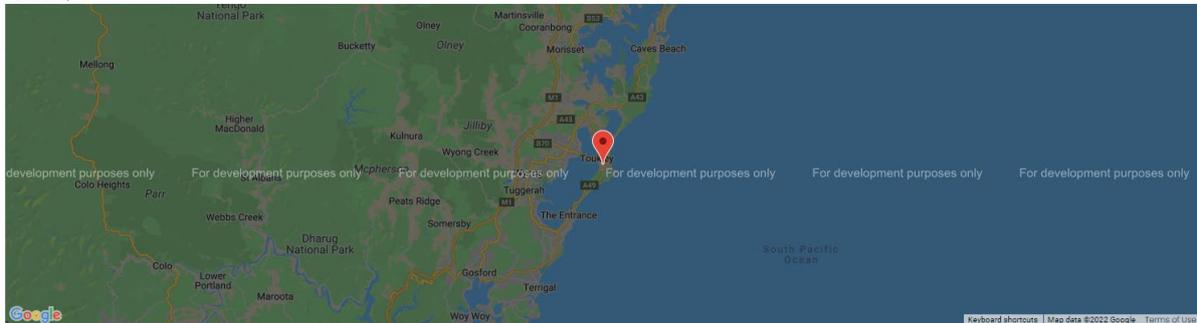
## Your Voice Our Coast webpage (continued...)

- What is local character?
- What is a Local Character Statement?
- Why are character statements important?
- How will character statements benefit the local community?
- What suburbs are included in the Toukley Social Planning District?
- How could I have my say on the development of the Toukley Social Planning District Character Statements?
- What sort of feedback was Council looking for?
- Why is community consultation important to inform the character statements?
- What happens to feedback received by Council?
- I've provided feedback to Council before. Will Council really listen to what I say?
- Will we see the consultation feedback received by Council?
- Will Council develop local character statements for other areas?

## Where's it happening?

Toukley Social Planning District

[ View Map ]



## Promotional flyer and distribution map

**TOUKLEY, CANTON BEACH, NORAVILLE, NORAH HEAD**

### Have your say

**Local character is what makes a neighbourhood unique and adds to its attractiveness as a place to live, work and play.**

We've heard from the community that as the Central Coast continues to grow and evolve, it's important we keep the things we love about our local area.

Central Coast Council invites you to explore with us:

- What makes your suburb **unique**?
- What do you **value** about the area?
- What features of your neighbourhood should be **maintained**?
- What could be **enhanced**?
- Is there potential for **change**?

Your feedback will help Council to create local character statements for Toukley, Canton Beach, Noraville and Norah Head.

The character statements will embed the importance of local identity and character into planning controls and decisions.

Visit [yourvoiceourcoast.com](http://yourvoiceourcoast.com) or Toukley Library to complete a survey  
**Survey closes 5pm, Wednesday 9 February 2022**

### Have your say

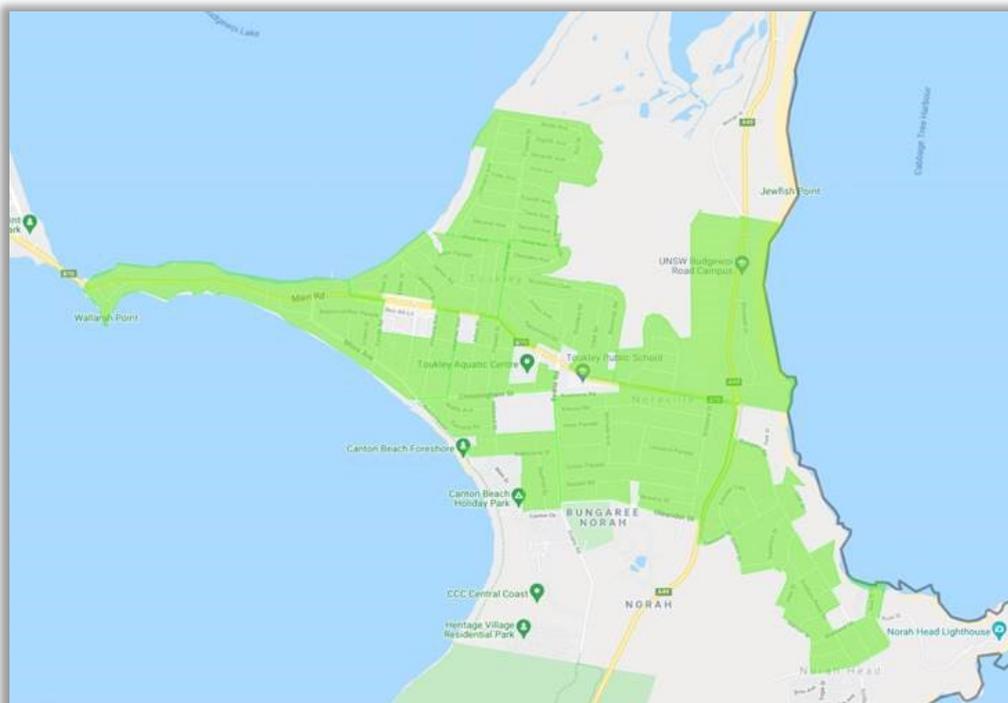
We are seeking your input into the current and future character of your local area as it continues to develop and evolve.

#### HOW CAN YOU GET INVOLVED?

- Visit [yourvoiceourcoast.com](http://yourvoiceourcoast.com) to fill in a brief survey or register your interest in attending a **focus group**.
- Complete a **printed survey** at Toukley Library and other local venues.
- Find us **in person** at the following locations:

<b>Saturday 5 February 2022</b>	<b>Sunday 6 February 2022</b>
9am to 12pm	9am to 12pm
Coles Toukley and Toukley Village Green	Young Street Reserve, Norah Head
1pm to 4pm	1pm to 4pm
Main Road, Toukley and Toukley Library	Soldiers Beach Surf Life Saving Club

**Survey closes 5pm, Wednesday 9 February 2022**



Home / Council / Help shape future character of Toukley and surrounds

- About Council
- Community
- Contact
- Council news**
- Financial Recovery Plan
- Current Development Applications
- COVID-19 information
- Media Releases
- News**
- Coastal erosion - Emergency and Recovery
- Community bulletin
- Expressions of interest
- Promotions
- Town Centres
- Community Connections
- Public Notices
- Sign-up to our eNews
- Forms and publications
- Meetings and minutes

## Help shape future character of Toukley and surrounds



*Monday, 6 December 2021*

Our community is invited to provide feedback on what makes up the unique character of Toukley, Canton Beach, Noraville and Norah Head.

As Toukley, Canton Beach, Noraville and Norah Head continue to grow and evolve, Council wants to ensure local character remains at the forefront of any planning decisions and that the community is represented in the decision-making process.

The information collected during the consultation period will directly contribute to the development of local character statements which will influence future planning decisions.

Have your say!  
Visit [yourvoiceourcoast.com](http://yourvoiceourcoast.com) to fill in a survey or register your interest to attend a focus group.

The survey is open until 5pm, Wednesday 9 February 2022.

**Council website news story – survey promotion - 6 December 2021**

**Council website news story – focus group promotion – 1 February 2022**

Home / Council / Workshop to help shape the future character of Toukley area

- About Council
- Community
- Contact
- Council news**
- Financial Recovery Plan
- Current Development Applications
- COVID-19 information
- Media Releases
- News**
- Coastal erosion - Emergency and Recovery
- Community bulletin
- Expressions of interest
- Promotions
- Town Centres
- Community Connections
- Public Notices
- Sign-up to our eNews
- Forms and publications
- Meetings and minutes

## Workshop to help shape the future character of Toukley area



*Tuesday, 1 February 2022*

As Toukley, Canton Beach, Noraville and Norah Head continue to grow and evolve, Council wants to ensure local character remains at the forefront of any planning decisions and that the community is represented in the decision-making process.

Our community is invited to attend a focus group, bringing your local knowledge and expertise to delve deeper into what makes up the unique local character of the area.

These focus groups will be interactive, which means you will get to have your say and collaborate on ideas with other attendees.

**Focus groups will be held at Toukley Community Hall and online on the following dates:**

- Wednesday 16 February 2022 - 10am–12pm
- Monday 21 February 2022 - 1pm–3pm
- Wednesday 23 February 2022 - 3pm–5pm (online)

To register your interest, email [projects@engagecomms.com.au](mailto:projects@engagecomms.com.au)

For more information and to keep up to date with news on this project go to [yourvoiceourcoast.com](http://yourvoiceourcoast.com). An online survey is also available for feedback at [yourvoiceourcoast.com](http://yourvoiceourcoast.com) until 5pm, Wednesday 9 February 2022.

The information collected during the consultation period will directly contribute to the development of local character statements which will influence future planning decisions.

## Council media release – survey promotion - 8 December 2021

- About Council ∨
- Community ∨
- Contact ∨
- Council news** ∧
- Financial Recovery Plan
- Current Development Applications
- COVID-19 information ∨
- Media Releases**
- News ∨
- Public Notices
- Sign-up to our eNews
- Forms and publications ∨
- Meetings and minutes ∨

### Council seeking ideas on the character of Toukley and surrounds

Wednesday, 8 December 2021

Central Coast Council is inviting the community to provide their feedback on what makes up the unique character of Toukley, Canton Beach, Noraville and Norah Head, as part of developing local character statements for these suburbs.

Local character statements are being developed by Council in line with NSW Department of Planning, Industry and Environment guidelines and will be incorporated into local development controls.

Council Administrator, Rik Hart said that the development of local character statements will help inform future planning decisions and development assessments.

"As Toukley, Canton Beach, Noraville and Norah Head continue to grow and evolve, it's important to understand what people value about their suburbs and what they want maintained or changed," Mr Hart said.

"We want to know what makes these suburbs unique and gives them their local character – from their natural landscape and built environment through to the people, history, culture and tradition.

"By understanding this, we can ensure the local character of these suburbs remains at the forefront of local planning decisions.

"Whether you live, work or play in Toukley, Canton Beach, Noraville and Norah Head, we want to hear from you."

Community members can provide their **feedback until 5pm, Wednesday 9 February 2022** by visiting [yourvoiceourcoast.com](http://yourvoiceourcoast.com)



## Email templates for key stakeholders, businesses and residents

Dear **Toukley Neighbourhood Centre,**

Thank you for your time on the phone last week.

Central Coast Council is [inviting community feedback](#) on what makes up the unique character of Toukley, Canton Beach, Noraville and Norah Head.

As Toukley, Canton Beach, Noraville and Norah Head continue to grow and evolve, Council wants to ensure local character remains at the forefront of any planning decisions and that the community is represented in the decision-making process.

The information collected during the consultation period will directly contribute to the development of local character statements which will influence future planning decisions. The local character statements will describe the community's preferences for how the suburbs could develop over time while retaining their local character – the things that make them unique.

The draft statements will later be placed on public exhibition for further feedback before being updated and put to Council for adoption.

Visit [yourvoiceourcoast.com](http://yourvoiceourcoast.com) to learn more, fill in a survey (by 5pm, Wednesday 9 February 2022), and register your interest in attending a focus group to help workshop further ideas. Hard copy surveys can also be completed at Toukley Library and other local venues.

Council will also hold street surveys in various locations in early February.

We encourage you to share this feedback opportunity with those in your network and thank you for your time.

Warm regards,

Dear **Toukley and Districts Art Society,**

We recently contacted you on behalf of Central Coast Council about consultation underway to gather feedback on what makes up the unique character of Toukley, Canton Beach, Noraville and Norah Head.

The survey we sent you previously is closing at 5pm, Wednesday 9 February. We encourage you to [jump online and fill it in](#) to have your say on the future of the area.

### Next steps

We will be holding a series of focus groups in mid-February to workshop ideas and delve deeper into the character of your local area. If you wish to be part of a focus group, email us at [projects@engagecomms.com.au](mailto:projects@engagecomms.com.au) to register your interest.

Focus groups will be held at Toukley Community Hall and online on the following dates:

- **Wednesday 16 February 2022 - 10am–12pm**
- **Monday 21 February 2022 - 1pm–3pm**
- **Wednesday 23 February 2022 - 3pm–5pm (online)**

### Why are we doing this consultation?

As Toukley, Canton Beach, Noraville and Norah Head continue to grow and evolve, Council wants to ensure local character remains at the forefront of any planning decisions and that the community is represented in the decision-making process.

The information collected during the consultation period will directly contribute to the development of local character statements which will influence future planning decisions. The local character statements will describe the community's preferences for how the suburbs could develop over time while retaining their local character – the things that make them unique.

The draft statements will later be placed on public exhibition for further feedback before being updated and put to Council for adoption.

We encourage you to share this feedback opportunity with those in your network and thank you for your time.

Warm regards,

## Coast Connect EDM articles – 10 December 2021, 9 February 2022



### Coast Connect

10 December 2021



### Supporting Central Coast Tourism

Council Administrator Rik Hart has announced Council's Marketing and Tourism staff have been named a finalist in the NSW Tourism Awards 2021 for their work with the local tourism industry, particularly responding with promotional activities to help local businesses during the pandemic.

**Find out more >**



### Describe the local character of Toukley and surrounds

If you live, work or play in Toukley, Canton Beach, Noraville and Norah Head, we want to hear from you to understand the unique character of these areas. Feedback will be used to draft local character statements, which inform future planning decisions and development assessments.

**Have your say >**



### Coast Connect

9 February 2022



### Administrator message

A number of projects and initiatives are currently on public exhibition or open for consultation. Your feedback plays an important role in the review and decision-making process, and it's vital that the consultation period is used to convey your concerns and ideas.

**Make your voice count >**



### Live or work in Toukley area?

Share your local knowledge on what makes up the unique local character of Toukley, Canton Beach, Noraville or Norah Head. There's still time to join the conversation to help define a character statement that guides future local planning decisions.

**Join an upcoming focus group >**

## LinkedIn – 8 December 2021, 4 February 2022, 16 February 2022

**Central Coast Council**  
9,226 followers  
2mo • 🌐

Local character is what makes a neighbourhood unique and adds to its attraction as a place to live, work and play.

We're now encouraging those who are part of the Toukley, Canton Beach, Noraville or Norah Head community to let us know what unique characteristics make up the local identity of their neighbourhood.

Feedback will be used to draft local character statements for the areas, which will then help to inform future planning decisions and development assessments.

Fill in a survey by 9 Feb or join our in person focus group  
<https://hubs.la/Q010n7gW0>



You and 29 others

**Central Coast Council**  
9,226 followers  
3w • 🌐

Calling all business operators, workers, residents and visitors to Toukley, Canton Beach, Noraville or Norah Head.

Come and share your ideas about the unique character of the local area and what you'd like to see enhanced or changed. Local character is what makes a neighbourhood unique and adds to its attraction as a place to live, work and play. Now is your chance to workshop ideas and have your say.

Your ideas will help Council to develop local character statements which set out the community's preferences for how an area could develop over time while retaining its unique character.

Focus groups will be held on the following dates:

- Wednesday 16 February 2022 - 10am–12pm (Toukley Community Hall)
- Monday 21 February 2022 - 1pm–3pm (Toukley Community Hall)
- Wednesday 23 February 2022 - 3pm–5pm (online)

Visit <https://hubs.la/Q013G54b0> to learn more or email [projects@engagecomms.com.au](mailto:projects@engagecomms.com.au) to register your interest for a focus group.



18

**Central Coast Council**  
9,226 followers  
1w • 🌐

Want to have your say on the future character of Toukley, Canton Beach, Noraville and Norah Head? Come and join a focus group to workshop ideas and let us know what you want to see enhanced or changed in the area.

Your ideas will help Council to develop local character statements which set out the community's preferences for how an area could develop over time while retaining its unique character.

Focus groups will be held on:

- Monday 21 February 2022 - 1pm–3pm (Toukley Community Hall)
- Wednesday 23 February 2022 - 3pm–5pm (online)

Visit [https://hubs.la/Q013c\\_V60](https://hubs.la/Q013c_V60) to learn more and register your interest



15

2 comments

**Twitter – 8 December 2021, 9 February 2022, 16 February 2022**

 **CentralCoastCouncil** @CCoastCouncil · Dec 8, 2021 ...

If you live, work or play in Toukley, Canton Beach, Noraville or Norah Head - we want to hear from you! Help draft local character statements that will influence future planning decisions and development.

[hubs.la/Q010n77F0](https://hubs.la/Q010n77F0)



 **CentralCoastCouncil** @CCoastCouncil · Feb 8 ...

Live, work or play in Toukley, Canton Beach, Noraville and Norah Head? Come and join a focus group on 16, 21 or 23 Feb to help inform how the area should develop over time while retaining its unique character.

[hubs.la/Q013GW3\\_0](https://hubs.la/Q013GW3_0)



   1 

 **CentralCoastCouncil** @CCoastCouncil · Feb 16 ...

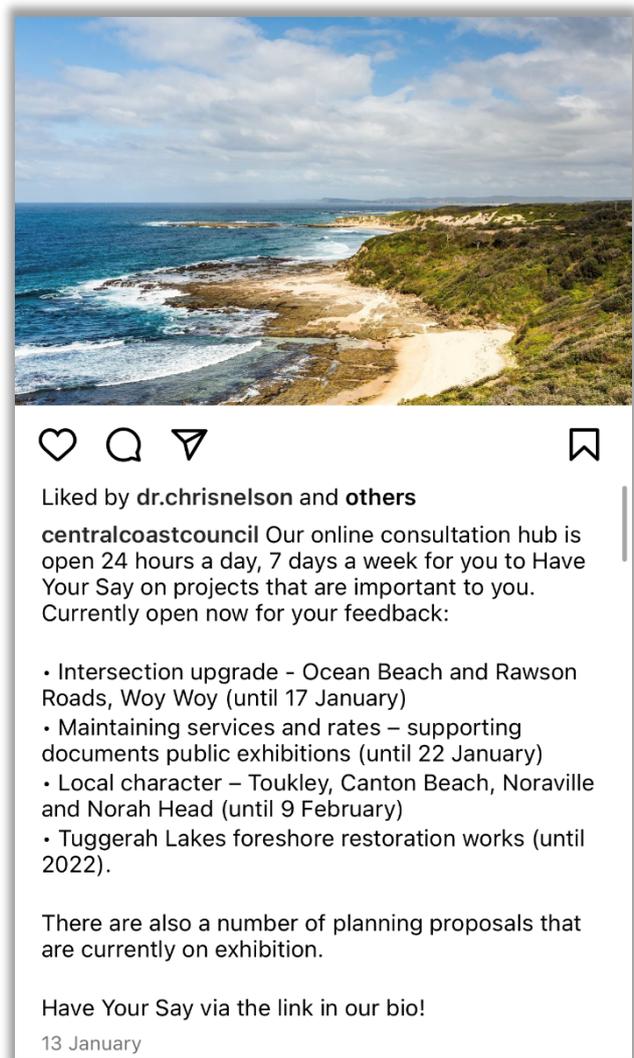
Workshop ideas at a focus group next week and tell us what you love, want to keep or would change about the local character of Toukley, Canton Beach, Noraville and Norah Head as the area develops.

Details: [hubs.la/Q013cHr70](https://hubs.la/Q013cHr70)



 1  1  1 

## Instagram – 8 December 2021, 13 January 2022



## Instagram – 8 February 2022, 16 February 2022



centralcoastcouncil

Liked by **oldfieldcellars** and **others**

centralcoastcouncil Live, work or play in Toukley, Canton Beach, Noraville or Norah Head? Come and join a focus group and use your local knowledge to delve into what makes up the unique local character of the area.

Your ideas will help Council define the community's desired local character of the four suburbs so that it's placed at the forefront of future local planning decisions.

Focus groups will be held at Toukley Community Hall and online in the coming weeks.

Visit link in bio to learn more and register your interest.

8 February



centralcoastcouncil

Liked by **bestestbuddydoggrooming** and **others**

centralcoastcouncil Want to have your say on the future character of Toukley, Canton Beach, Noraville and Norah Head? Come and join a focus group to workshop ideas and let us know what you want to see enhanced or changed in the area.

Your ideas will help Council to develop local character statements which set out the community's preferences for how an area could develop over time while retaining its unique character.

Focus groups will be held on:

- Monday 21 February 2022 - 1pm–3pm (Toukley Community Hall)
- Wednesday 23 February 2022 - 3pm–5pm (online)

Visit link in bio to learn more and register your interest!

16 February

## Facebook – 8 December 2021, 13 January 2022, 7 February 2022

**Central Coast Council** 8 December 2021 · 🌐

Have your say on the local character of Toukley and surrounding areas to help shape future planning.

Local character is what makes a neighbourhood unique and adds to its attraction as a place to live, work and play.

We're now encouraging those who are part of the Toukley, Canton Beach, Noraville or Norah Head community to have your say and ensure local character remains at the forefront of future planning decisions.

Fill in a survey by 9 Feb or join our focus group  
<https://hubs.la/Q010n61x0>



27 6 comments 19 shares

**Central Coast Council** 13 January · 🌐

Our online consultation hub is open 24 hours a day, 7 days a week for you to Have Your Say on projects that are important to you. Currently open now for your feedback:

- Intersection upgrade - Ocean Beach and Rawson Roads, Woy Woy (until 17 January)
- Maintaining services and rates – supporting documents public exhibitions (until 22 January)
- Local character – Toukley, Canton Beach, Noraville and Norah Head (until 9 February)
- Tuggerah Lakes foreshore restoration works (until 2022).

There are also a number of planning proposals that are currently on exhibition.

Have Your Say at <https://hubs.la/Q011ZRFC0>



8 1 share

**Central Coast Council** 7 February · 🌐

Our online consultation hub is open 24 hours a day, 7 days a week for you to Have Your Say on projects that are important to you.

Currently open now for your feedback:

- Amended Code of Meeting Practice (December 2021) (until 7 February 2022)
- Local character – Toukley, Canton Beach, Noraville and Norah Head (until 9 February 2022)
- CSP Community Reference Group (until 18 February 2022)
- Central Coast Local Housing Strategy – Discussion Paper (until 28 February 2022)
- Mangrove Creek Dam Visitor Space (until 11 March 2022)
- Tuggerah Lakes foreshore restoration works (ongoing 2022)

There are also a number planning proposals that are currently on exhibition.

Have Your Say via 🗳️ <https://hubs.la/Q013wKq30>



5 1 share

**Facebook – 8 February 2022, 16 February 2022, 18 February 2022**

**Central Coast Council** 8 February · 🌐

Live, work or play in Toukley, Canton Beach, Noraville or Norah Head? Come and join a focus group and use your local knowledge to delve into what makes up the unique local character of the area.

Your ideas will help Council define the community's desired local character of the four suburbs so that it's placed at the forefront of future local planning decisions.

Focus groups will be held at Toukley Community Hall and online in the coming weeks.

Visit <https://hubs.la/Q013GTh00> to learn more and register your interest.



16 12 shares

**Central Coast Council** 16 February at 11:10 am · 🌐

Want to have your say on the future character of Toukley, Canton Beach, Noraville and Norah Head? Come and join a focus group to workshop ideas and let us know what you want to see enhanced or changed in the area.

Your ideas will help Council to develop local character statements which set out the community's preferences for how an area could develop over time while retaining its unique character.

Focus groups will be held on:

- Monday 21 February 2022 - 1pm–3pm (Toukley Community Hall)
- Wednesday 23 February 2022 - 3pm–5pm (online)

Visit <https://hubs.la/Q013cHr60> to learn more and register your interest



4

**Central Coast Council** 18 February at 11:04 am · 🌐

Our online consultation hub is open 24 hours a day, 7 days a week for you to Have Your Say on projects that are important to you.

Currently open now for your feedback:

- Local character – Toukley, Canton Beach, Noraville and Norah Head (until 20 February 2022)
- Central Coast Local Housing Strategy – Discussion Paper (until 28 February 2022)
- Mangrove Creek Dam Visitor Space (until 11 March 2022)
- Wamberal Beach Terminal Protection and Sand Nourishment (until 20 March)
- Central Coast Airport Masterplan (until 31 March)
- Tuggerah Lakes foreshore restoration works (ongoing 2022)

There are also a number planning proposals currently on exhibition.

Have Your Say at <https://hubs.la/Q014qFqs0>



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## **Appendix B - Survey questions and results**

## **Appendix B**

Survey questions and results



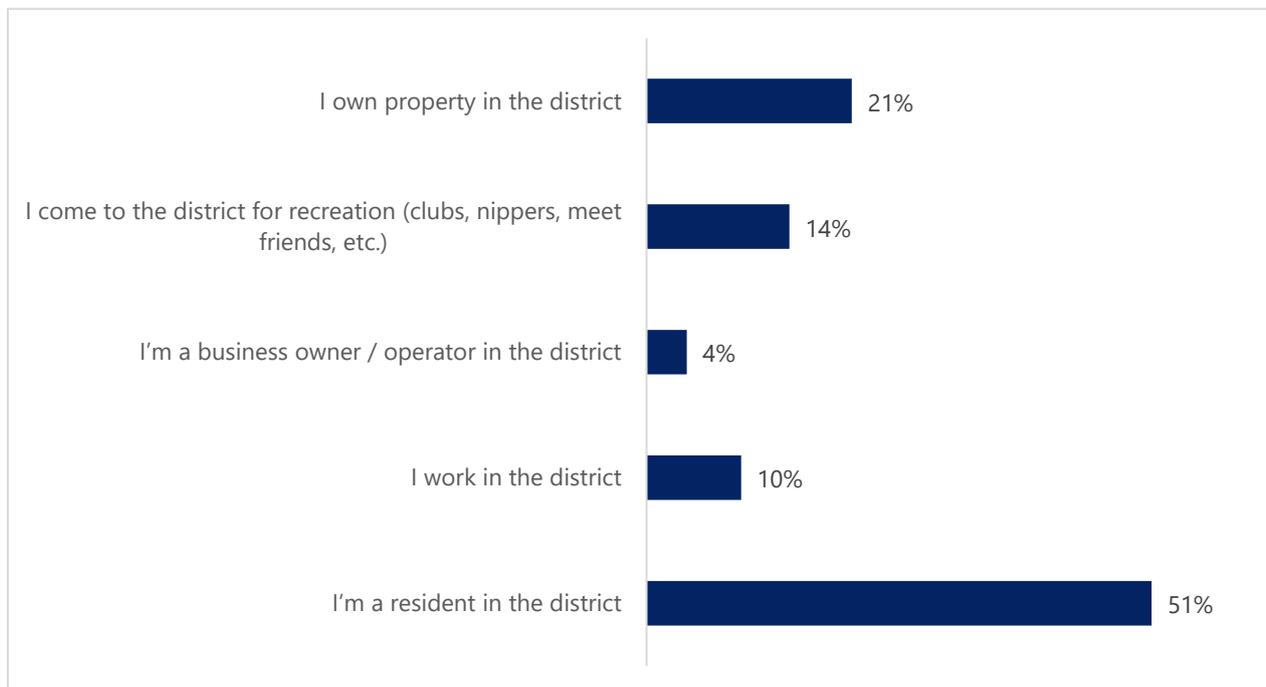
**Survey questions**

**Results**

April 2022

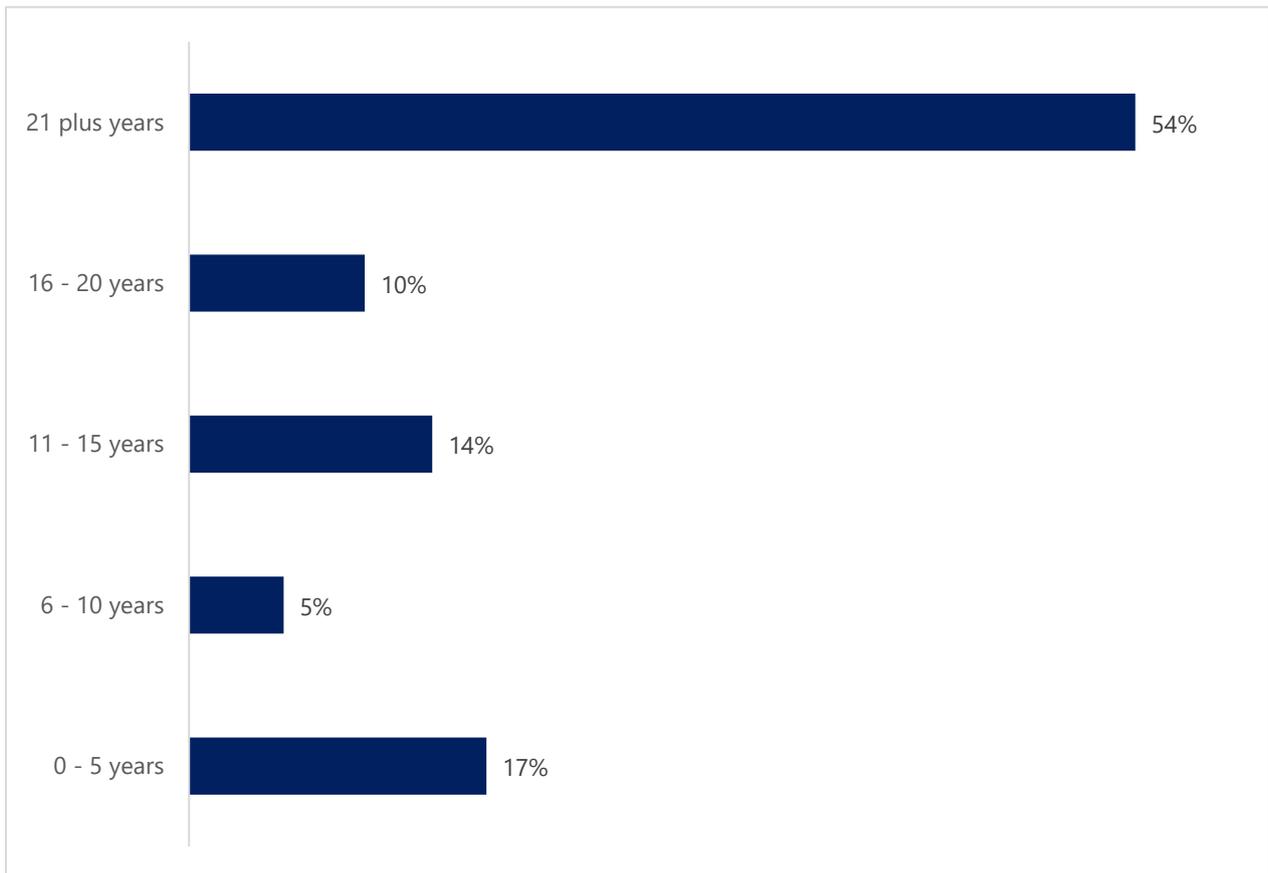
**Question 1: What is your interest in the Toukley Social Planning District (consisting of Toukley, Canton Beach, Noraville and Norah Head)?**

Answer Choices	Responses	
	Percent	Actual
I am a resident	51%	251
I work in the District	10%	47
I am a business owner/operator in the district	4%	20
I come to the district for recreation (clubs, nippers, meet friends, etc.)	14%	71
I own property in the district	10%	16
I am a visitor	21%	102
	<b>Answered</b>	<b>491</b>



**Question 2: I'm a resident in the district. How long have you lived here?**

Answer Choices	Responses	
	Percent	Actual
0 – 5 years	17%	22
6 – 10 years	5%	7
11 – 15 years	14%	18
16 – 20 years	10%	13
21 plus years	54%	70
	<b>Answered</b>	<b>130</b>



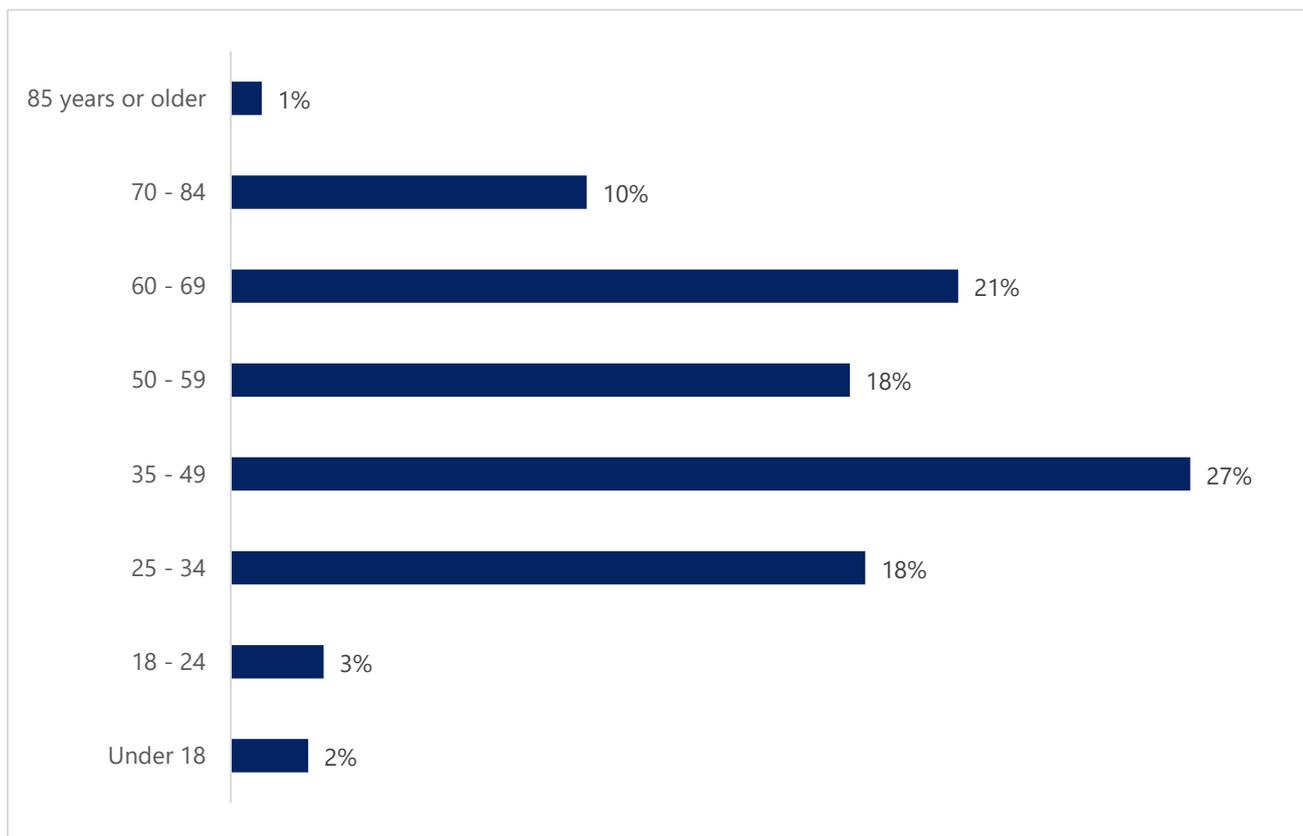
### Question 3: Which suburb do you live in?

Suburb	Number of responses
Toukley	126
Noraville	51
Norah Head	50
Gorokan	20
Canton Beach	15
Budgewoi	8
Hamlyn Terrace	6
The Entrance	4
Blue Haven	3
Buff Point	3
Chain Valley Bay	3
Halekulani	3
Lake Haven	3
Charmhaven	2
Gwandalan	2
Kanwal	2
Lake Munmorah	2
Tuggerawong	2
Wadalba	2
Wamberal	2
Woy Woy	2
Wyongah	2
Bateau Bay	1
Blue Bay	1
Chittaway Point	1
Gleaning Valley	1
Gosford	1
Jilliby	1
Killarney Vale	1
Lake Haven	1
Long Jetty	1
Magenta	1
Mannering Park	1
Mt White	1
Newcastle	1
San Remo	1

Wallarah	1
Watanobbi	1
Wyee	1
Wyong	1

### Question 4: What is your age?

Answer Choices	Responses	
	Percent	Actual
Under 18	2%	5
18 - 24	3%	6
25 - 34	18%	41
35 - 49	27%	62
50 - 59	18%	40
60 - 69	21%	47
70 - 84	10%	23
85 years or older	1%	2
	<b>Answered</b>	<b>226</b>



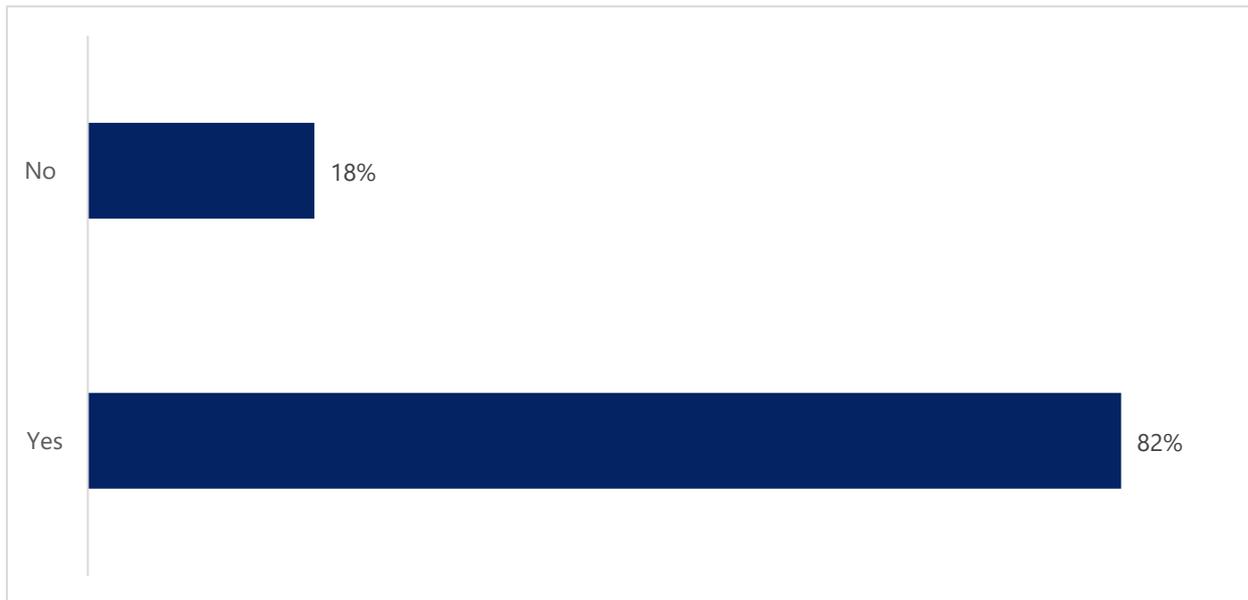
**Question 5: Do you identify as Aboriginal or Torres Strait Islander?**

Answer Choices	Responses	
	Percent	Actual
Yes	5%	11
No	95%	213
	<b>Answered</b>	<b>224</b>



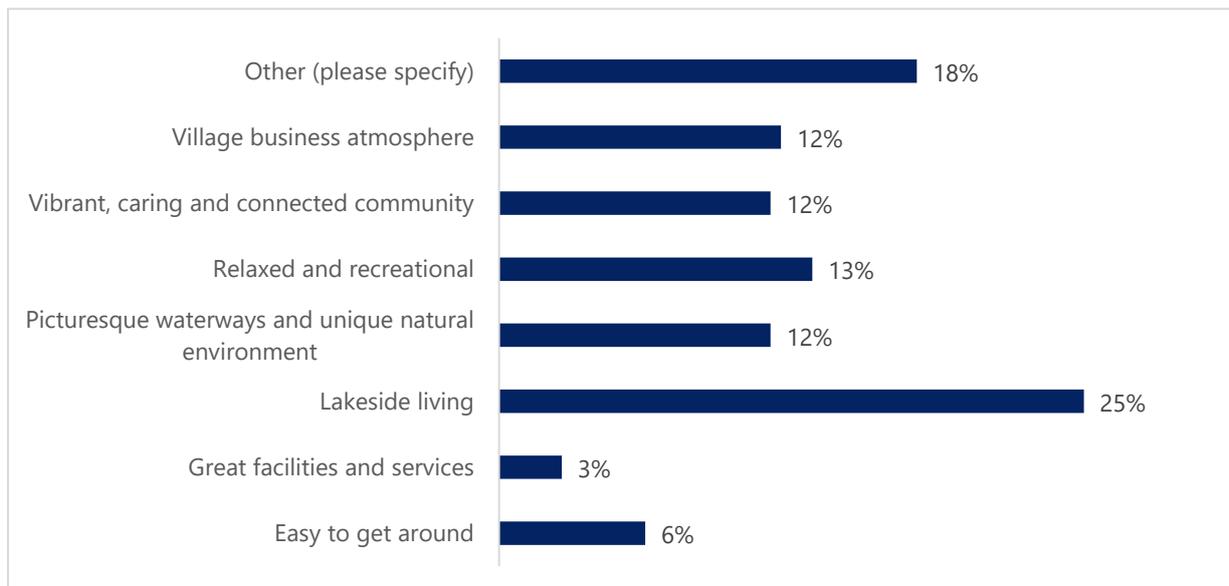
**Question 6: Would you like to provide feedback on Toukley?**

Answer Choices	Responses	
	Percent	Actual
Yes	82%	301
No	18%	66
	<b>Answered</b>	<b>367</b>



### Question 7: Which statement do you feel best describes Toukley?

Answer Choices	Responses	
	Percent	Actual
Easy to get around	6%	14
Great facilities and services	3%	6
Lakeside living	25%	56
Picturesque waterways and unique natural environment	12%	26
Relaxed and recreational	13%	30
Vibrant, caring and connected community	12%	26
Village business atmosphere	12%	27
Other	18%	40
	<b>Answered</b>	<b>225</b>

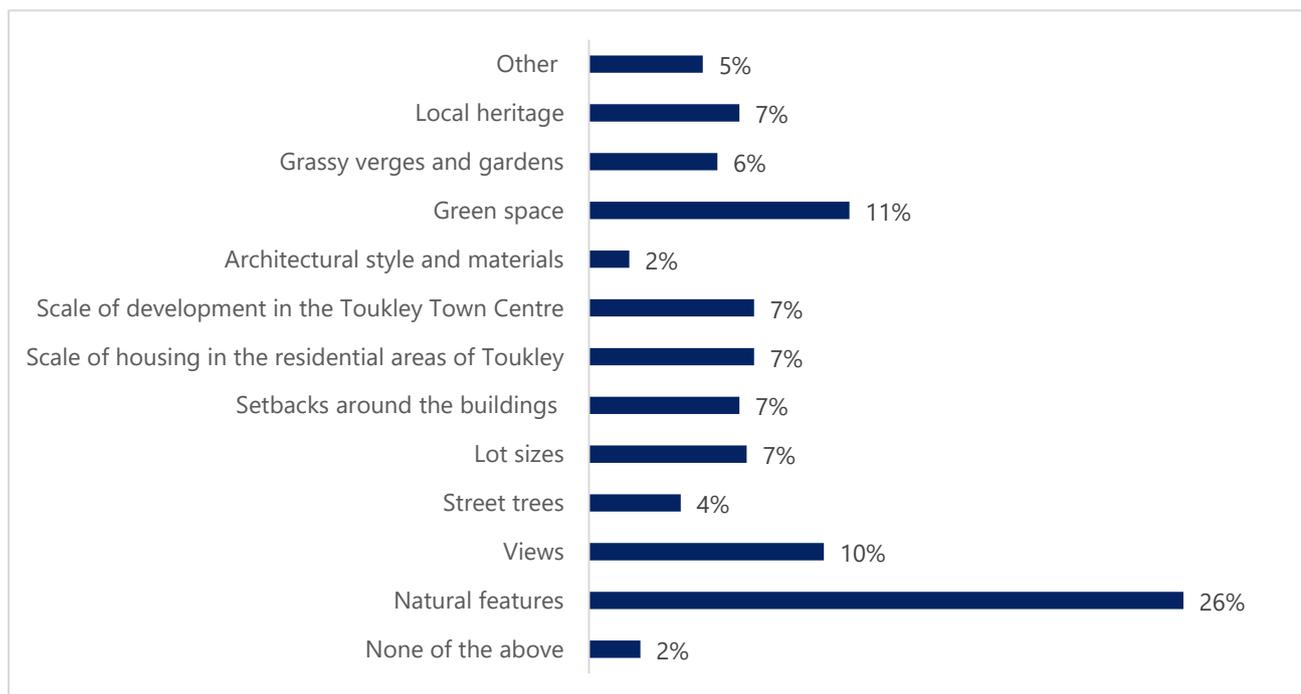


### Responses to 'Other'

Area forgotten and neglected by Council
Vibrant, up and coming coastal haven
Horrible traffic and roads
Area is declining, outdated and becoming unpleasant or dull
Lake needs to be tidied up
Relaxed lifestyle
Crime increasing
Beach living
Changing not for the better
Picturesque waterways
Culturally significant

**Question 8: What do you think contributes most to the character of Toukley? (you can select up to 4 options)**

Answer Choices	Responses	
	Percent	Actual
None of the above	2%	14
Natural features	26%	162
Views	10%	64
Street trees	4%	25
Lot sizes	7%	43
Setbacks around the buildings	7%	41
Scale of housing in the residential areas of Toukley	7%	45
Scale of development in the Toukley Town Centre	7%	45
Architectural style and materials	2%	11
Green space	11%	71
Grassy verges and gardens	6%	35
Local heritage	7%	41
Other	5%	31
	<b>Answered</b>	<b>628</b>



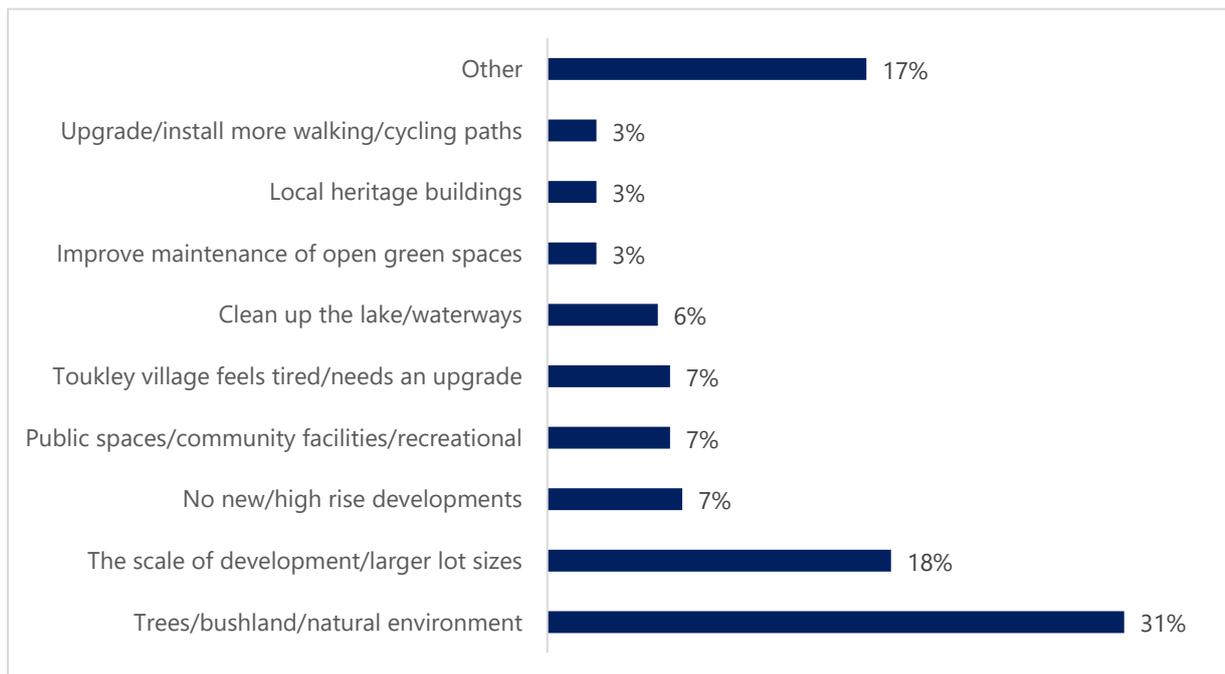
**Responses to 'Other'**

Island community vibe and good sense of community
Rich indigenous history and culture
Good entertainment and dining options that are easily accessible (e.g., Beachcomber bar, Golf course)

Too much/disliked scale of affordable housing and boarding houses
Shops are empty
Could be prettier with better lake views
Close minded residents
Low density housing
Lake stinks/needs to be cleaned up
Close to beaches
Walkable neighborhood

**Question 9: Please let us know how/why these things contribute to the character of Toukley?**

Answer Choices	Responses	
	Percent	Actual
Trees/bushland/natural environment	31%	47
The scale of development/larger lot sizes	18%	28
No new/high rise developments	7%	11
Public spaces/community facilities/recreational	7%	10
Toukley village feels tired/needs an upgrade	7%	10
Clean up the lake/waterways	6%	9
Improve maintenance of open green spaces	3%	4
Local heritage buildings	3%	4
Upgrade/install more walking/cycling paths	3%	4
Other	17%	26
	<b>Answered</b>	<b>153</b>

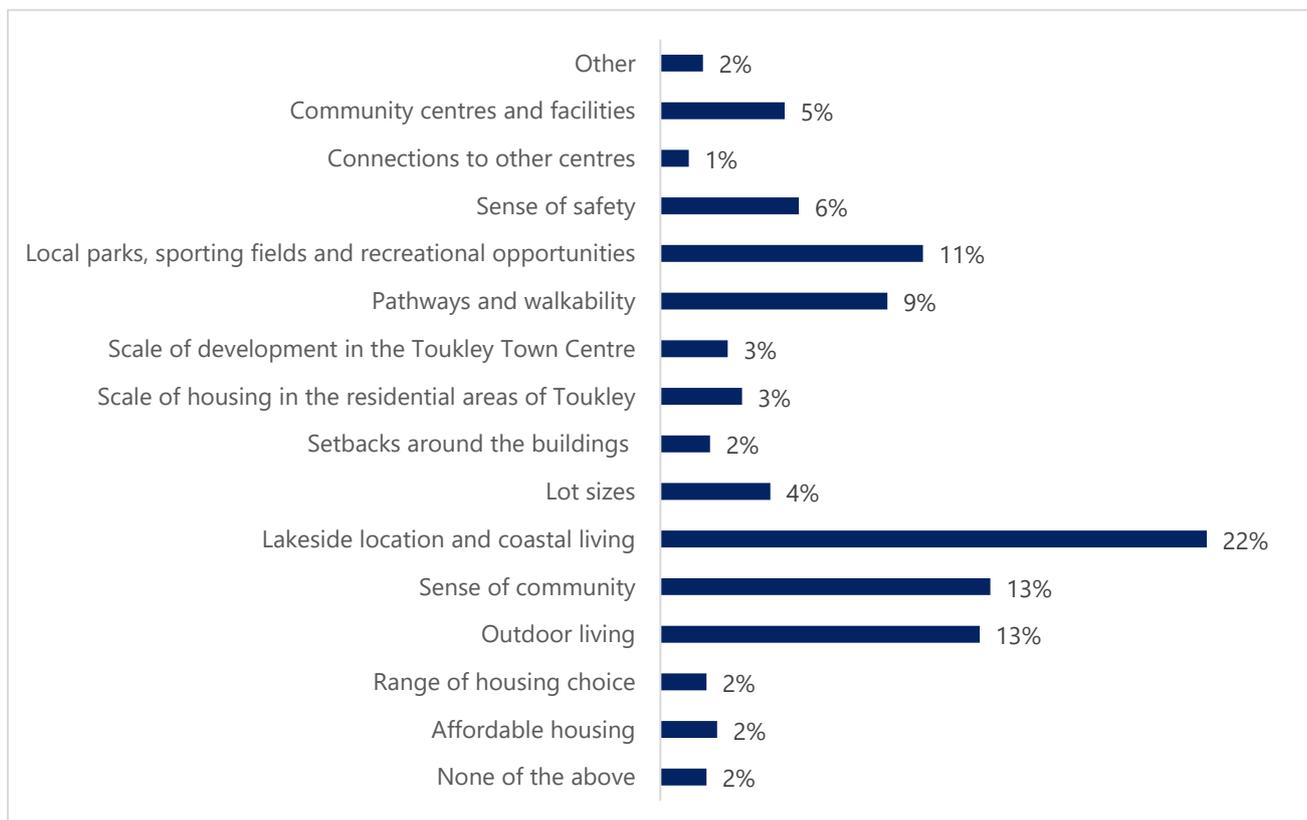


**Responses to 'Other'**

Good variety of nearby services and facilities (e.g., medical, groceries, local shops)
Keep population level as is
More entertainment and events needed
Aboriginal heritage makes area culturally significant
Better recognition and acceptance/inclusion of LGBTQI+ community needed
More employment opportunities needed
Local café scene is attractive for locals and holidaymakers

**Question 10: What do you value about the local area? (you can select up to 4 options)**

Answer Choices	Responses	
	Percent	Actual
None of the above	2%	11
Affordable housing	2%	16
Range of housing choice	2%	13
Outdoor living	13%	90
Sense of community	13%	93
Lakeside location and coastal living	22%	154
Lot sizes	4%	31
Setbacks around the buildings	2%	14
Scale of housing in the residential areas of Toukley	3%	23
Scale of development in the Toukley Town Centre	3%	19
Pathways and walkability	9%	64
Local parks, sporting fields and recreational opportunities	11%	74
Sense of safety	6%	39
Connections to other centres	1%	8
Community centres and facilities	5%	35
Other	2%	12
	<b>Answered</b>	<b>698</b>

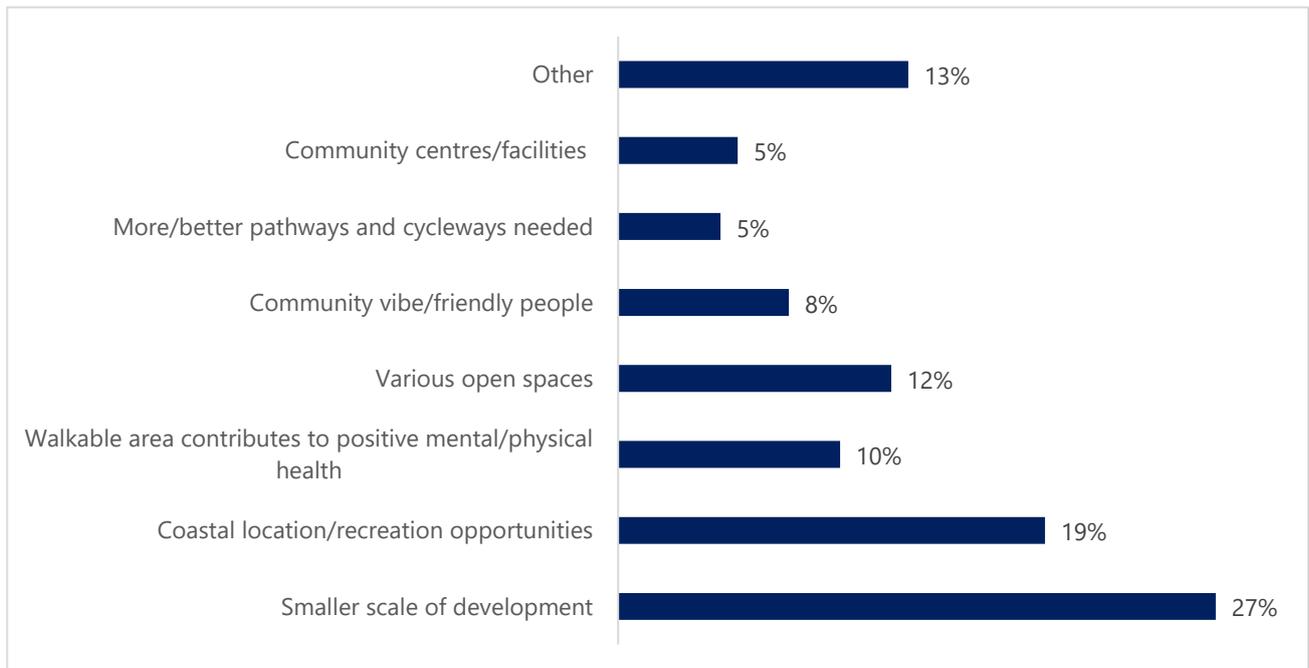


## Responses to 'Other'

Aboriginal heritage makes area culturally significant
More entertainment and events needed
Keep population level as is
New developments are making the area more attractive
Better recognition and acceptance/inclusion of LGBTQI+ community needed
Easy to get around
Better retail and dining options needed / business upkeep needs to improve
No more boarding houses
Local café scene is attractive for locals and holidaymakers
Good variety of nearby services and facilities (e.g. medical, groceries, local shops)

**Question 11: Please let us know why you value these things about Toukley? – Open response**

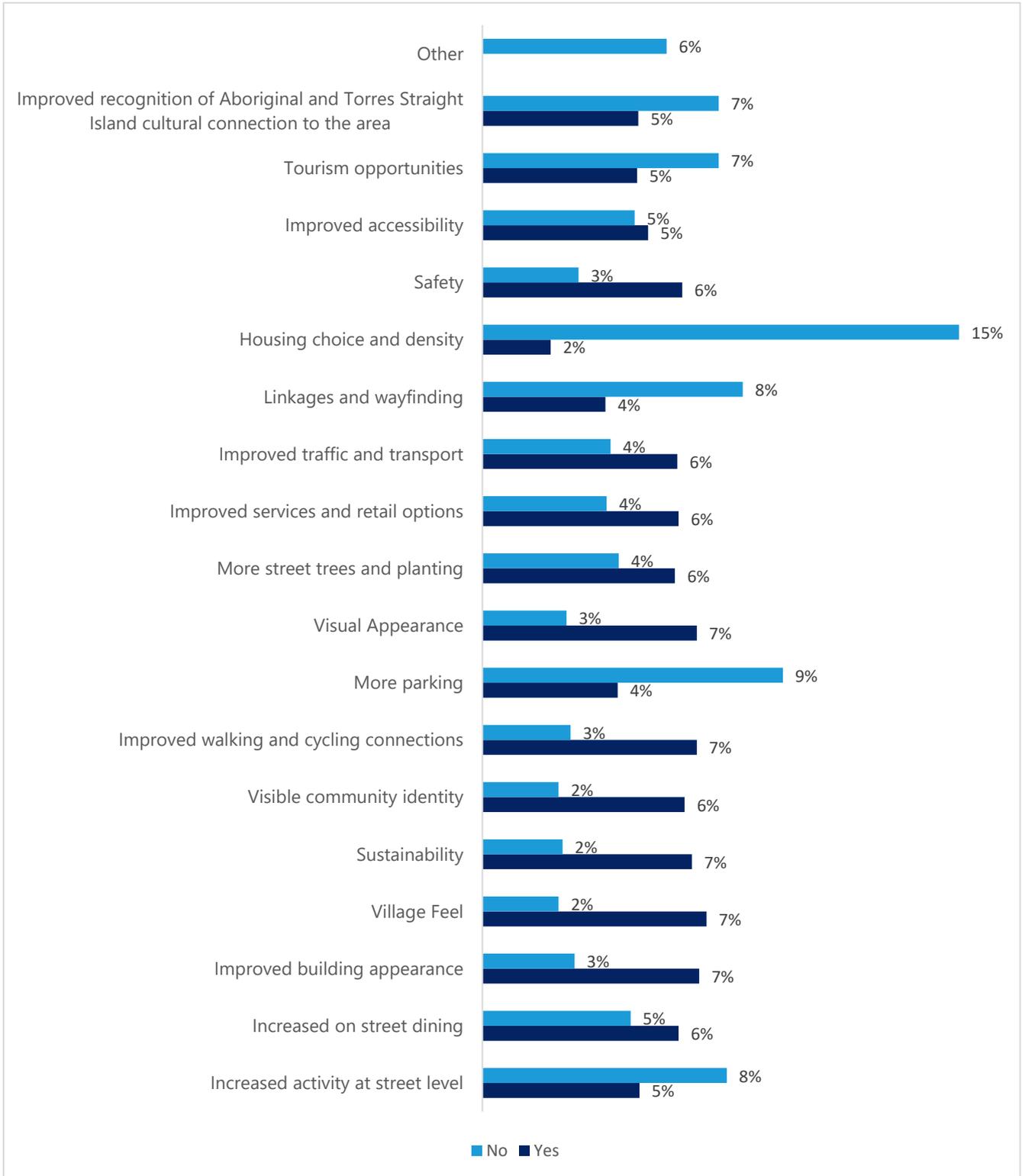
Answer Choices	Responses	
	Percent	Actual
Smaller scale of development	27%	35
Coastal location/recreation opportunities	19%	25
Walkable area contributes to positive mental/physical health	10%	13
Various open spaces	12%	16
Community vibe/friendly people	8%	10
More/better pathways and cycleways needed	5%	6
Community centres/facilities	5%	7
Other	13%	17
	<b>Answered</b>	<b>129</b>



**Responses to 'Other'**

Everything available you need
Keep open spaces
Area looks and feels tired, dilapidated and needs to be spruced up
We need better infrastructure and roads need to be improved
More street trees needed
No more low income or affordable housing
Skate park needs to be redesigned
Better recognition of Aboriginal culture and its people

**Question 12: The current planning controls for Toukley Town Centre and the immediate surrounding area allow for increased building height and residential apartments. As the Centre continues to develop are there features that you would like to see enhanced or changed?**

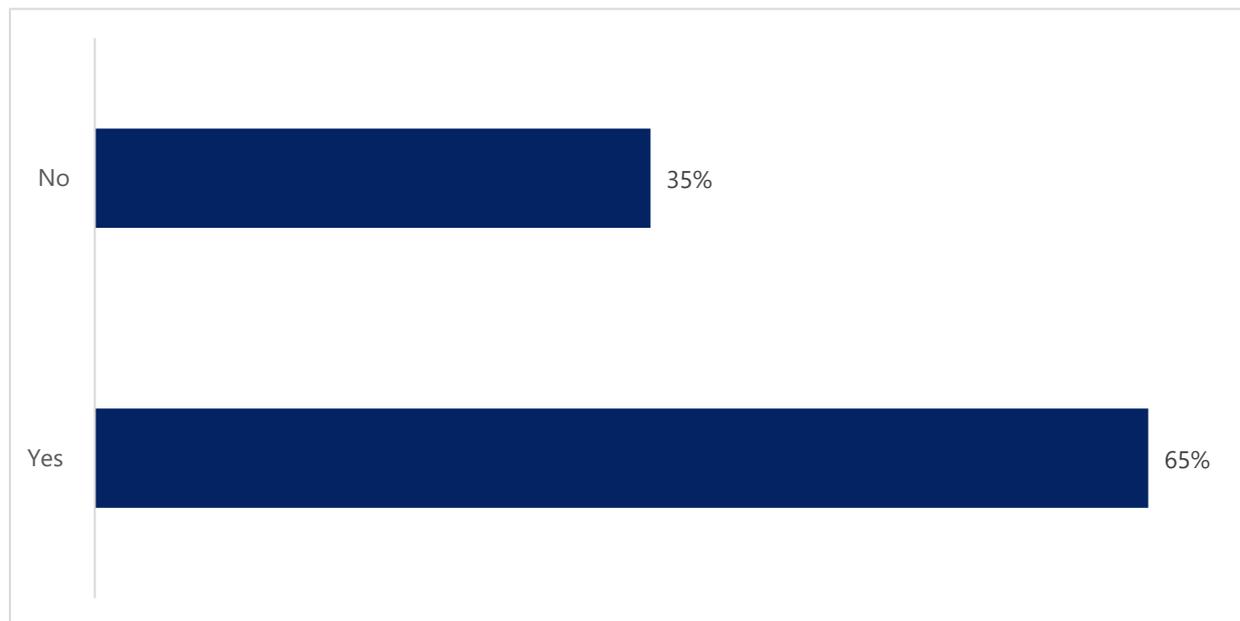


## Responses to 'Other'

Traffic and road improvements (access limited by single lane main road)
More parking
Developments more appropriate to scale and no more high rise
Enhance Village Green
Improved retail or dining offerings, enhance retail and dining
Reduce and remove unsavory people
Limit new affordable low-income housing and boarding houses
More Kerb and guttering, better drainage
Improve playgrounds
Clean lakes, waterways and remove weeds
More entertainment venues and options
Updated amenities and facilities
Improve cleanliness
Modernise and give the area a facelift, better design standards and quality, upgrade building facades
Empty Council blocks should be put to use for the community
Add EV charging facilities
More job opportunities
Recognition and acceptance of LGBTQI+ community
More doctor services
Fix foundations such as footpaths, trees, benches etc.
No new parking
Plant more trees
No drug rehabilitation centres
No more assisted living

**Question 13: Are there any features in Toukley Town Centre that you would like to see retained?**

Answer Choices	Responses	
	Percent	Actual
Yes	65%	127
No	35%	67
	<b>Answered</b>	<b>194</b>

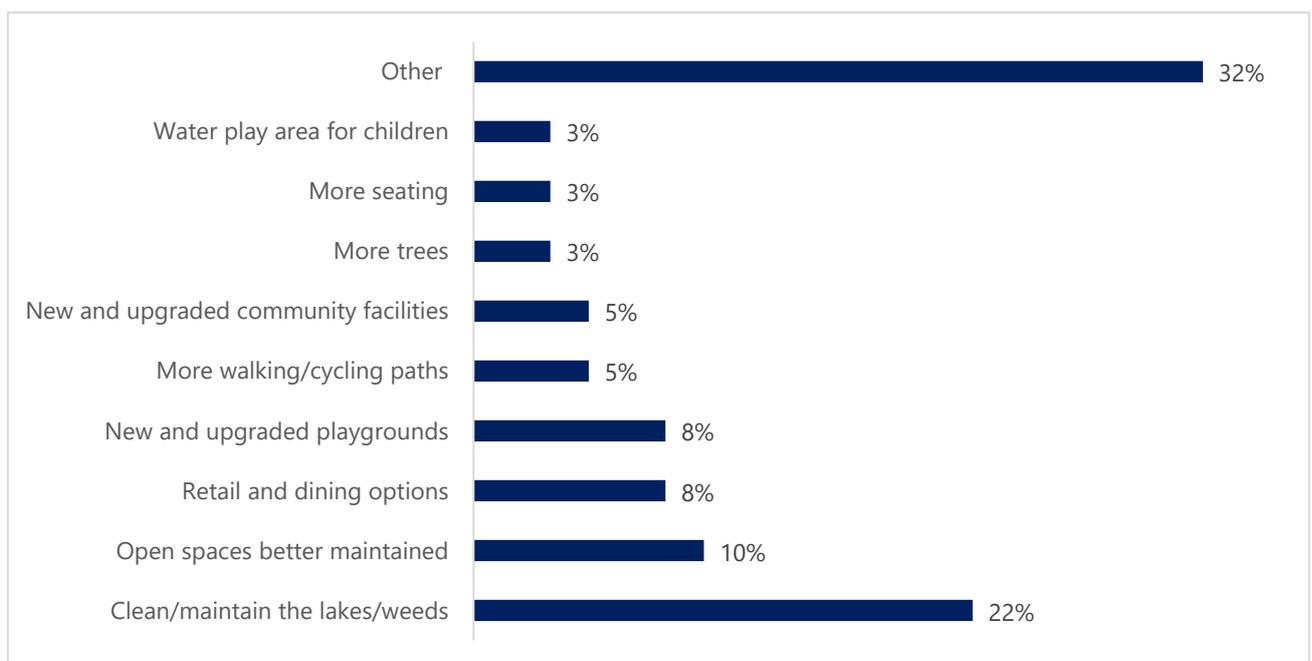


**Responses to ‘Yes (please let us know what these are)’**

Community facilities (public toilets / community centre / senior citizens centre / library / pool)
The markets in the Village Green
Christmas Tree in Village Green
Coastal village atmosphere and Main Street retail and dining areas
Smaller scale and lower height of buildings
Parks, trees, open foreshore spaces and Village Green
Minimal traffic lights
Less affordable housing/boarding houses
Heritage buildings
Keep existing parking
More events and activities in town centre
Facelift and improved facades for buildings
Newer businesses and the character they bring
Public art in arcades/laneways
Canton foreshore

**Question 14: Thinking about the other areas in Toukley which areas would you like changed or enhanced? - Lakeside and foreshore areas**

Answer Choices	Responses	
	Percent	Actual
Clean/maintain the lakes/weeds	22%	13
Open spaces better maintained	10%	6
Retail and dining options	8%	5
New and upgraded playgrounds	8%	5
More walking/cycling paths	5%	3
New and upgraded community facilities	5%	3
More trees	3%	2
More seating	3%	2
Water play area for children	3%	2
Other	32%	19
	<b>Answered</b>	<b>60</b>



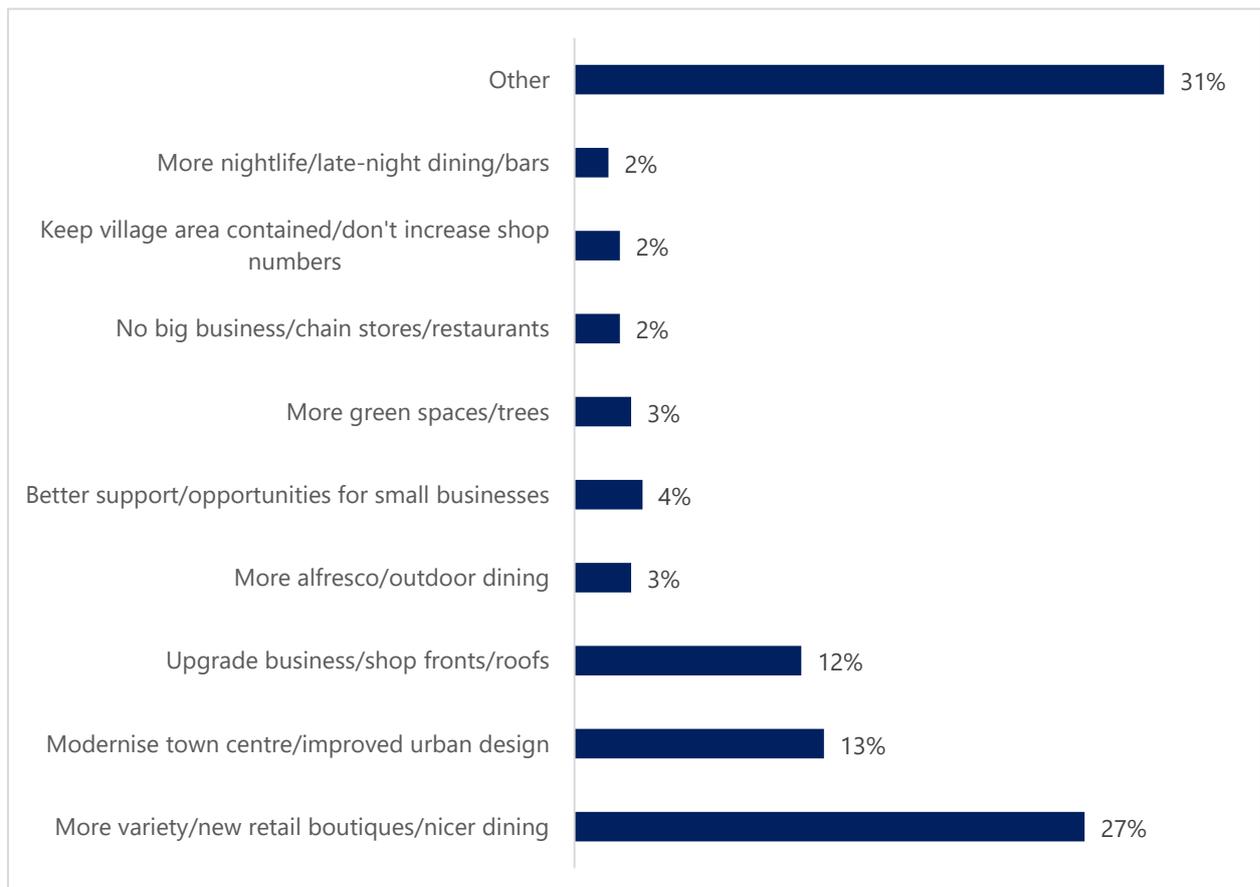
**Responses to 'Other/how could this change'**

Better town planning
Better maintenance of private gardens and dilapidated homes
Remove foreshore building at Wallarah Point Peace Park
Pedestrian and cyclist access to Canton Beach shops
Walking and cycling track from Toukley to Budgewoi
Better access to lakeside areas
Remove old fisherman's co-op

More street lighting
More green spaces
Erosion in Osbourne Park needs fixing
More affordable housing
Fewer tall buildings
More recognition of local Aboriginal and Torres Strait Islander history and culture
Bring back sandy areas
Keep mouth of lake open so fresh water gets into the lake
More lakeside events
More BBQ facilities
Incorporate LALC to drive more awareness of area's cultural significance

**Question 15: Thinking about the other areas in Toukley which areas would you like changed or enhanced? – Business and retail areas**

Answer Choices	Responses	
	Percent	Actual
More variety/new retail boutiques/nicer dining	27%	45
Modernise town centre/improved urban design	13%	22
Upgrade business/shop fronts/roofs	12%	20
More alfresco/outdoor dining	3%	5
Better support/opportunities for small businesses	4%	6
More green spaces/trees	3%	5
No big business/chain stores/restaurants	2%	4
Keep village area contained/don't increase shop numbers	2%	4
More nightlife/late-night dining/bars	2%	3
Other	31%	52
	<b>Answered</b>	<b>166</b>

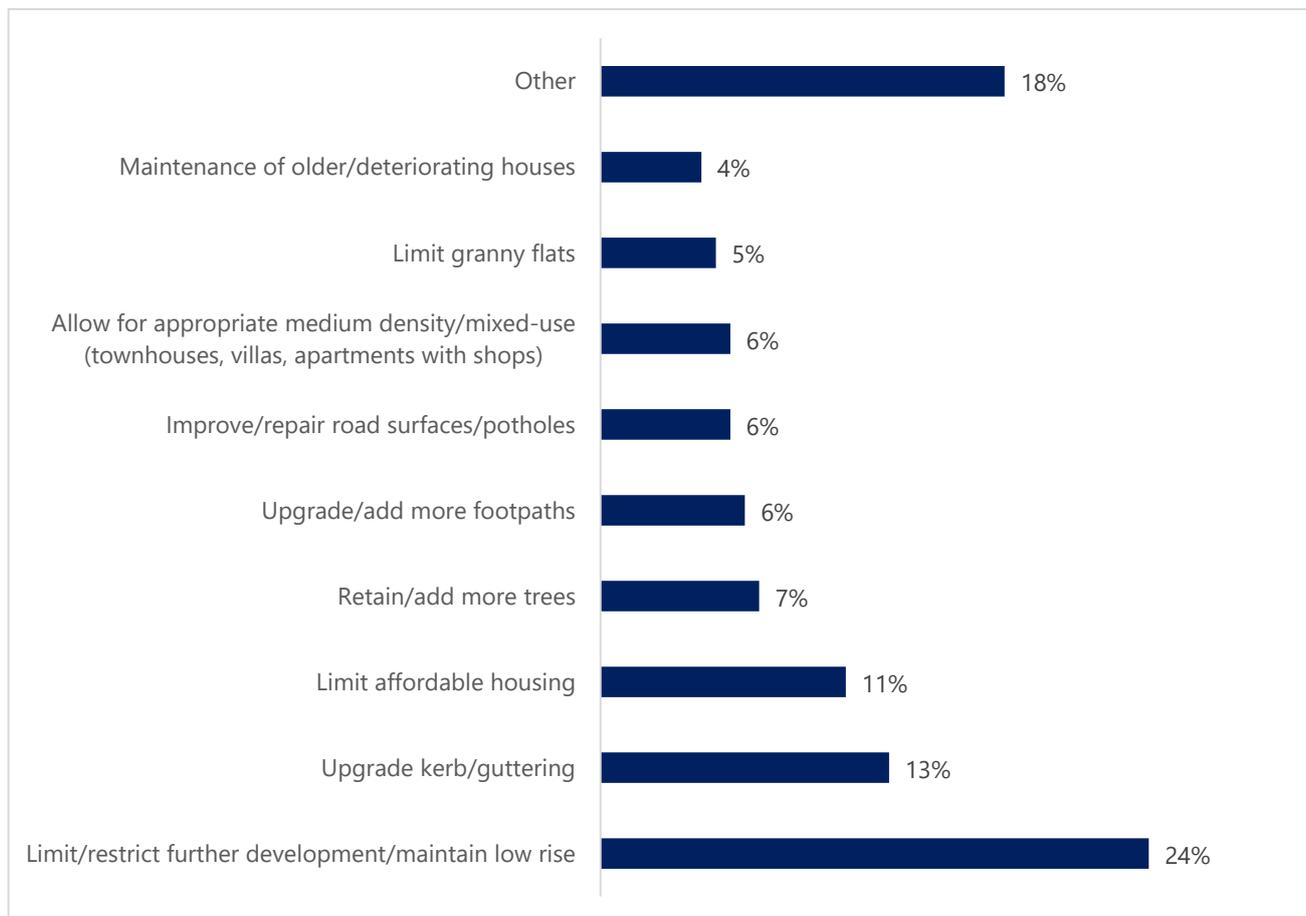


## Responses to 'Other/how could this change'

More awareness of Aboriginal culture to create acceptance
Widen main road
Buy empty blocks and turn to parks
Better pedestrian and cyclist connections to lake
More businesses along lakeside
Extend business village to lakes on both sides
More tourist attractions
Fill empty and vacant shops
Keep scale of area and no more high-rise
No shopping centres or malls, retain street-level shops and dining
Keep heritage feel and village atmosphere
Enhance views of waterways at Golf Club
Public art and placemaking in laneways and arcades
Enhance and upgrade play areas
Less op-shops and two-dollar shops
Allow mixed-use developments (residential with shops/cafes)
Create more inviting and family friendly spaces
Remove traffic humps
Improved frequency of public transport
Improved mental health services
Enhance Village Green
Fix cracks, upgrade footpaths and add signage
More shops open on Sundays
Recognition of local history
Recognition of cultural contributions to area (e.g. Cantonese community)
Better wayfinding and street signs
More seating
Bring the markets back

**Question 16: Thinking about the other areas in Toukley which areas would you like changed or enhanced? - Residential areas**

Answer Choices	Responses	
	Percent	Actual
Limit/restrict further development/maintain low rise	24%	38
Upgrade Kerb/guttering	13%	20
Limit affordable housing	11%	17
Retain/add more trees	7%	11
Upgrade/add more footpaths	6%	10
Improve/repair road surfaces/potholes	6%	9
Allow for appropriate medium density/mixed-use (townhouses, villas, apartments with shops)	6%	9
Limit granny flats	5%	8
Maintenance of older/deteriorating houses	4%	7
Other	18%	28
	<b>Answered</b>	<b>157</b>



## Responses to 'Other/how could this change'

Inclusive town planning
Encourage lawns to be mowed
Maintain generous block and lot sizes
More kerb side collections
Tidy up messy streets and verges
Limit boarding houses
Limit aged care homes
More aged housing
More affordable housing
Remove metal recyclers and rubbish tips
Push for off street parking for new developments
Improve drainage in area (suburb built on reclaimed wetland)
Better community transport from residential area to beaches and the town centre
Better education about local Indigenous culture and history
Better cycling connections around neighborhood and to town centre and lake
Wider streets
Enhance and better maintain green spaces and verges
Marina for small boats
Remove hoons and undesirables
Improve Fravent St/Main Road intersection with roundabout
Residential development approvals are too slow
Wallarah Point Park art centre looks uninviting
Old fish co-op looks like a drug den, remove it
Don't allow parking on main road in residential areas
Remove speed humps on Main Road
Clean up the lake
Keep heritage feel

**Question 17: Are there any features that you would like to see retained?**

Answer Choices	Responses	
	Percent	Actual
Yes	56%	96
No	44%	76
	<b>Answered</b>	<b>172</b>

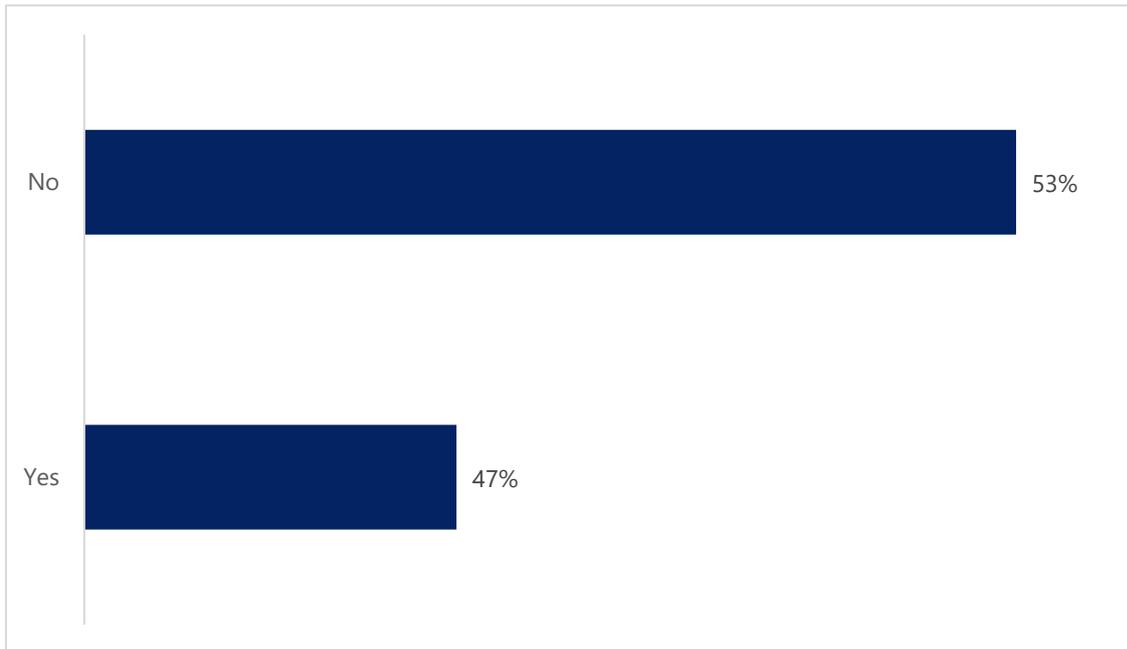


**Responses to ‘Yes (please let us know what)’**

Limit and restrict further development and maintain the current scale/height
Open spaces and parks, Village Green, public foreshore area
Larger block and lot sizes
Coastal village atmosphere and character
Maintain and plant more trees
Walking and cycling paths around neighborhood and path access to lake and beaches
Remove fish co-op it is an eyesore building in an empty block near Toukley bridge
Community facilities (Library, pool)
Keep foreshore areas tidy
Heritage buildings near library
Better community transport from residential areas to village centre and lake
More toilet facilities
Improve roads and footpaths
Better maintenance of open spaces
Keep small businesses open

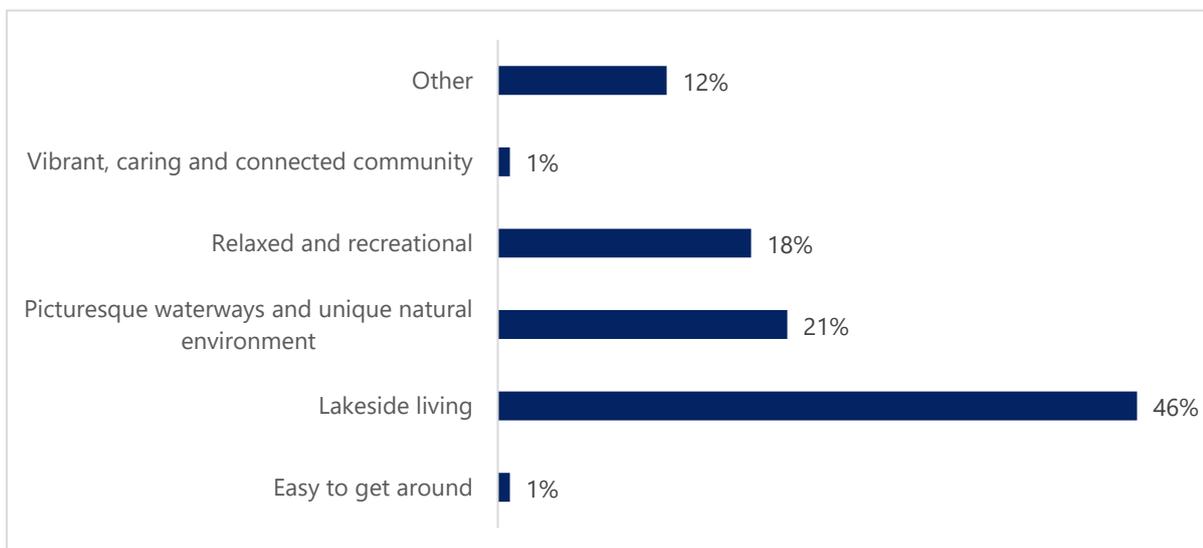
**Question 18: Would you like to provide feedback on Canton Beach?**

Answer Choices	Responses	
	Percent	Actual
Yes	47%	133
No	53%	150
	<b>Answered</b>	<b>283</b>



### Question 19: Which statement do you feel best describes Canton Beach?

Answer Choices	Responses	
	Percent	Actual
Easy to get around	1%	1
Lakeside living	46%	53
Picturesque waterways and unique natural environment	21%	24
Relaxed and recreational	18%	21
Vibrant, caring and connected community	1%	1
Other	12%	14
	<b>Answered</b>	<b>114</b>

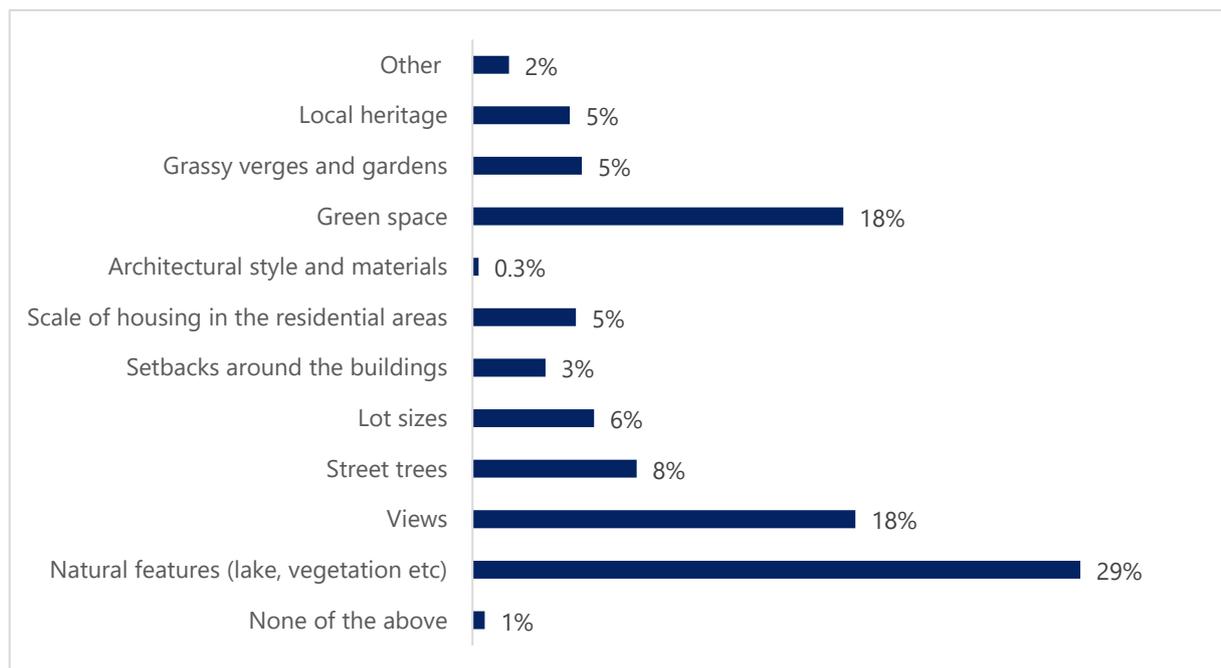


### Responses to 'Other'

Beach is unusable, dirty, smelly and needs to be cleaned up
No longer a vibrant community
Area has dilapidated houses and need a good clean up
Quiet and peaceful
Low-income area
Empty shops and vacant lots
Pedestrian and cyclist pathway to town centre needed
Allow waterfront development to attract tourists

**Question 20: What do you think contributes most to the character of Canton Beach? (you can select up to 4 options)**

Answer Choices	Responses	
	Percent	Actual
None of the above	1%	2
Natural features (lake, vegetation etc.)	29%	100
Views	18%	63
Street trees	8%	27
Lot sizes	6%	20
Setbacks around the buildings	3%	12
Scale of housing in the residential areas	5%	17
Architectural style and materials	0.3%	1
Green space	18%	61
Grassy verges and gardens	5%	18
Local heritage	5%	16
Other	2%	6
	<b>Answered</b>	<b>343</b>

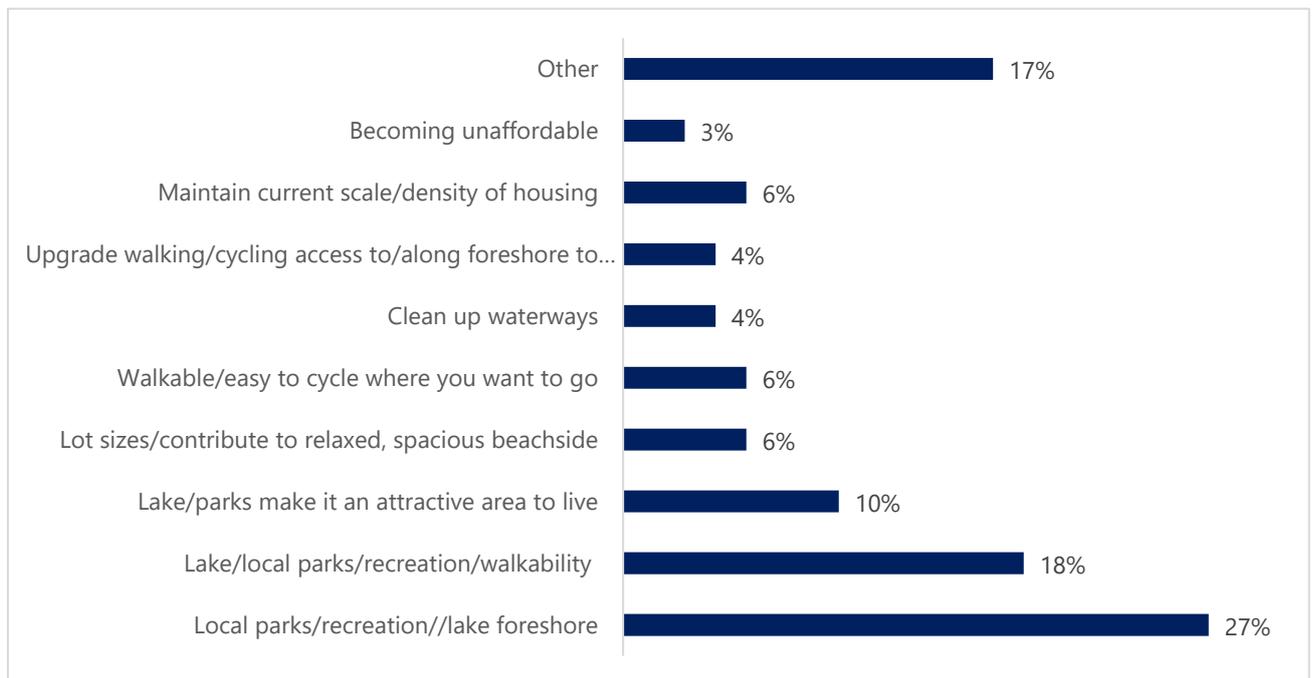


**Responses to 'Other'**

Recreation opportunities
Good lot sizes
Families and family facilities (playgrounds etc.)
Too much affordable housing
Lake and the beach is dirty/smelly
Too many granny flats

**Question 21: Please let us know how/why you these things contribute to the character of Canton Beach:**

Answer Choices	Responses	
	Percent	Actual
Local parks/recreation//lake foreshore	27%	19
Lake/local parks/recreation/walkability	18%	13
Lake/parks make it an attractive area to live	10%	7
Lot sizes/contribute to relaxed, spacious beachside	6%	4
Walkable/easy to cycle where you want to go	6%	4
Clean up waterways	4%	3
Upgrade walking/cycling access to/along foreshore to other areas	4%	3
Maintain current scale/density of housing	6%	4
Becoming unaffordable	3%	2
Other	17%	12
	<b>Answered</b>	<b>71</b>



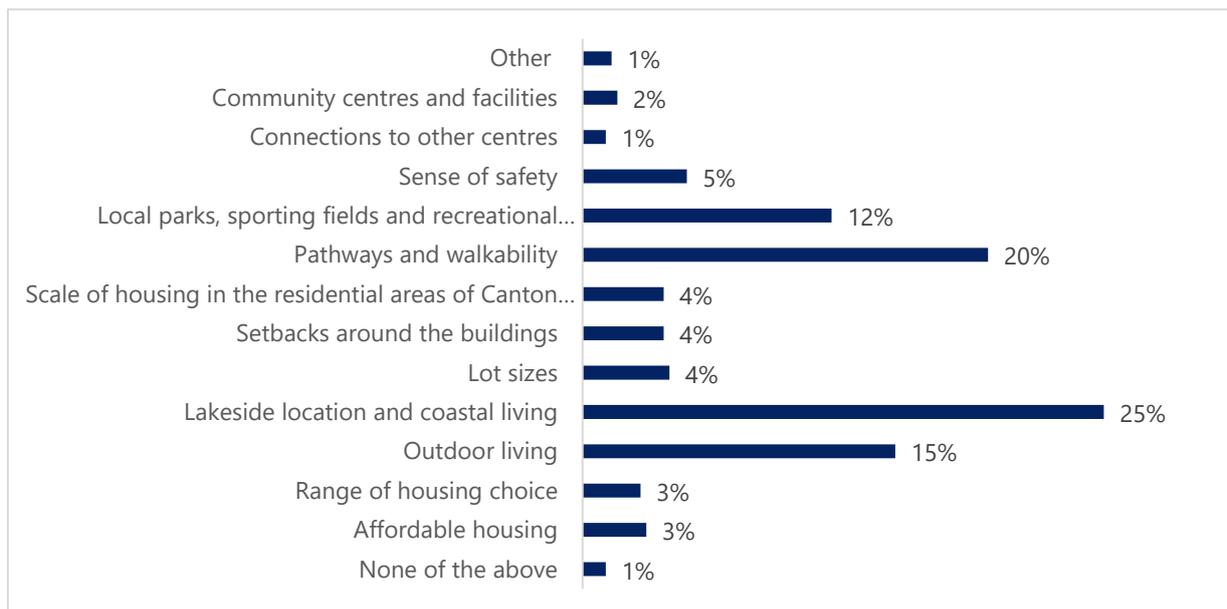
**Responses to 'Other'**

Affordable housing, lakeside location, local parks and recreation allows people on a low income to live a good life
Retain natural features
Sailing club grassy areas could be used for rowing, canoeing, dragon boats, parasailing

Connect Canton Beach foreshore track with track opposite Wilfred Barrett Drive
Limit low-income housing
Area requires a tidying up
Fix sewerage in area
Wide streets for parking
Holiday accommodation options have declined in quality
Good diversity in housing style (new, old, renovated, big, small)
More trees need to be planted
Being connected to the land is very important for local Indigenous people

**Question 22: What do you value about the local area? (you can select up to 4 options)**

Answer Choices	Responses	
	Percent	Actual
None of the above	1%	4
Affordable housing	3%	11
Range of housing choice	3%	10
Outdoor living	15%	54
Lakeside location and coastal living	25%	90
Lot sizes	4%	15
Setbacks around the buildings	4%	14
Scale of housing in the residential areas of Canton Beach	4%	14
Pathways and walkability	20%	70
Local parks, sporting fields and recreational opportunities	12%	43
Sense of safety	5%	18
Connections to other centres	1%	4
Community centres and facilities	2%	6
Other	1%	5
	<b>Answered</b>	<b>358</b>

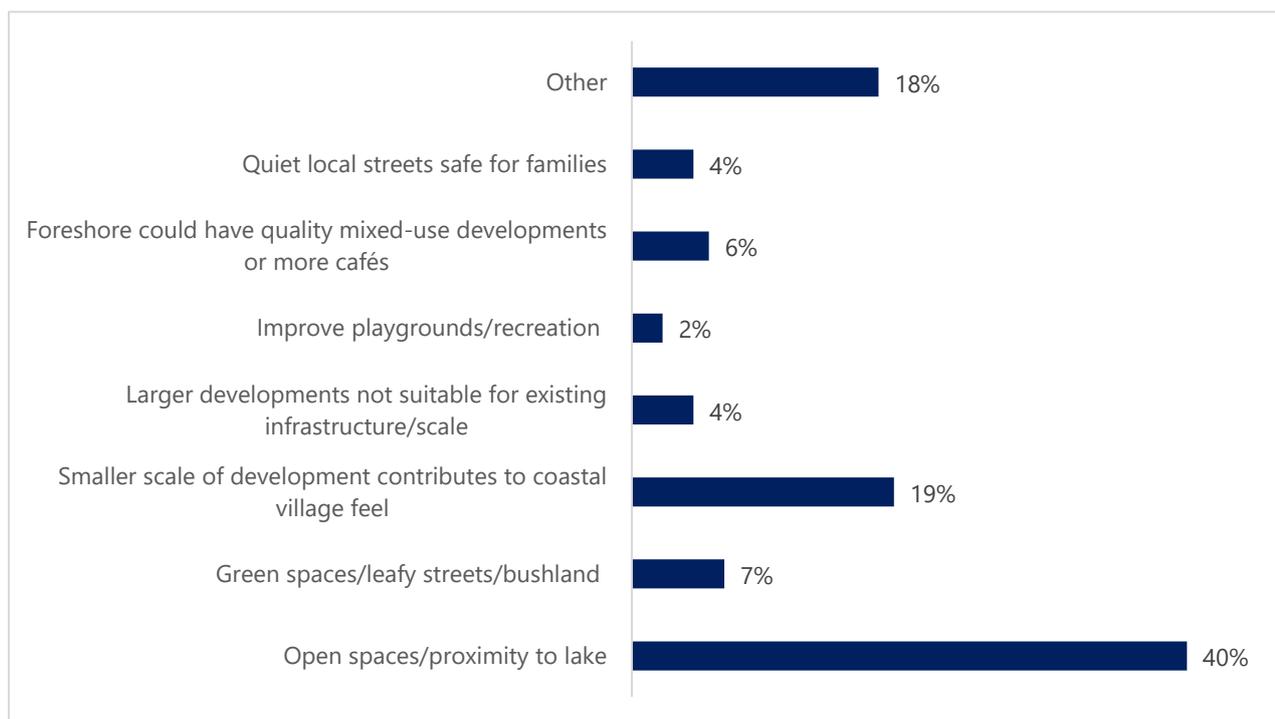


**Responses to 'Other'**

Playgrounds and sporting facilities
More facilities needed
Limit scale and height of new development
Safety needs to be improved
Limit affordable housing

**Question 23: Please let us know why you value these things about Canton Beach? - Open response**

Answer Choices	Responses	
	Percent	Actual
Open spaces/proximity to lake	40%	36
Green spaces/leafy streets/bushland	7%	6
Smaller scale of development contributes to coastal village feel	19%	17
Larger developments not suitable for existing infrastructure/scale	4%	4
Improve playgrounds/recreation	2%	2
Foreshore could have quality mixed-use developments or more cafés	6%	5
Quiet local streets safe for families	4%	4
Other	18%	16
	<b>Answered</b>	<b>90</b>



**Responses to 'Other'**

2014 beach design poorly conceived, sand section of beach too long
Environmental areas at South Canton and west of Pelican Beach could be made accessible to the public
Reputation of druggies and no-hopes
Widen main road
Encourage off street parking for apartments

Sewerage needs to be improved
Extend pathway through Red Gum

**Question 24: Are there any features that you would like to see changed or enhanced?**

Answer Choices	Responses	
	Percent	Actual
Yes	78%	81
No	22%	23
	<b>Answered</b>	<b>104</b>

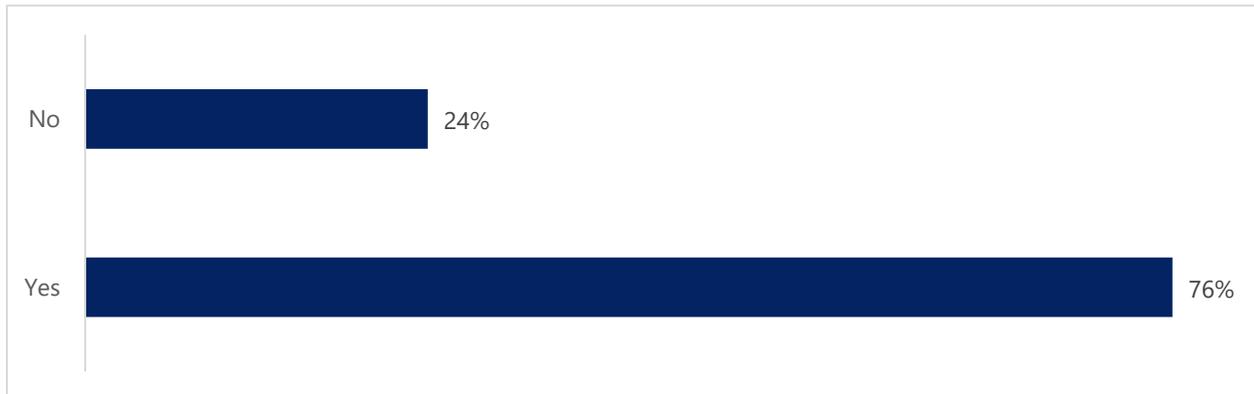


**Responses to 'Yes (please let us know what these are)'**

Tidy up and replace dilapidated houses, buildings or vacant lots
More improved retail and dining options near the beach foreshore
Improve maintenance along foreshore and clean up the weed on beach and lake
Limit the scale and height of new developments
Improved pedestrian and cyclist connections to the beach and destinations along foreshore
Allow appropriate medium-density (villas, smaller units etc.)
Extend park along Wilfred Barrett Drive
Increase boating and sailing activities
Implement signage about local Aboriginal history and language
Upgrade caravan parks
More events at the beach foreshore
Install a water play area at foreshore
Traffic calming needed on Hibbard Street
Add sun cover to playground near beach
Security patrols and stricter penalties for those breaking rules e.g., littering, dog waste on beaches, illegal camping
More street lighting
More trees on streets and along the foreshore
Improved facilities such as benches, seating, picnic areas and BBQ's
Empty shops and vacant lots need to be fixed
Improve the roads
More dog water stations
Make zoning easier and streamlined for new residential, business and tourism developments
Additional main road or tunnel
Improve homelessness

**Question 25: Are there any features that you would like to see retained?**

Answer Choices	Responses	
	Percent	Actual
Yes	76%	73
No	24%	23
	<b>Answered</b>	<b>104</b>

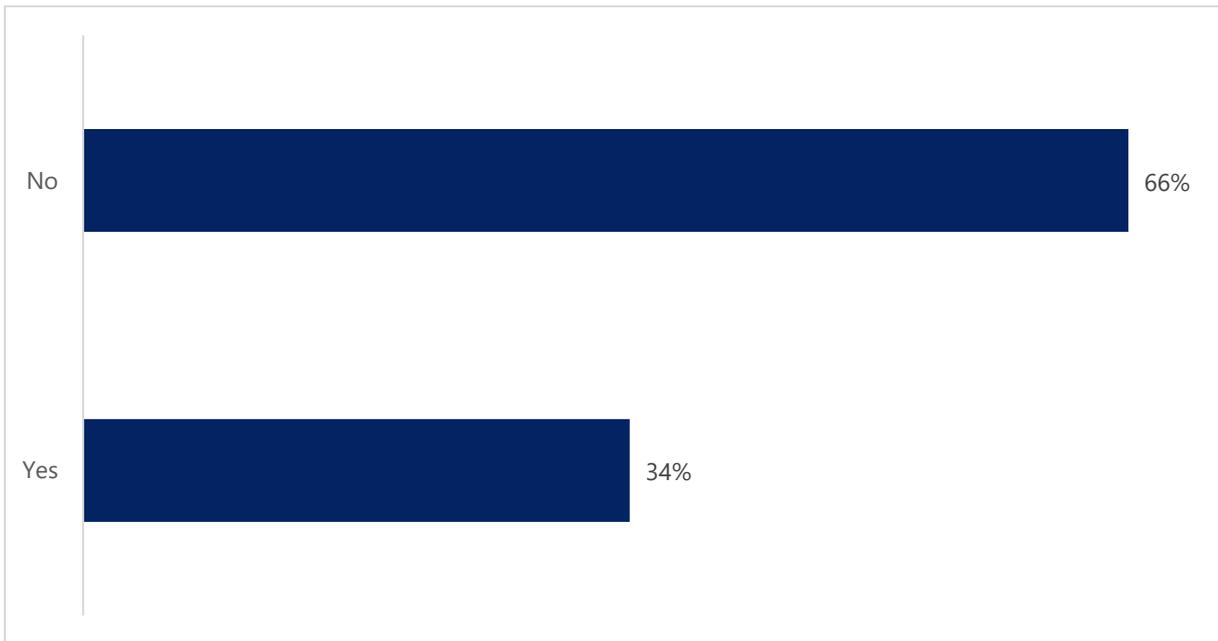


**Responses to 'Yes (please let us know what these are)'**

Parks, green spaces, recreation areas, playgrounds, foreshore picnic facilities, seating, pathways, cycleways and exercise equipment
Waterways and lake for recreation and keep the boat ramp
Trees and bushland
Beach area
Holiday and caravan park
The current scale and density of housing
Relaxed coastal village lifestyle and feel
Foreshore upkeep and improved maintenance
Quiet streets
Large lot sizes
Sailing Club
Low income and affordable housing
Heritage buildings
Fish and chip shop and the local shops along foreshore
Add shark net to beach
Ability to camp
Access to the lake and beach

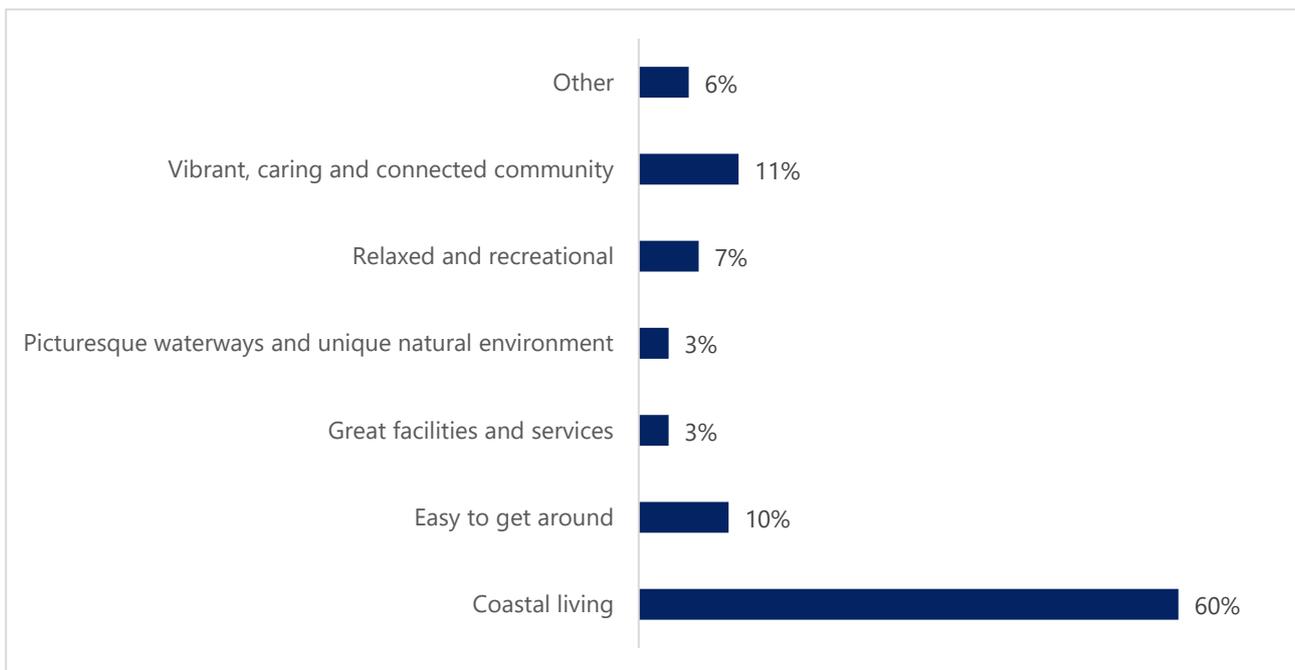
**Question 26: Would you like to provide feedback on Noraville?**

Answer Choices	Responses	
	Percent	Actual
Yes	34%	91
No	66%	174
	<b>Answered</b>	<b>265</b>



**Question 27: Which statement do you feel best describes Noraville?**

Answer Choices	Responses	
	Percent	Actual
Coastal living	60%	54
Easy to get around	10%	9
Great facilities and services	3%	3
Picturesque waterways and unique natural environment	3%	3
Relaxed and recreational	7%	6
Vibrant, caring and connected community	11%	10
Other	6%	5
	<b>Answered</b>	<b>90</b>

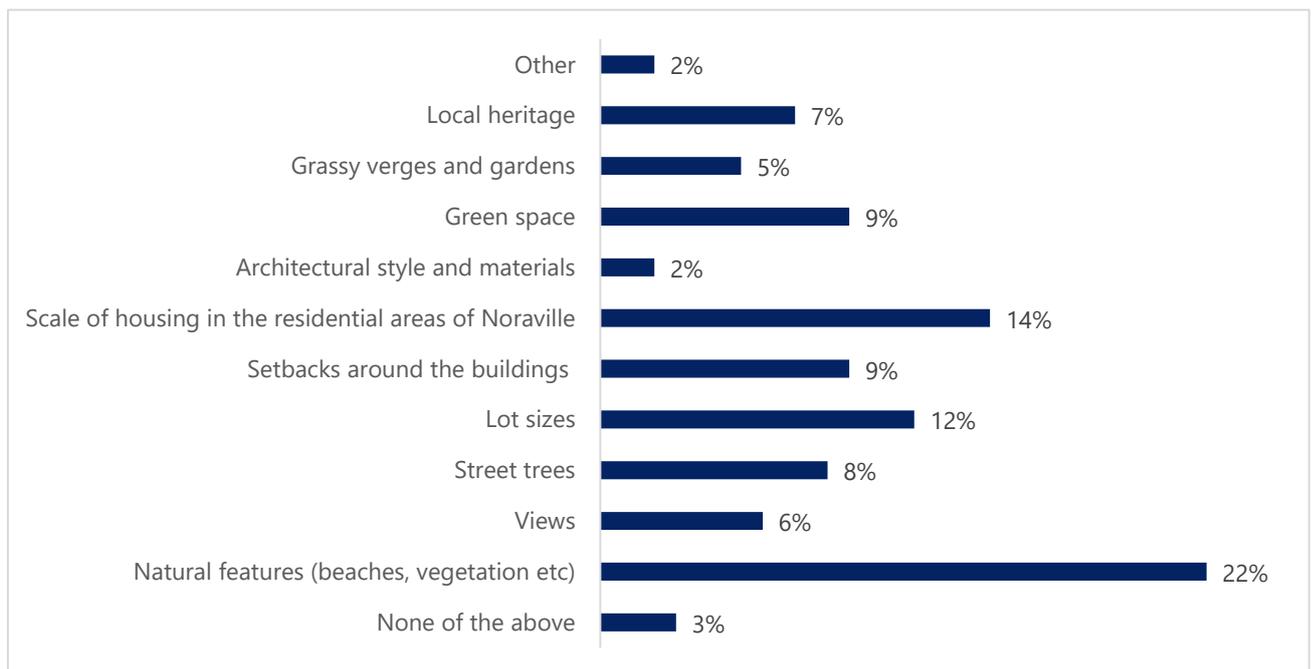


**Responses to 'Other'**

Feature lighthouse and cafes
Quiet residential and family-friendly community
In between areas that are close to beach and lake
Nice houses
Used to be an amazing place to live

**Question 28: What do you think contributes most to the character of Noraville? (you can select up to 4 options)**

Answer Choices	Responses	
	Percent	Actual
None of the above	3%	7
Natural features (lake, vegetation etc.)	22%	56
Views	6%	15
Street trees	8%	21
Lot sizes	12%	29
Setbacks around the buildings	9%	23
Scale of housing in the residential areas	14%	36
Architectural style and materials	2%	5
Green space	9%	23
Grassy verges and gardens	5%	13
Local heritage	7%	18
Other	2%	5
	<b>Answered</b>	<b>251</b>

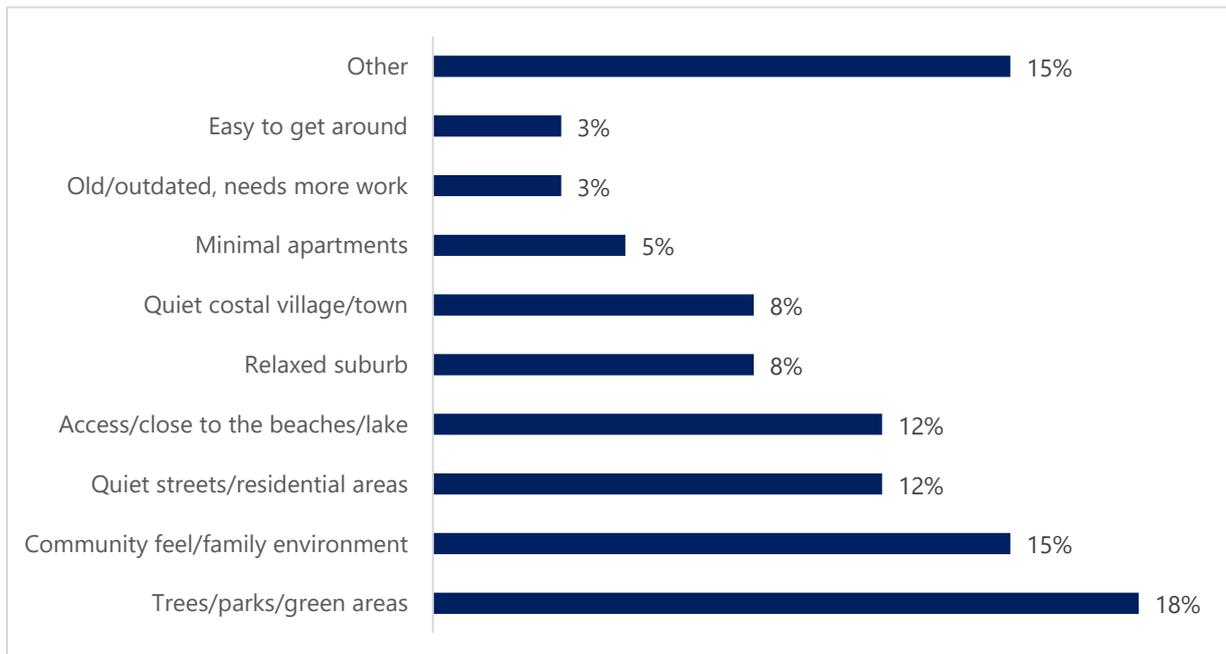


**Responses to 'Other'**

Growth in new residential properties, building where perhaps a weekender used to be
Choice of two primary schools
Access to beaches
Recreational areas such as basketball courts and soccer field
Quiet residential and family-friendly community

**Question 29: Please let us know how/why these things contribute to the Character of Noraville?**

Answer Choices	Responses	
	Percent	Actual
Trees/parks/green areas	18%	11
Community feel/family environment	15%	9
Quiet streets/residential areas	12%	7
Access/close to the beaches/lake	12%	7
Relaxed suburb	8%	5
Quiet costal village/town	8%	5
Minimal apartments	5%	3
Old/outdated, needs more work	3%	2
Easy to get around	3%	2
Other	15%	9
	<b>Answered</b>	<b>60</b>

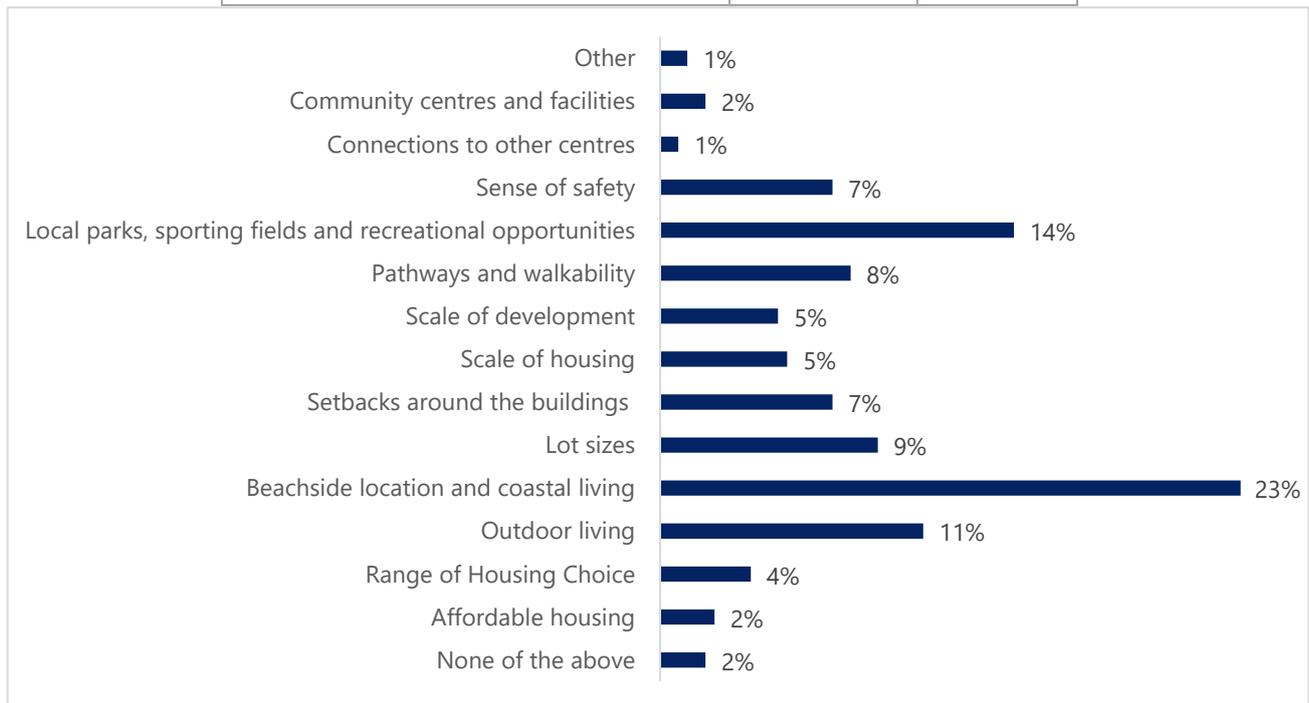


**Responses to 'Other'**

Not overcrowded
Heritage everywhere is important and should be sign posted with local Aboriginal place names and history
Clean areas
Choice of primary schools
Noraville is a means to get from Toukley to the beach
Halfway housing and drug problems
Holiday atmosphere and destination for the area
The type of person that chooses to live in the area

**Question 30: What do you value about the local area? (you can select up to 4 options)**

Answer Choices	Responses	
	Percent	Actual
None of the above	2%	5
Affordable housing	2%	6
Range of Housing Choice	4%	10
Outdoor living	11%	26
Beachside location and coastal living	23%	64
Lot sizes	9%	24
Setbacks around the buildings	7%	19
Scale of housing	5%	14
Scale of development	5%	13
Pathways and walkability	8%	21
Local parks, sporting fields and recreational opportunities	14%	39
Sense of safety	7%	19
Connections to other centres	1%	2
Community centres and facilities	2%	5
Other	1%	3
	<b>Answered</b>	<b>273</b>

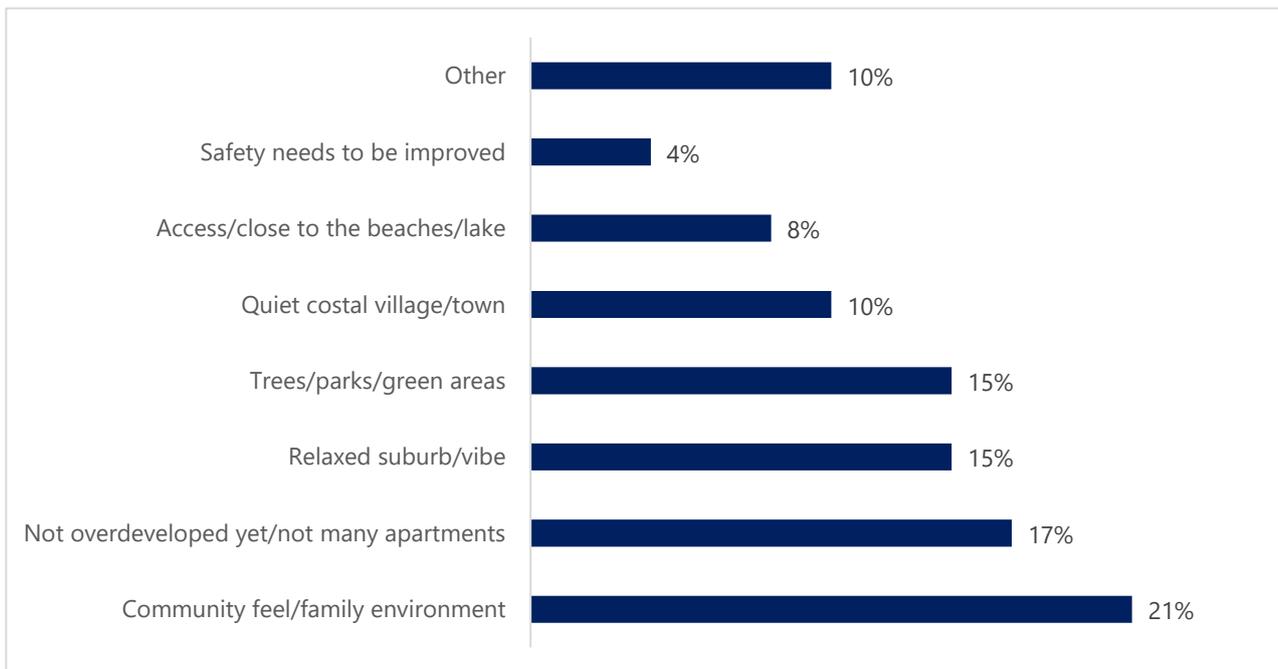


**Responses to 'Other'**

The area used to be more affordable however the affordable choices have recently disappeared
Noraville is a means to get from Toukley to the beach
Not overcrowded

**Question 31: Please let us know why you value these things about Noraville?**

Answer Choices	Responses	
	Percent	Actual
Community feel/family environment	21%	10
Not overdeveloped yet/not many apartments	17%	8
Relaxed suburb/vibe	15%	7
Trees/parks/green areas	15%	7
Quiet costal village/town	10%	5
Access/close to the beaches/lake	8%	4
Safety needs to be improved	4%	2
Other	10%	5
	<b>Answered</b>	<b>48</b>

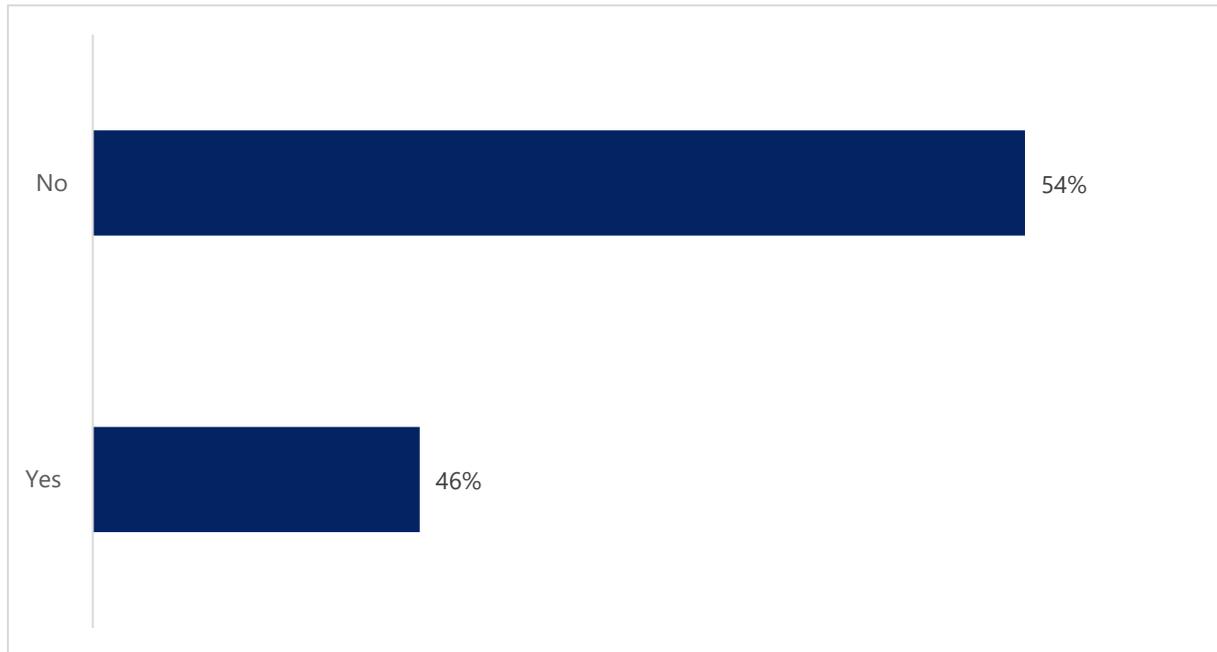


**Responses to 'Other'**

Not overcrowded
Quiet streets and residential areas
Choice of primary schools
Easy to get around
Too many half way housing and drug problems

**Question 32: Are there any features that you would like to see changed or enhanced?**

Answer Choices	Responses	
	Percent	Actual
Yes	46%	36
No	54%	42
	<b>Answered</b>	<b>78</b>

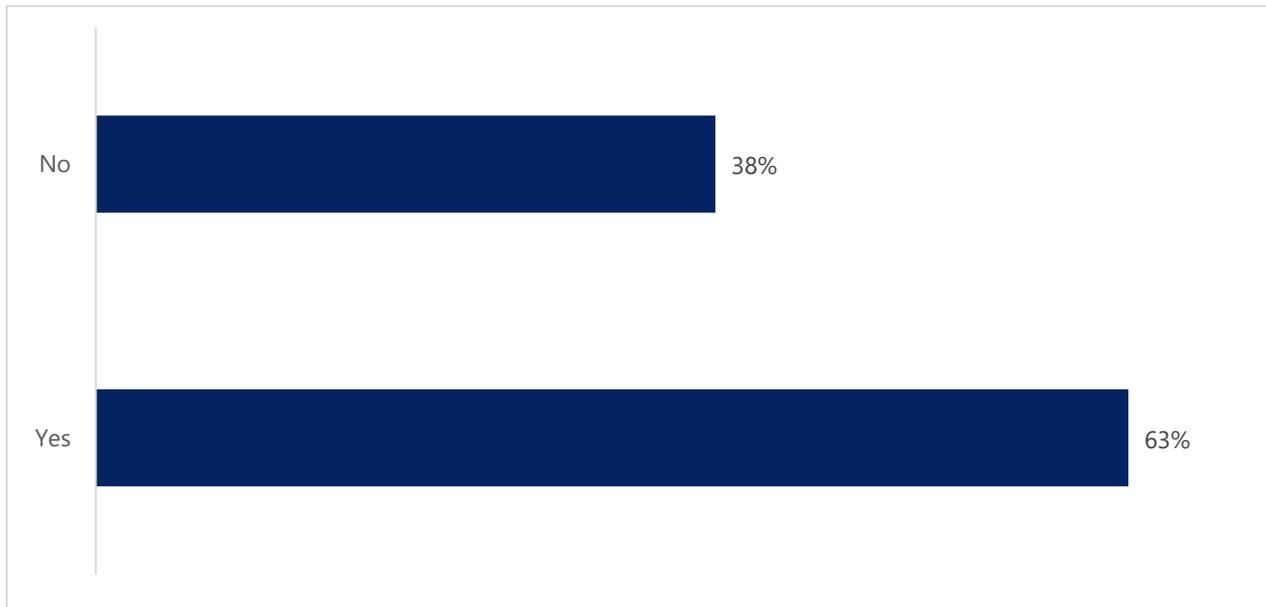


**Responses to 'Yes (please let us know what these are)'**

More cycle ways and footpaths for walking and cycling
Kerb and guttering needs to be installed
More off-street parking
Improvement in road safety - upgrading the roads, pedestrian crossings, installing speed humps and cameras
Safer crossing across Wilfred Barrett Drive for walking to Norah Head and the beaches
More trees need to be planted
Lakes and foreshore need more maintenance
Safer parks and play equipment in parks for children
More police patrols for safety in general
Shop fronts need an upgrade
More employment opportunities
More cafes and restaurants
Better use of the area for small businesses, a village hub and more community events
Stop multi dwelling housing
Half way housing needs to be capped

**Question 33: Are there any features that you would like to see retained?**

Answer Choices	Responses	
	Percent	Actual
Yes	63%	45
No	38%	27
	<b>Answered</b>	<b>72</b>

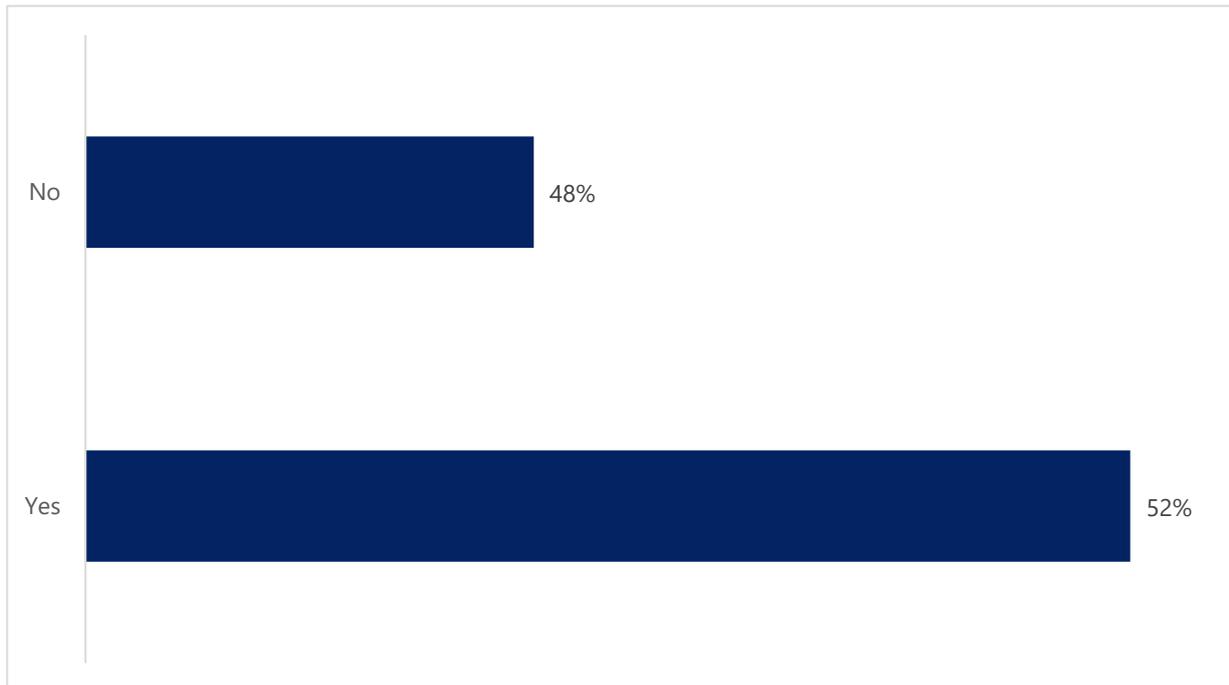


**Responses to 'Yes (please let us know what these are)'**

Parks, sporting facilities and open green spaces
Trees and vegetation
Access to beaches, lake and bushland
Keep it as it is
Natural environment
Keep lot sizes as they are, low density housing and no new developments or high rises
Width of the streets
Keep the small shops and local businesses
The friendly character of safe neighborhoods for children and families
Maintain local heritage
Relaxed and quiet area
More walkways

**Question 34: Would you like to provide feedback on Norah Head?**

Answer Choices	Responses	
	Percent	Actual
Yes	52%	113
No	48%	106
	<b>Answered</b>	<b>219</b>



**Question 35: Which statement do you feel best describes Norah Head?**

Answer Choices	Responses	
	Percent	Actual
Coastal village	45%	45
Easy to get around	1%	1
Great facilities and services	1%	1
Picturesque waterways and unique natural environment	25%	25
Relaxed and recreational	13%	13
Vibrant, caring and connected community	7%	7
Village atmosphere	1%	1
Other	6%	6
	<b>Answered</b>	<b>99</b>

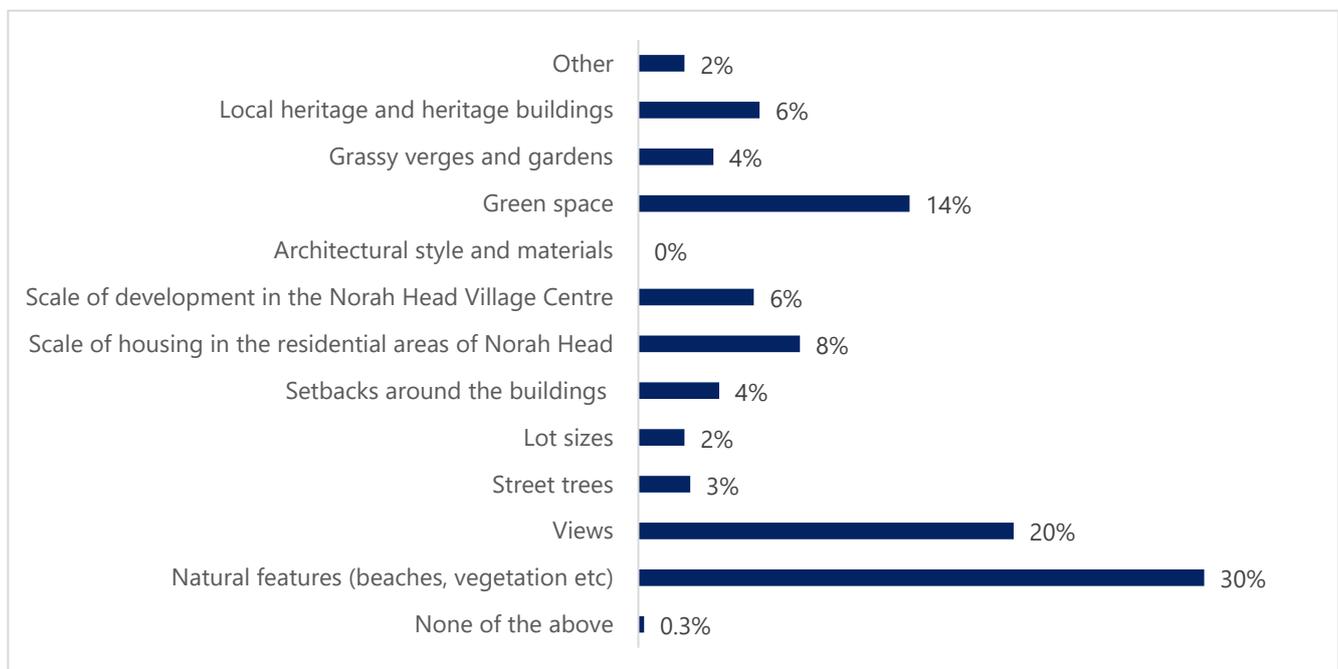


**Responses to 'Other'**

Neglected gem for residents and tourists
Coastal residential living
Relaxed coastal village

**Question 36: What do you think contributes most to the character of Norah Head? (you can select up to 4 options)**

Answer Choices	Responses	
	Percent	Actual
None of the above	0.3%	1
Natural features (beaches, vegetation etc.)	30%	98
Views	20%	65
Street trees	3%	9
Lot sizes	2%	8
Setbacks around the buildings	4%	14
Scale of housing in the residential areas of Norah Head	8%	28
Scale of development in the Norah Head Village Centre	6%	20
Architectural style and materials	0%	0
Green space	14%	47
Grassy verges and gardens	4%	13
Local heritage and heritage buildings	6%	21
Other	2%	8
	<b>Answered</b>	<b>332</b>



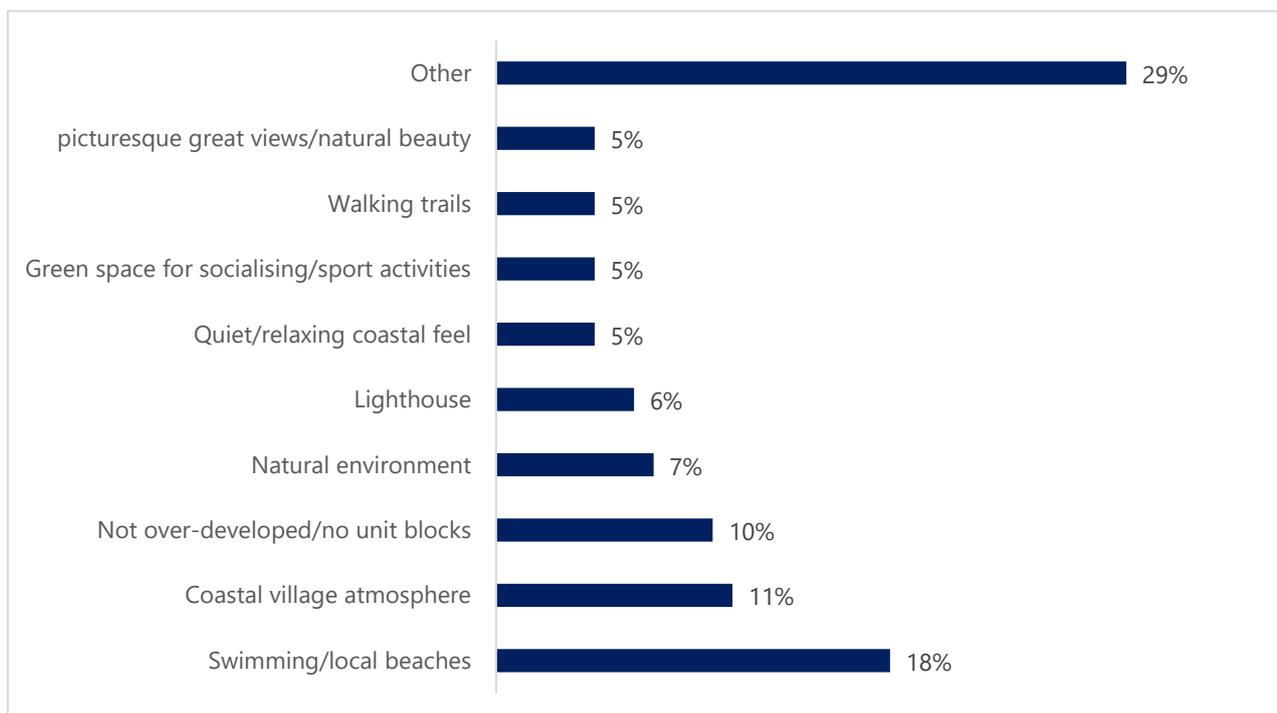
**Responses to 'Other'**

Predominantly residential with minimal commercial development
Great community support
The lighthouse

Rockpool
Developing architectural excellence
Caravan park for tourism
Plenty of green space for socialising and sport activities

**Question 37: Please let us know how/why these things contribute to the character of Norah Head?**

Answer Choices	Responses	
	Percent	Actual
Swimming/local beaches	18%	20
Coastal village atmosphere	11%	12
Not over-developed/no unit blocks	10%	11
Natural environment	7%	8
Lighthouse	6%	7
Quiet/relaxing coastal feel	5%	5
Green space for socialising/sport activities	5%	5
Walking trails	5%	5
Picturesque great views/natural beauty	5%	5
Other	29%	32
	<b>Answered</b>	<b>110</b>



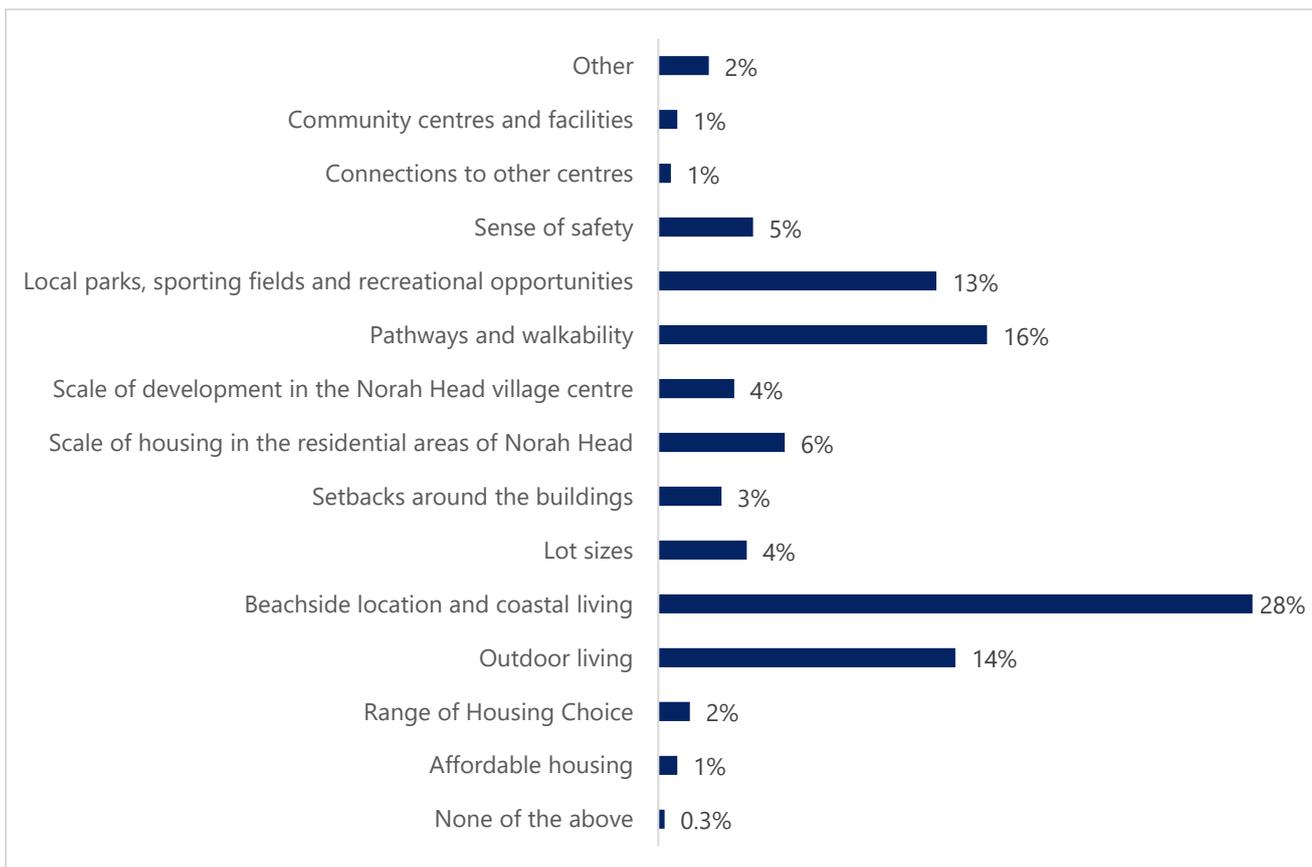
**Responses to 'Other'**

Caravan park encourages good cultural values
Indigenous heritage is phenomenal and should be protected
Local residents are caring, inclusive, supportive
Area feels safe
Natural and architectural heritage
A great mix of green spaces, trees and houses
The sand dunes and rockpool

Natural bush and walking tracks
Laid back holiday feel
Local cafes
The area attracts tourism which benefits local businesses
Wide streets and green verges
Small community feel
No passing traffic
Feeling of space and not overcrowded
The area is well maintained
Ideally located close to the beaches and walking trails
Regular residents' meetings keep people informed

**Question 38: What do you value about the local area? (you can select up to 4 options)**

Answer Choices	Responses	
	Percent	Actual
None of the above	0.3%	1
Affordable housing	1%	3
Range of Housing Choice	2%	5
Outdoor living	14%	47
Beachside location and coastal living	28%	94
Lot sizes	4%	14
Setbacks around the buildings	3%	10
Scale of housing	6%	20
Scale of development	4%	12
Pathways and walkability	16%	52
Local parks, sporting fields and recreational opportunities	13%	44
Sense of safety	5%	15
Connections to other centres	1%	2
Community centres and facilities	1%	3
Other	2%	8
	<b>Answered</b>	<b>330</b>

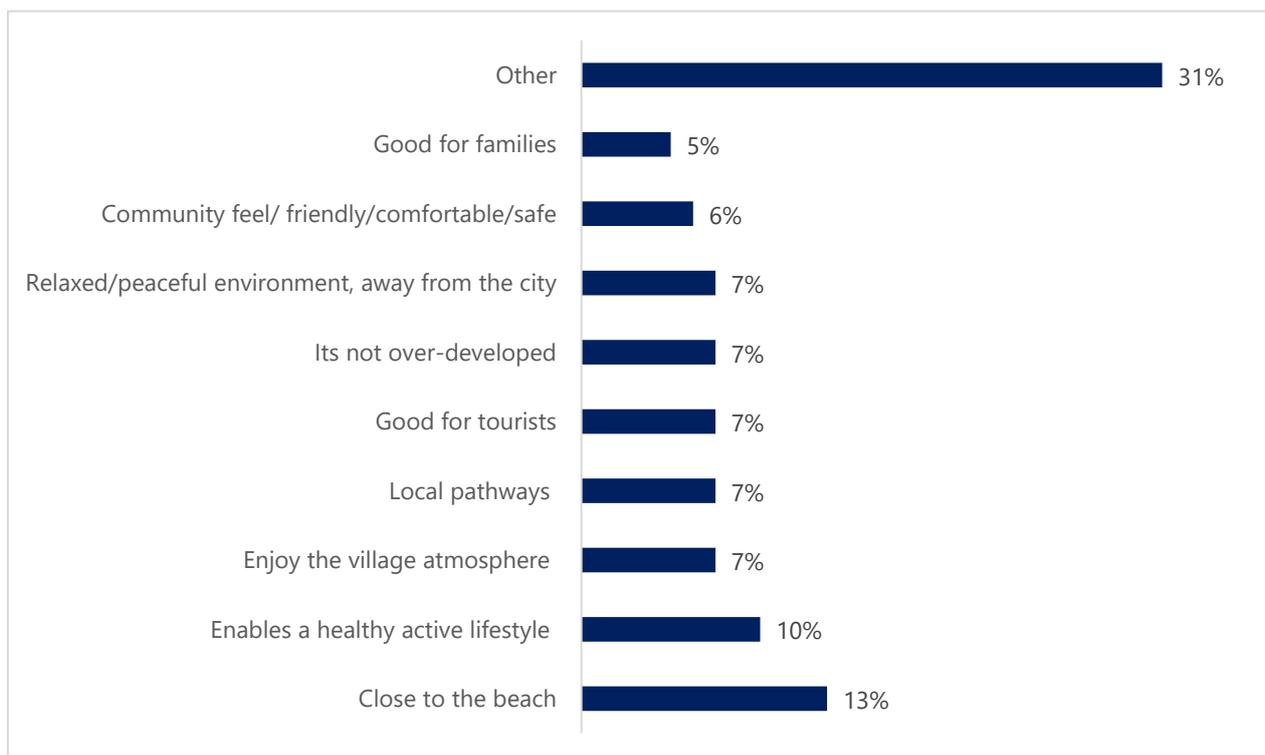


## Responses to 'Other'

A good selection of restaurants and cafes
Minimal commercial development
The beaches and headland car park
The Lighthouse and surrounding areas
Aboriginal heritage
Safety needs to be improved
Do not sell our Community Hall
Natural and architectural heritage

**Question 39: Please let us know why you value these things about Norah Head?**

Answer Choices	Responses	
	Percent	Actual
Close to the beach	13%	11
Enables a healthy active lifestyle	10%	8
Enjoy the village atmosphere	7%	6
Local pathways	7%	6
Good for tourists	7%	6
It's not over-developed	7%	6
Relaxed/peaceful environment, away from the city	7%	6
Community feel/ friendly/comfortable/safe	6%	5
Good for families	5%	4
Other	31%	26
	<b>Answered</b>	<b>84</b>

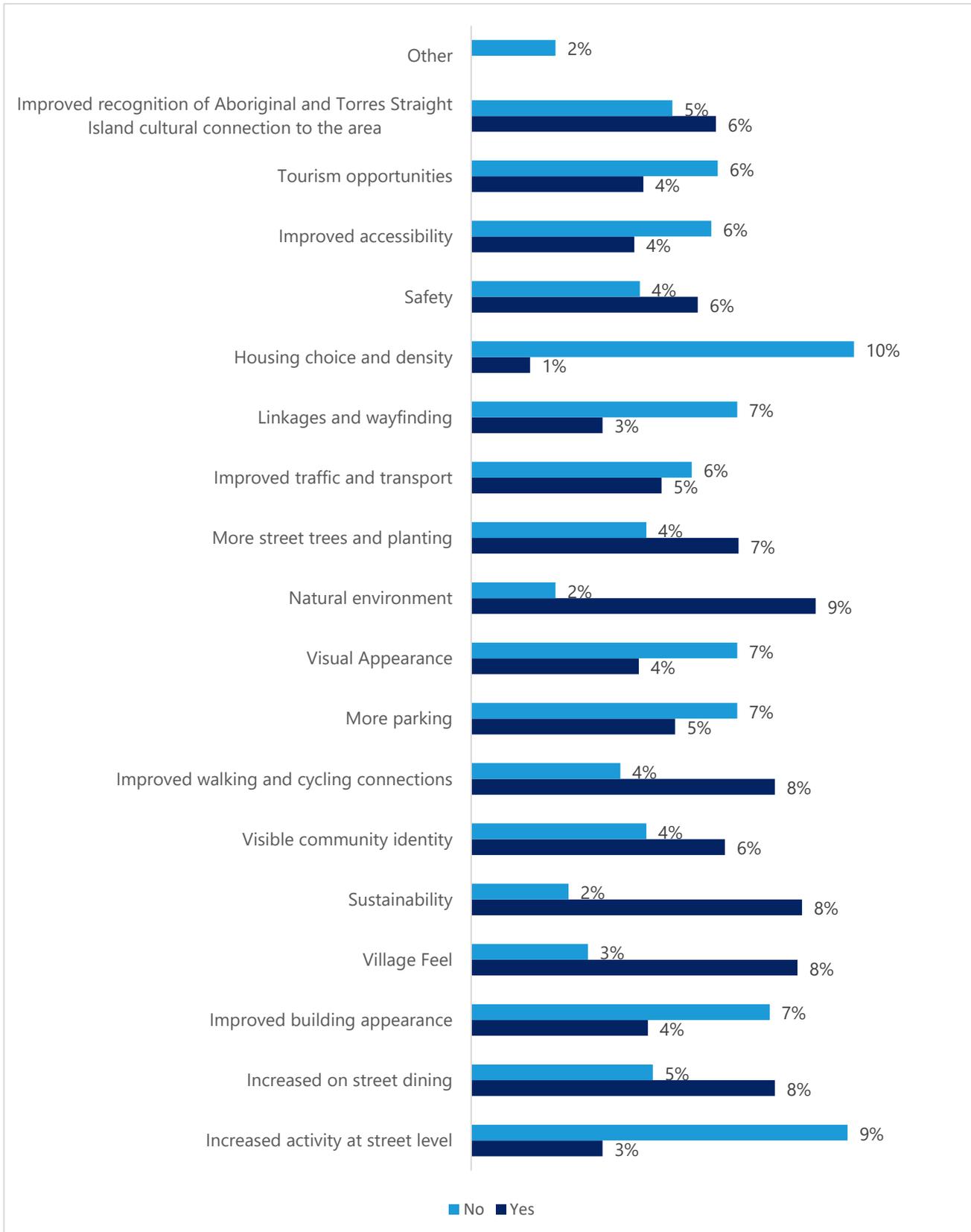


**Responses to 'Other'**

Doesn't feel crowded
Aboriginal heritage is among the landscape
Not too many businesses in the township
Natural wildlife
Perfect lifestyle, epitomises the best of the central coast
Local parks and a sense of space
The lighthouse and rockpool

Whale watching
It's dog friendly
Everything is close by and easy to access
Heritage value
It's natural beauty
Coastal living and laid-back lifestyle
Need improvements to parking near the rockpool and reserve

**Question 40: The current planning controls for Norah Head Village centre allow for some increased development potential. As the Village Centre continues to develop are there features that you would like to see enhanced or changed?**

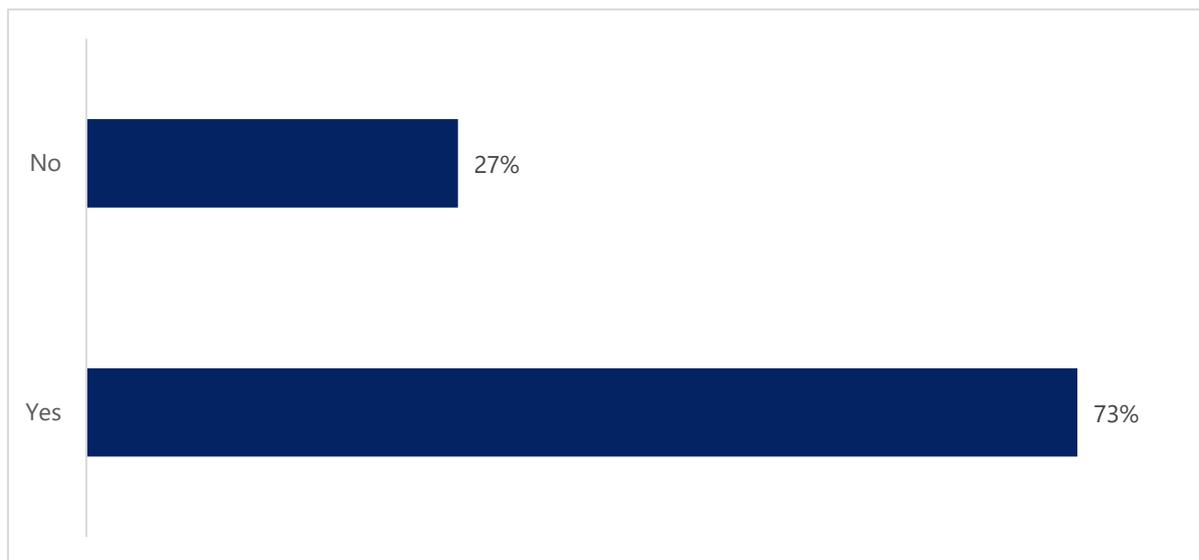


## Responses to 'Other'

Improved management of caravan park with more parking
Dredge the rockpool
Better play area and upgrade the playground
More parking
Include the original inhabitants, the Guringai people not the Darkinjung
More safety measures
Roads need to be improved
Improved pedestrian access to the Norah Head Lighthouse Reserve
Need a walkway on Soldiers Pt Drive towards the beach
Remove dead vegetation from Mazlin Reserve
Improved recognition and acceptance of LGBT+ residents
Don't need both a cycleway and walkway in Bungary

**Question 41: Are there any features of Norah Head Village Centre that you would like to see retained?**

Answer Choices	Responses	
	Percent	Actual
Yes	73%	64
No	27%	24
	<b>Answered</b>	<b>88</b>

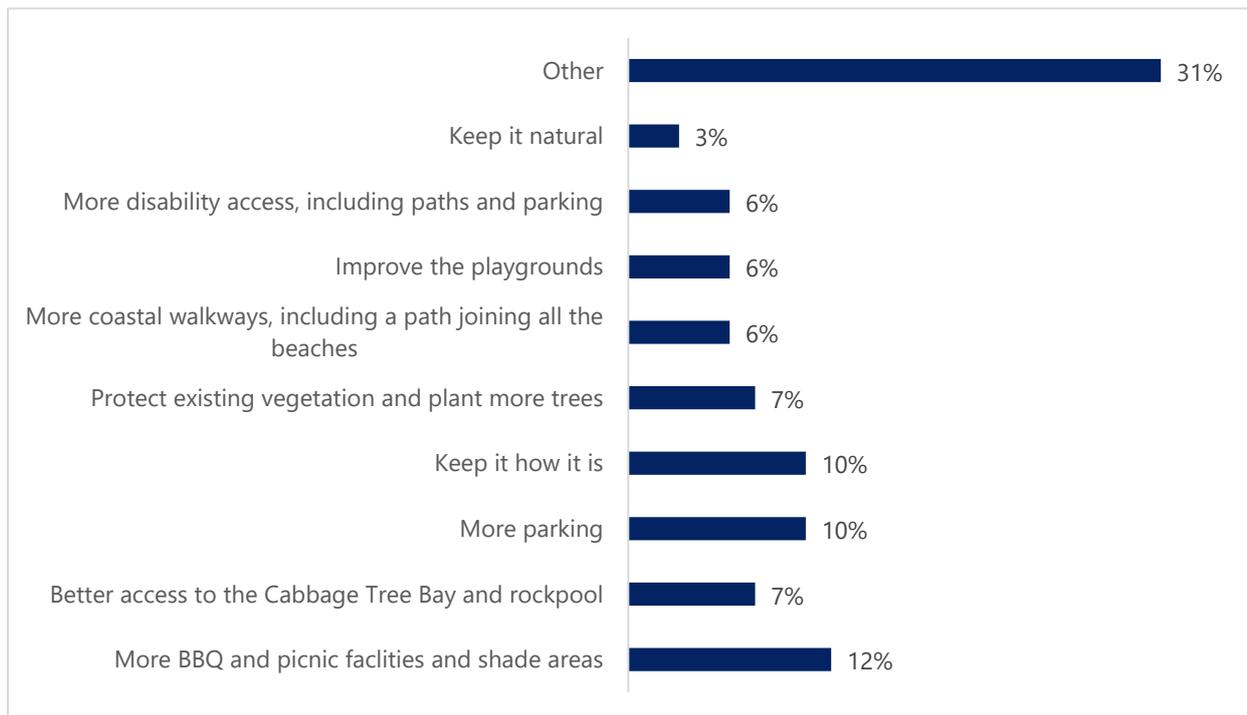


**Responses to 'Yes (please let us know what this would be)'**

Local cafes and restaurants, including Shorethyme
Small businesses
Retain scale and don't over-develop
Keeping it a relaxed environment
Open spaces and reserves
Access to the beaches
Don't change any of it, there is nothing wrong with it
Pathways and walkways
Village feel
Keep the Community Hall
The current architecture and beachside aspect
Public toilets, playgrounds and play areas
The lighthouse
Plant more trees and retain the current ones
We would like more alfresco dining and a local bar with live music options
Make the reserves better utilised with cafes, benches and better views

**Question 42: Thinking about the other areas in Norah Head which areas would you like changed or enhanced? - Beaches and foreshore areas**

Answer Choices	Responses	
	Percent	Actual
More BBQ and picnic facilities and shade areas	12%	8
Better access to the Cabbage Tree Bay and rockpool	7%	5
More parking	10%	7
Keep it how it is	10%	7
Protect existing vegetation and plant more trees	7%	5
More coastal walkways, including a path joining all the beaches	6%	4
Improve the playgrounds	6%	4
More disability access, including paths and parking	6%	4
Keep it natural	3%	2
Other	31%	21
	<b>Answered</b>	<b>67</b>



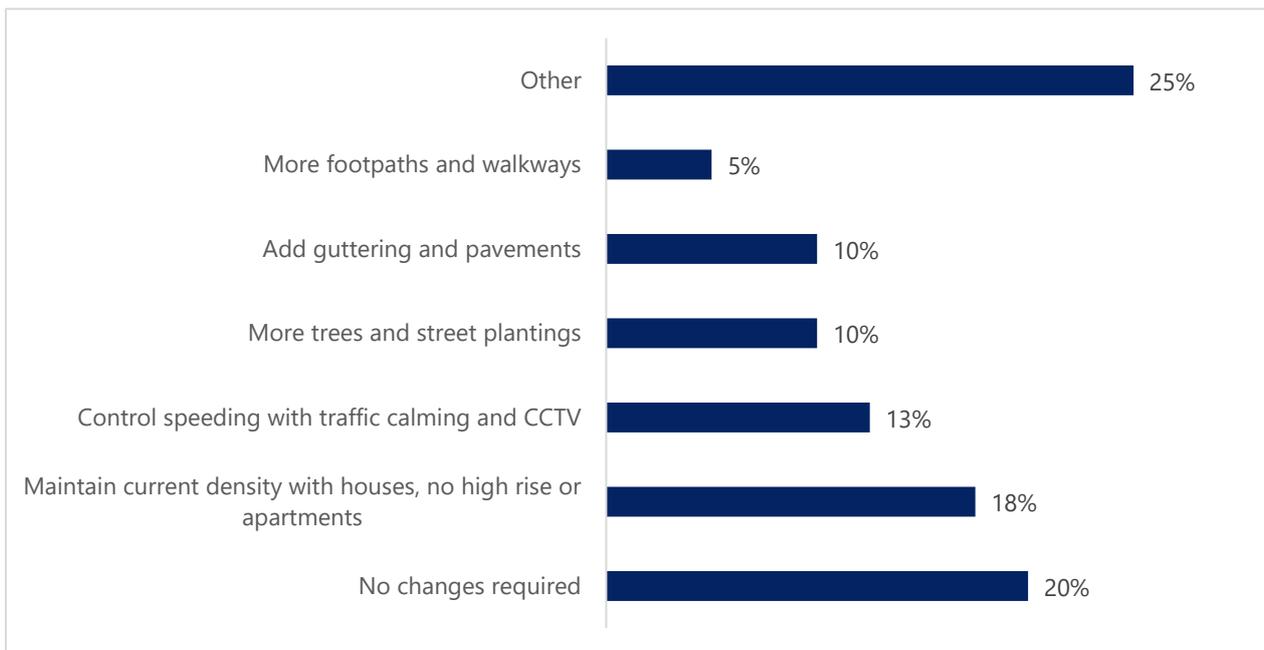
**Responses to 'Other/how could this change'**

Caravan park desperately needs care and attention
Added protection for Indigenous cultural sites and areas
More cafes and places to socialise, including night events and bars

More gardens
Penalties for littering and dogs off-leash
Upgrade the town centre
More rubbish bins to manage litter
Better road access from Pelican Beach to Soldiers Beach
More cafes at Soldiers Beach
Enhance coastal character in new developments
Allow dogs on part of Soldiers Beach
Trim trees at Maslan Park
Improve safety by installing security cameras
Leave beach gates open for longer
Improve and add more signage/way points
Maintain and improve the toilets at the rockpool
Restrict free camping at Jenny Dixon Beach
Protect ocean views from key public places, enhance coastal character in new development
Keep condition of beaches

**Question 43: Thinking about the other areas in Norah Head which areas would you like changed or enhanced? - Residential areas**

Answer Choices	Responses	
	Percent	Actual
No changes required	20%	8
Maintain current density with houses, no high rise or apartments	18%	7
Control speeding with traffic calming and CCTV	13%	5
More trees and street plantings	10%	4
Add guttering and pavements	10%	4
More footpaths and access to walkways	5%	2
Other	31%	21
	<b>Answered</b>	<b>40</b>



**Responses to 'Other/how could this change'**

Improved pathways for bikes
More parking
No more dual occupancy
Ensure that any STRATA must be supervised by owner being on site during the rental period
Stop hooning at night and vandalism
Another access route from Victoria St to Wilfred Barrett Drive
Provide mixed housing and community
Max 5 or 6 story developments
Move roundabout coming into Norah Head from Central Coast Highway as its too close to Soldiers Point Road

**Question 45: Would you like to stay updated on this project?**

Answer Choices	Responses	
	Percent	Actual
Yes	35%	51
No	65%	96
	<b>Answered</b>	<b>147</b>

