

# Coffs Harbour Consultation Report

---

211A-215 Harbour Drive, Coffs Harbour

September 2025



---

## Acknowledgement of Country

Homes NSW acknowledges the Traditional Custodians of the lands where we work and live. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

We pay our respects to Elders past, present and emerging and acknowledge the Aboriginal and Torres Strait Islander people that contributed to the development of this Consultation Report.

We advise this resource may contain images, or names of deceased persons in photographs or historical content.



# Contents

<b>1</b>	<b>Background</b> .....	<b>4</b>
1.1	Purpose of this report.....	5
1.2	Secretary’s Environmental Assessment Requirements .....	5
<b>2</b>	<b>The proposed development</b> .....	<b>6</b>
2.1	Project context .....	7
2.1.1	Social housing snapshot .....	7
2.2	The proposed site .....	7
2.3	The project scope .....	9
<b>3</b>	<b>Communication and Engagement Strategy</b> .....	<b>10</b>
3.1	Communication & Engagement Plan .....	11
3.1.1	Project Milestones and timeline .....	11
3.2	Engagement objectives .....	11
3.3	Engagement approach.....	12
<b>4</b>	<b>Engagement undertaken</b> .....	<b>13</b>
4.1	Engagement tracker .....	14
4.2	Project working group consultation.....	14
4.3	Government agency consultation.....	14
4.4	Community Consultation.....	17
4.4.1	Aboriginal Engagement.....	19
4.5	Community Drop-In Session Feedback .....	20
4.6	Submissions received .....	23
<b>5</b>	<b>Project response to feedback</b> .....	<b>25</b>
<b>6</b>	<b>Planned future engagement</b> .....	<b>34</b>
6.1	Planned future engagement activities .....	35
<b>7</b>	<b>Appendices</b> .....	<b>36</b>
7.1	Appendix A: Preliminary Notification Letter .....	37
7.2	Appendix B: Information boards displayed at the Community Drop-In Session .....	39
7.3	Appendix C: Handouts distributed at the Community Drop-In Session .....	40

# 1

## Background

---

## 1.1 Purpose of this report

This report accompanies a detailed State Significant Development (SSD) application (SSD-83294209) that seeks approval for construction of a 4-storey residential flat building with a total of 60 social housing apartments at 211A-215 Harbour Drive, Coffs Harbour.

This report summarises the consultation and communication activities that have been undertaken in relation to the proposed development. It forms part of the Environmental Impact Statement (EIS) required for the SSD application and has been prepared in accordance with the requirements of the Department of Planning, Housing and Infrastructure (DPHI) as specified in the Secretary's Environmental Assessment Requirements (SEARs) for the project, issued on 2 May 2025.

The purpose of the consultation process was to ensure stakeholders and the community were informed about the proposal, and ensure they had the opportunity to provide feedback prior to the submission of the SSDA.

This report summarises the engagement undertaken for this stage of the proposed development by outlining:

- The SEARs for stakeholder and community consultation.
- The consultation process undertaken, including key feedback from stakeholders.
- How feedback has been considered in the development of the SSD application.

---

## 1.2 Secretary's Environmental Assessment Requirements

The industry-specific Secretary's Environmental Assessment Requirements (SEARs) for this State Significant Development was received from the Department of Planning, Housing and Infrastructure (DPHI) on 2 May 2025 and are outlined below.

An excerpt from the SEARs request can be found below:

### 4. Engagement

- *Demonstrate that engagement and consultation activities have been undertaken in accordance with the Undertaking Engagement Guidelines for State Significant Projects and identify how issues raised, and feedback received have been considered in the design of the project.*
  - *If the development would have required an approval or authorisation under another Act but for the application of s 4.41 of the EP&A Act or requires an approval or authorisation under another Act to be applied consistently by s 4.42 of the EP&A Act, the agency relevant to that approval or authorisation must be consulted.*

The engagement response to the SEARs can be found in sections 3 and 4 of this report. Engagement has been carried out in accordance with DPHI's Undertaking Engagement Guidelines for State Significant Projects.

# 2

## The proposed development

---

## 2.1 Project context

The Coffs Harbour Local Government Area (LGA) is located on the Mid North Coast of NSW, approximately 540km north of Sydney and 390km south of Brisbane. Nestled between the Great Dividing Range and the Pacific Ocean, the area covers approximately 1,175 square kilometres, encompassing urban, coastal, rural, and hinterland communities, and is home to rainforests, marine sanctuaries, and several national parks.

The city of Coffs Harbour serves as the administrative centre of the Coffs Harbour LGA and functions as a regional service hub, providing critical health, education, and government services to surrounding rural communities. In recent years, Coffs Harbour has seen significant investment in infrastructure, including upgrades to education facilities and public transport, the Coffs Harbour Health Campus expansion and the \$2.2 billion Pacific Highway bypass project, which will improve regional traffic flow and economic connectivity. and. These developments are shaping the city's future and creating opportunities for further growth.

As of 2023, the Coffs Harbour LGA has an estimated population of approximately 80,500 people. The 2021 Census recorded a population of 27,089 people in the city. Approximately 6.5% of households identify as Aboriginal or Torres Strait Islander, almost double the state average of 3.4%. Around 25% of residents were born overseas (compared with a state average of 35%) and 21% have both parents born overseas (compared with a state average of 39%). Common countries of birth include England, Myanmar, Iraq, New Zealand and India. In 11% of local households, a language other than English is spoken. The most frequently spoken languages include Kurdish, Punjabi, Chin Haka, Burmese, and Arabic.

### 2.1.1 Social housing snapshot

- There are more than 1,200 social housing dwellings owned by Homes NSW in the Coffs Harbour LGA, housing almost 3,000 people (4% of the LGA population).
- All 1,200 dwellings are managed by Community Housing Providers.
- Most of the Homes NSW housing in the Coffs Harbour LGA comprises cottages built in the 1970s and 1980s which are becoming less and less efficient to manage.
- There is a large supply of 3-bedroom social housing cottages in the LGA that exceeds the current demand for larger households and families on the waitlist.
- Around 84% of the priority waitlist is for dwellings with up to 2-bedrooms. The current portfolio, however, is 72% dwellings with 3 or more bedrooms.
- The majority of current social housing tenants in the LGA are older, past working age, living alone and relying on the age, disability pension or other pension for income.

---

## 2.2 The proposed site

The proposed development site is located at 211A-215 Harbour Drive, Coffs Harbour, and has a total area of 3,804m<sup>2</sup>. The site is zoned R3 Medium Density Residential under the *Coffs Harbour Local Environmental Plan 2013*.

Strategically positioned, the site offers excellent access to amenities and services. It is less than 200 metres from a major supermarket and the Coffs Harbour town centre. Coffs Creek is located within 600 metres and Coffs Harbour Beach is just 2.3 kilometres away.

The site benefits from dual street frontages with Harbour Drive to the south-west and North Street to the east. It has remained vacant since the demolition of three former cottages prior to 2010 and currently only features vegetation and perimeter fencing.



Figure 1: Harbour Drive street frontage

Adjoining the site to the north-west is the Coffs Harbour Baptist Church, to the north-east is the Coffs Harbour Christian Community School and to the south-east is the former Coffs Harbour courthouse and police station. To the south-west of the site across Harbour Drive is the Coffs Harbour Public School. Both the former Coffs Harbour courthouse and police station and Coffs Harbour public school are locally listed heritage items. The site is also within close proximity to several additional educational institutions including St Augustine's Primary School, Allegra School, Coffs Harbour Senior College and the Gumbaynggirr Giingana Freedom School (GGFS).



Figure 2: North Street frontage

Directly across Curacoa Street lies Brelsford Park, Coffs Harbour's primary civic open space. The park is undergoing a major transformation into a signature City Park, with planned features including a new entry plaza, children's playground, water park, event spaces, kiosk, picnic areas and walking/ cycle paths. A Scout Hall and Guide Hall are also located within 100m of the site.



Figure 3: Brelsford Park

The site is highly accessible, with a bus stop located on Harbour Drive directly in front of the property. The stop forms part of a loop service covering the greater Coffs Harbour area including the City Centre, Park Beach Plaza and the Jetty. The Coffs Harbour Train Station is situated 2 kilometres from the site, further enhancing its connectivity.



## 2.3 The project scope

The proposed development comprises the construction of a new four storey residential flat building to accommodate 60 social housing apartments, a communal room and basement car parking including excavation, tree removal and associated landscaping and public domain works.

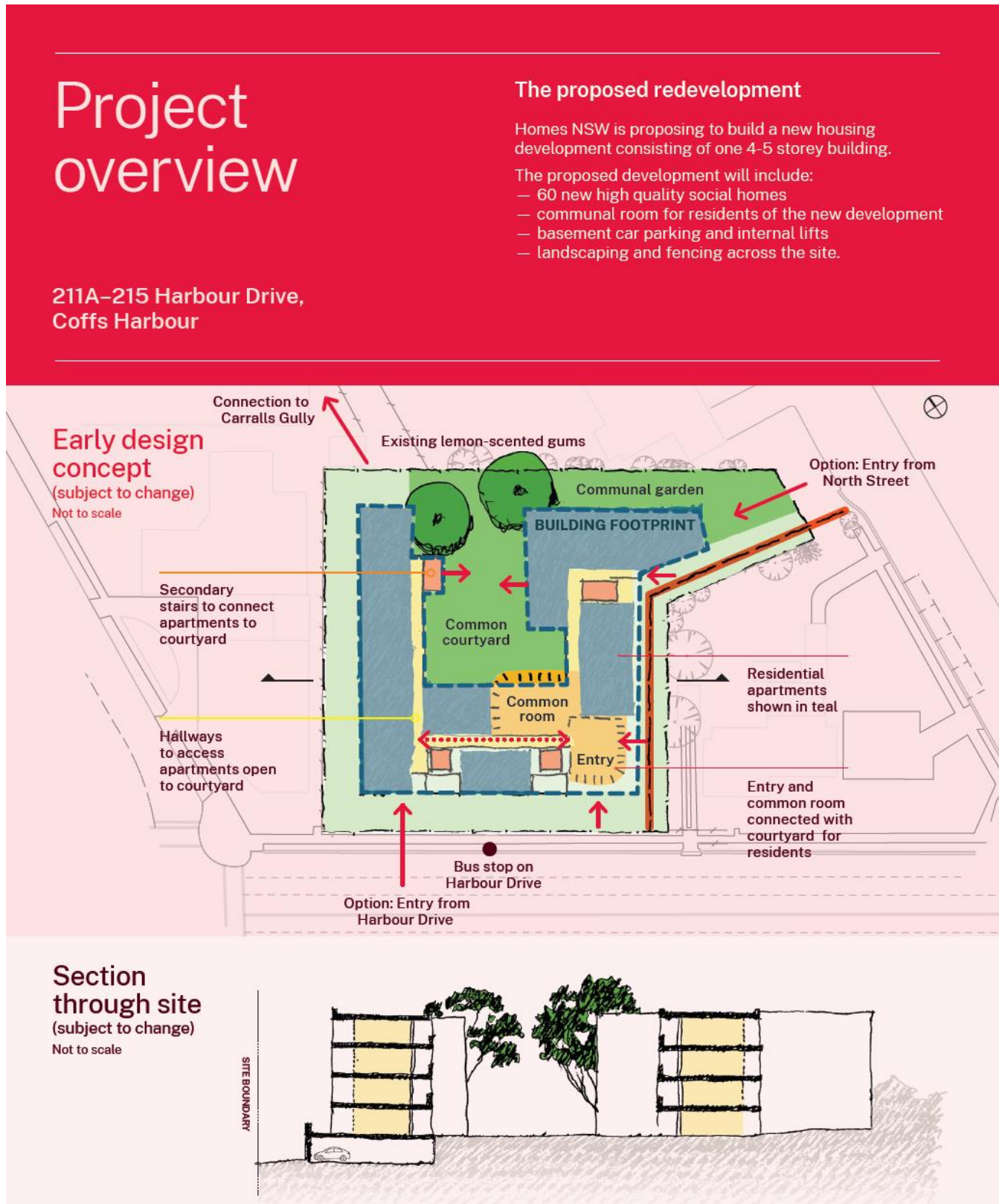


Figure 4: Project information/ artist impression of the proposed development as presented at the Community Drop-In Session

# 3

## Communication and Engagement Strategy

---

## 3.1 Communication & Engagement Plan

A Communication and Engagement Plan for the Coffs Harbour project was prepared in accordance with the Undertaking Engagement Guidelines for State Significant Projects. The plan sets out the approach to engagement with all key stakeholder groups throughout the planning, design, and delivery stages of the project.

The plan identifies a series of project milestones to act as trigger points for providing appropriate and timely engagement with key stakeholder groups.

### 3.1.1 Project Milestones and timeline

Milestone	Proposed timings
Site surveys commence	March 2025
SEARs released (public facing)	May 2025
Design development	June - August 2025
SSDA lodgement	September 2025
Public exhibition	September – October 2025
CHP contract award	November 2025
Response to submissions	November 2025
SSDA approval	March 2026
Construction start (early works)	June 2026
Construction end	30 June 2029

---

## 3.2 Engagement objectives

The following engagement objectives have been identified for this proposal:

- Make sure identified relevant stakeholders hear about proposed redevelopments directly from Homes NSW.
- Provide open, inclusive, timely, and relevant information on the proposed development to key stakeholders including neighbouring residents and the broader local community.
- Raise general community awareness and understanding of the project and foster community support.
- Create opportunities for stakeholders and community members to provide meaningful feedback on the proposal to help inform decision making.
- Provide clear information on the role of Homes NSW and partner organisations in delivering the project.
- Demonstrate the proposed impact of the project on the social housing waitlist in the area and highlight the positive impact of new housing for people in need.

### 3.3 Engagement approach

The table below outlines the engagement techniques and activities undertaken for this project and the strategic intent of each activity. Although the demographics of the local area are such that English is widely spoken at home, all public communication is prepared in plain English using simple, concise language to assist people of all ages and backgrounds to understand the intent of the engagement.

Engagement technique	Level of participation	Strategic intent
1800 Community Engagement phone line	Sharing information Consulting to collect information and insights	Respond to enquiries/ submissions.
Homes NSW email service	Sharing information Consulting to collect information/ insights	Respond to enquiries/ submissions.
Notifications	Sharing information	Update the local community on the status of the project and the potential impact to each stakeholder group. Provides details on information sources available and ways to provide feedback on the project. Notifications are distributed via post, email, doorknocks, or letterbox drops.
Community Drop-Sessions	Sharing information Consulting to collect information/ insights	An opportunity for face-to-face engagement with residents and other stakeholders at key project milestones.
Information boards	Sharing information	Showcase relevant project information at Community Drop-In Sessions. Content visually presents the project design, location, and other relevant information.
Information handouts	Sharing information	Information for attendees at Community Drop-In Sessions to take home and read or share with their networks. Content includes project scope, design developments and FAQs to answer key questions and address potential issues.
Door knocks	Sharing information Consulting to collect information/ insights	Timely notification to nearby residents on the project. An opportunity to seek feedback and insights to help inform the project.
FAQs	Sharing information	Answer key stakeholder questions and address potential concerns/ issues.
Newsletters	Sharing information	Provide updates to the community and relevant stakeholders at key project milestones.
Government agencies and consultation groups	Sharing information Consulting to collect information/ insights Collaborating in decision making	Discuss and agree design intent and mitigations to address infrastructure impacts in the local area. Includes meetings, workshops, and direct correspondence throughout the project lifecycle.

# 4

## Engagement undertaken

---

## 4.1 Engagement tracker

The following sections summarise the engagement undertaken with both internal and external stakeholder groups, including:

- Project working groups
- Government agencies
- Community and interest groups

Consultation with these groups has played a critical role in shaping the project's scope and ensuring that the development aligns with the needs of the Coffs Harbour community.

---

## 4.2 Project working group consultation

At the core of the planning and design process are the project working groups. Regular collaboration with these groups has been instrumental in refining the project's design and scope, and their input will remain integral throughout all stages of delivery.

Below is an overview of the key consultation activities conducted with the project working groups:

Meeting/ Consultation Group	Date/s	Agenda Items
Project Coordination Meetings Attendees: <ul style="list-style-type: none"><li>- HNSW, Senior Development Manager (Portfolio Development)</li><li>- HNSW, Principal Design Manager (HAFF program)</li><li>- Studio Johnston, Project Director / Architect</li><li>- Studio Johnston, Architect</li><li>- Jane Irwin Landscape Architecture, Landscape Architect</li><li>- Other Project Consultants on an as required basis.</li></ul>	Weekly between April 2025 and September 2025	<ul style="list-style-type: none"><li>- Project progress updates</li><li>- Design development</li><li>- Technical issues and challenges</li><li>- Site coordination</li><li>- Consultant reports</li><li>- Risk management</li><li>- Budget and cost updates</li><li>- Program and schedule</li><li>- Regulatory compliance</li><li>- Client updates</li><li>- Action items and next steps</li><li>- Services coordination</li></ul>
Project Review Committee - AM1	19 June 2025	Concept Design
Project Review Committee - AM2	22 August 2025	Pre-submission sign off

---

## 4.3 Government agency consultation

Government agencies have been integral to the planning and design process of this project, providing guidance, technical input, and regulatory oversight to support the project's progression.

Key stakeholders include:

- Coffs Harbour City Council
- Government Architect NSW
- Transport for NSW (Transport Working Group)
- Coffs Harbour Botanic Gardens
- Department of Planning, Housing and Infrastructure (DPHI)
- Minister for Coffs Harbour (Gurmesh Singh)

The table below summarises the key consultation activities conducted, as required by the SEARs.

Stakeholder	Feedback topics	Outcomes
<b>Coffs Harbour City Council</b>		
Meeting 1 - Pre-briefing of project - 14 April 2025	- General Introduction and contacts for each department - Briefing of SSDA proposal.	- Agreed engagement between Coffs Harbour Council and Homes NSW.
Meeting 2 - Waste officer advice - 30 April 2025	- Project briefing presented to receive feedback on waste strategy. - Council DCP requirements.	- Advice on expected waste generation. - Room sizing of waste store and bulky goods store. - Servicing/ council pickup strategy including truck dimensions.
Meeting 3 - Development requirements - 30 April 2025	- Project briefing presented to receive feedback on development proposal. - Council DCP requirements.	- Access & Traffic requirements including vehicular access & concrete median requirement. - Carparking and manoeuvring for access/egress. - Stormwater – detention requirements/discharge points - Frontage works - tree removal and street tree requirements. - Sewer Line – relocation of existing sewer - Water – pipe sizing recommendations
Meeting 4 - Concepts for Council review - 3 June 2025	- Presentation to discuss vehicular access and waste collection options.	- Council preference acknowledged and incorporated into the design. - Kerbside pickup/drop off was adopted and supported, subject to requirements being met.
Meeting 5 - Pre-lodgement briefing - 2 September 2025	- Pre-lodgement presentation to outline the SSDA submission	- Council was briefed on SSD proposal, including detail of the community engagement process and the resulting design outcomes.
<b>Government Architect NSW</b>		
Design Review 1 (SDRP1) - 22 May 2025 <u>Attendees:</u> - NSW SDRP Panel Members - GANSW Design Advisor - DPHI Observers - Homes NSW - Studio Johnston - Jane Irwin Landscape Architecture - FPD Planning	Design review of the following aspects of the proposed development: - Connecting with Country. - Site strategy, connectivity and landscape. - Architecture and amenity. - Sustainability, waste and water management.	The SDRP was very supportive of the design of the proposed development, and acknowledged design excellence had been achieved on the project.  Further details of panel commentary and design responses has been included in the Design Report referenced under Design Excellence in the EIS.
Design Review 2 (SDRP2) - 18 July 2025 <u>Attendees:</u>		

Stakeholder	Feedback topics	Outcomes
<ul style="list-style-type: none"> <li>- NSW SDRP Panel Members</li> <li>- GANSW Design Advisor</li> <li>- DPHI Observers</li> <li>- Homes NSW</li> <li>- Studio Johnston</li> <li>- Jane Irwin Landscape Architecture</li> <li>- FPD Planning</li> </ul>		
<b>Transport for NSW</b>		
<ul style="list-style-type: none"> <li>- Traffic</li> <li>- 11 August 2025</li> </ul>	<ul style="list-style-type: none"> <li>- Consultation meeting to discuss the traffic and transport aspects of the proposed development including parking provisions, traffic generation, vehicular access, median strip construction and traffic impacts.</li> </ul>	<ul style="list-style-type: none"> <li>- Confirmed that TfNSW does not need a pre-lodgement meeting at this stage and will provide advice on the Traffic Impact Assessment (TIA) once the SSD has been lodged.</li> </ul>
<b>Coffs Harbour Botanic Gardens</b>		
<ul style="list-style-type: none"> <li>- 30 May 2025</li> </ul>	<ul style="list-style-type: none"> <li>- Discussion surrounding native plants to the Coffs Harbour Area.</li> <li>- Species cultivated at the Botanic Garden.</li> </ul>	<ul style="list-style-type: none"> <li>- Botanic Gardens referred the team to the Community Nursery, managed by Landcare.</li> <li>- Shared information about the Garlambirla Plant Walk, which features endemic species of cultural and practical importance to the Gumbaynggirr people.</li> <li>- Several species discussed will be incorporated into the planting design.</li> </ul>
<b>DPHI</b>		
<ul style="list-style-type: none"> <li>- 08 April 2025</li> </ul>	<ul style="list-style-type: none"> <li>- General Introduction and contacts for each department</li> <li>- Briefing of SSDA proposal</li> </ul>	<ul style="list-style-type: none"> <li>- Agreed engagement between DPHI &amp; Homes NSW</li> </ul>
<ul style="list-style-type: none"> <li>- 10 April 2025</li> <li>- 05 June 2025</li> <li>- 03 July 2025</li> <li>- 07 August 2025</li> </ul>	<p>Monthly meetings with DPHI Director and Assessment Teams to discuss:</p> <ul style="list-style-type: none"> <li>- Updates on program</li> <li>- Updates on engagement</li> <li>- Issue for clarification</li> </ul>	<ul style="list-style-type: none"> <li>- Confirmation of timing and process for lodgement.</li> <li>- Clarification of any issues associated with SEARs.</li> </ul>
<b>Minister for Coffs Harbour (Gurmesh Singh)</b>		
<p>Email correspondence</p> <ul style="list-style-type: none"> <li>- 11 April 2025</li> </ul>	<ul style="list-style-type: none"> <li>- MP Briefing Pack sent via email with an invitation to attend a briefing if required.</li> </ul>	<ul style="list-style-type: none"> <li>- Confirmation of receipt and requirement for meeting when design progressed.</li> </ul>
<p>Email correspondence</p> <ul style="list-style-type: none"> <li>- 28 May 2025</li> </ul>	<ul style="list-style-type: none"> <li>- Provided community notification letter and details of the Community Drop-In Session.</li> </ul>	<ul style="list-style-type: none"> <li>- Meeting organised to discuss design being presented to the community.</li> </ul>
<p>In-person meeting</p> <ul style="list-style-type: none"> <li>- 5 June 2025</li> </ul>	<ul style="list-style-type: none"> <li>- Project briefing including scope, upcoming consultation and timings.</li> </ul>	<ul style="list-style-type: none"> <li>- Clarification of next steps. Received MP support for project.</li> </ul>

## 4.4 Community Consultation

Consultation with community stakeholders has helped to provide valuable local insights, identify potential concerns, and foster support for the project.

Key community stakeholder groups include:

- Local residents – particularly those living near the development site or with a direct line of view to the site (as shown on the map below)
- Local businesses
- Local Aboriginal parties
- Local schools



Figure 4: Scope of notification map

The table below summarises the key consultation activities undertaken with community stakeholder groups, as required by the SEARs.

Stakeholder	Activity	Outcomes
Local residents (see map above)	Notification letter distributed to 581 surrounding properties. Details provided in the notification: <ul style="list-style-type: none"> <li>- Project scope</li> <li>- Details of the submission process</li> <li>- Invitation to attend Community Drop-In Session (12 June 2025)</li> <li>- Next steps and timings</li> </ul>	<ul style="list-style-type: none"> <li>- Community notified of the proposed development, the upcoming Drop-In Session and the submission process for providing feedback.</li> <li>- 26 submissions received</li> <li>- Feedback topics summarised in the table below.</li> </ul>
	Community Drop-In Session (12 June 2025) <ul style="list-style-type: none"> <li>- Location: Cavanbah Centre</li> <li>- Residents registered via QR code</li> <li>- Information boards presented concept designs, scope and timeline</li> <li>- The Project Team were in attendance to answer questions</li> </ul>	<ul style="list-style-type: none"> <li>- 39 people attended the session.</li> <li>- Feedback topics are detailed in the table on page 20.</li> <li>- The Coffs Harbour Christian School submitted a formal letter.</li> </ul>

Stakeholder	Activity	Outcomes
	<ul style="list-style-type: none"> <li>- Feedback forms and a Have Your Say board were available to collect feedback</li> <li>- Handouts were available for attendees to take home. Included site location, proposed scope, timeline, FAQs and contact details for any further questions or comments.</li> </ul>	<ul style="list-style-type: none"> <li>- Adjacent neighbour submitted a list of questions for Homes NSW response.</li> </ul>
Local businesses	Notification letter distributed to all businesses within the mapped area (as above)	<ul style="list-style-type: none"> <li>- Feedback topics summarised in the table below.</li> </ul>
Local Aboriginal Parties	Stakeholders were invited to attend a Walk on Country on 30 April 2025. Attendees included: <ul style="list-style-type: none"> <li>- Auntie Yvette (Elder)</li> <li>- Uncle Richard Widders – City of Coffs Harbour Engagement Specialist (Elder)</li> <li>- Studio Johnston</li> <li>- Jila Landscape</li> <li>- FCAD</li> </ul>	<ul style="list-style-type: none"> <li>- Provided cultural insights and recommendations for design integration.</li> <li>- Recommendation to integrate meaningful landscape elements within the design development of the project.</li> <li>- Ongoing feedback and consultation informing design refinements.</li> </ul>
	Meeting (14 July 2025) <ul style="list-style-type: none"> <li>- Design presentation to stakeholders involved in the Walk on Country to review integration of cultural findings.</li> </ul>	<ul style="list-style-type: none"> <li>- Ongoing feedback and consultation on design elements to address feedback.</li> </ul>
Coffs Harbour Public School	Email correspondence (22 April 2025) <ul style="list-style-type: none"> <li>- Provided early advice on proposal, upcoming consultation process and timings.</li> <li>- Invitation to meet Principal on 30 April when the team were visiting Coffs Harbour.</li> </ul> Follow up email (6 June 2025) <ul style="list-style-type: none"> <li>- Provided notification letter and details of Community Drop-In session.</li> </ul>	<ul style="list-style-type: none"> <li>- Concern raised regarding student safety at bus stop during construction.</li> </ul>
Coffs Harbour Christian Community School	Email correspondence (22 April 2025) <ul style="list-style-type: none"> <li>- Provided early advice on proposal, upcoming consultation and timings.</li> <li>- Invitation to meet Principal on 30 April when the team were visiting Coffs Harbour.</li> </ul> Follow up email (6 June 2025) <ul style="list-style-type: none"> <li>- Provided notification letter and details of Community Drop-In session.</li> </ul> Community Drop-in Session <ul style="list-style-type: none"> <li>- Discussion and letter provided by Principal</li> </ul> Correspondence (22 August 2025) <ul style="list-style-type: none"> <li>- Design response to concerns raised</li> </ul>	<ul style="list-style-type: none"> <li>- Feedback topics summarised in the table below</li> <li>- Design modifications and other measures to address issues outlined in letter to school sent on 22 August.</li> </ul>

Note: Please refer to Appendices A, B, and C for examples of communication materials issued for this project.

## 4.4.1 Aboriginal Engagement

Homes NSW recognises the importance of meaningful and ongoing consultation with Aboriginal knowledge holders and experts. This engagement enhances understanding of the deep connection between Aboriginal peoples and the natural environment, which informs their identity, culture, language, and way of life. A clear appreciation of the Aboriginal cultural landscape is essential for developing culturally sensitive and respectful design outcomes.

### 4.4.1.1 Walk on Country

A Walk on Country was conducted on 30 April 2025 at the project site, followed by an off-site meeting. The event was attended by Aunty Yvette (Elder), Uncle Richard Widders (City of Coffs Harbour Engagement Specialist and Elder) and representatives from the Homes NSW Project Team, Studio Johnston, Jane Irwin Landscape Architecture (JILA) and FCAD Consulting (the Connecting with Country consultant)

During the Walk on Country, Elders and participants shared cultural values and knowledge, including:

- The historical significance of the area as a central gathering place for the Gumbaynggirr people.
- Connections to Aboriginal history, including traditional camps, burial sites, and the impacts of colonial development.
- Brelsford Park as an original sitting place for the Gumbaynggirr community, traditionally used for social and community activities.
- The original spring as an important freshwater source for the local Aboriginal people.
- Cultural principles, including *Caring for Country*, *Learning from Country*, *Respecting and Understanding Country*, and *Healing and Inclusion*
- Gumbaynggirr songline connections to the land and waterways.



### 4.4.1.2 Ongoing engagement

Ongoing engagement with Aboriginal knowledge holders and stakeholders has identified a range of cultural considerations and design opportunities to be integrated into the project's future design and delivery. These include:

- Maximising natural light within buildings to support tenant wellbeing.
- Incorporating culturally inclusive communal spaces, such as yarning circles and areas for kinship networks and shared activities.
- Integrating circular design elements referencing the Serpent, alongside artwork that reflects Aboriginal culture.
- Ensuring universal accessibility across the development.
- Embedding cultural design, language, and art into the built environment to reflect both traditional and contemporary needs, including kinship systems, healing spaces, and culturally safe environments.
- Conducting a smoking ceremony led by local Elders to cleanse and spiritually prepare the site, establishing a foundation of healing, safety and respect for the development.

## 4.5 Community Drop-In Session Feedback

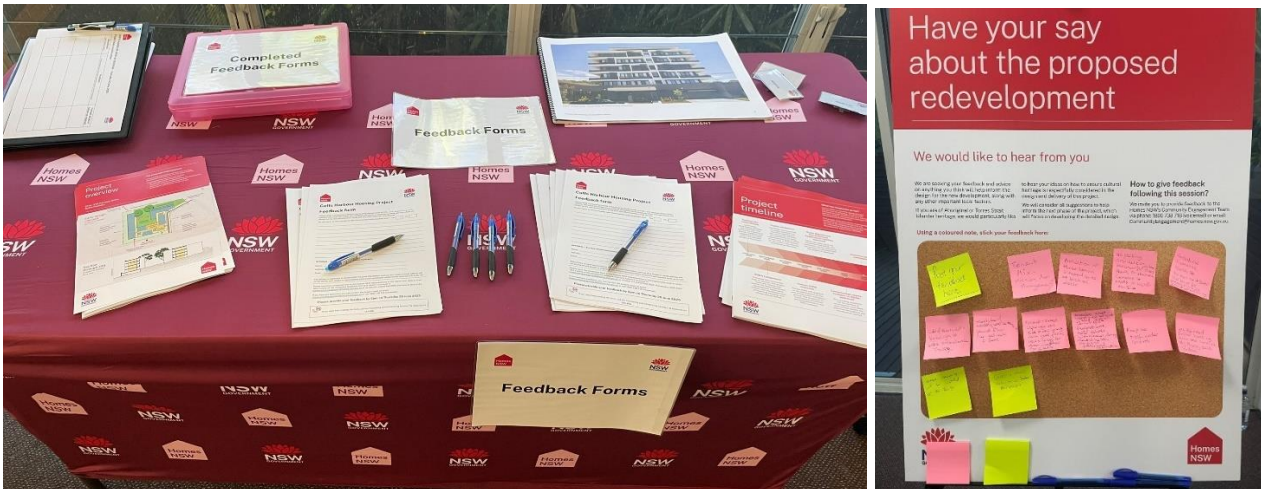
A Community Drop-In Session was held on Thursday 12 June, from 4.30pm to 7pm, at the Cavanbah Centre. The local community was invited to attend via a preliminary notification letter that was distributed to 581 surrounding households and businesses.

The low attendance rate (<7% of households invited) indicates general community support for the project, or neutrality, toward the project.

Local residents made up the majority of attendees (39 people) with two representatives from the Coffs Harbour Christian Community School also in attendance.



Information boards were on display at the session, with the project team on hand to provide details and answer questions from the community.



Handouts were available for attendees to take home, and feedback forms and a Have Your Say board were on hand to collect important feedback from the community.



# Community Drop-in Session- Thursday 12 June 2025



The table below summarises the discussion topics and feedback received during the Community Drop-In Session:

Stakeholder	Feedback topics
Local residents	<p>Social housing provision:</p> <ul style="list-style-type: none"> <li>- Concern about suitability of the location</li> <li>- Perceived negative effect on property values</li> <li>- Tenant mix and management</li> <li>- Maintenance issues</li> <li>- Lack of amenity in the area</li> <li>- General support for increased social housing</li> </ul>
	<p>Proximity to schools, church, pre-schools, sporting facilities and playgrounds:</p> <ul style="list-style-type: none"> <li>- Concerns about anti-social behaviour of social housing tenants</li> <li>- Potential safety risks for children</li> <li>- Overlooking the adjacent Christian school</li> </ul>
	<p>Anti-social behaviour of current social housing tenants in the area:</p> <ul style="list-style-type: none"> <li>- Concerns about crime increase</li> <li>- Previous issues on site with unauthorised camping, drug use and poor site conditions.</li> <li>- Visual impact and building maintenance</li> </ul>
	<p>Size and scale of development:</p> <ul style="list-style-type: none"> <li>- Suggestion that 60 homes is too many; smaller complexes preferred</li> <li>- Concerns around safety</li> <li>- Number of social housing tenants being housed at site</li> </ul>
	<p>Safety and security of residents:</p> <ul style="list-style-type: none"> <li>- Request to block access to laneway at the back homes.</li> <li>- Concern surrounding privacy/ overlooking</li> <li>- Area is not safe anymore</li> </ul>
	<p>Parking:</p> <ul style="list-style-type: none"> <li>- Insufficient car parking spaces in proposed plan</li> <li>- Surrounding streets congested by school staff/ parents</li> <li>- Questions about why every unit isn't allocated parking</li> <li>- Suggestions that tenants will need a car as it is hard to get around the area</li> <li>- Limited street parking in surrounding area</li> </ul>
	<p>Traffic congestion:</p> <ul style="list-style-type: none"> <li>- North Street and Curacoa Street congested during school pick up/ drop off</li> <li>- Concerns about increased traffic from development</li> </ul>
	<p>Proposed height and scale of development:</p> <ul style="list-style-type: none"> <li>- Privacy concerns</li> <li>- Suggestion that four levels is too high</li> <li>- Excitement to see the site being developed due to being vacant for some time</li> </ul>
	<p>Construction impacts:</p>

Stakeholder	Feedback topics
	<ul style="list-style-type: none"> <li>- Dust, noise and vibration</li> <li>- Increased traffic from construction vehicles</li> </ul>
	Lack of amenity in the area
Directly adjacent neighbour	<ul style="list-style-type: none"> <li>- Shadowing and privacy impacts on neighbouring properties</li> <li>- Safety concerns, particularly related to laneway access</li> <li>- Proximity of development to property boundaries</li> <li>- Visual impact of the proposed development</li> <li>- Noise, dust and vibration impacts during construction</li> </ul>
Current social housing tenants	<ul style="list-style-type: none"> <li>- Existing anti-social behaviour in the area</li> <li>- Security and overall feeling of safety</li> </ul>
Coffs Harbour Christian Community School	<ul style="list-style-type: none"> <li>- Safety of vulnerable students</li> <li>- Potential overlooking of school grounds</li> <li>- Concentration of social housing tenants and associated concerns</li> <li>- Anti-social behaviour of social housing tenants</li> </ul>

## 4.6 Submissions received

In response to the preliminary notification letter and the Community Drop-In Session, Homes NSW received 26 submissions during the notification period (5 June – 26 June 2025). Feedback was provided via email to [CommunityEngagement@homes.nsw.gov.au](mailto:CommunityEngagement@homes.nsw.gov.au) and by phone on 1800 738 718.

The table below summarises the key themes that emerged through the submission process.

Stakeholder	Feedback topics
Local residents	<p>Social housing provision:</p> <ul style="list-style-type: none"> <li>- Concerns about social housing saturation in the immediate area</li> <li>- Current anti-social activity of local social housing tenants</li> <li>- General support for provision of more social housing</li> <li>- Tenant mix and maintenance concerns</li> <li>- Request for on-site manager to oversee tenant behaviour</li> <li>- Negative impact on property values</li> <li>- Suggestions for alternate social housing sites (e.g., courthouse, council chambers, library)</li> </ul>
	<p>Proximity to schools, church, pre-schools, sporting facilities and playgrounds:</p> <ul style="list-style-type: none"> <li>- Anti-social behaviour of social housing tenants</li> <li>- Concerns for children's safety</li> <li>- Overlooking of adjacent Christian school.</li> </ul>
	<p>Size and scale of development:</p> <ul style="list-style-type: none"> <li>- 60 homes considered too many; smaller complexes more suitable</li> <li>- Concerns about safety and tenant numbers</li> <li>- Development not in keeping with surrounding area</li> </ul>
	<p>Aesthetics of new development:</p> <ul style="list-style-type: none"> <li>- Desire for visually appealing buildings</li> </ul>

Stakeholder	Feedback topics
	<ul style="list-style-type: none"> <li>- Concern will resemble existing social housing properties nearby</li> <li>- Request to preserve lemon scented gums at rear of block</li> </ul>
	<p>Safety and security:</p> <ul style="list-style-type: none"> <li>- Request to block rear laneway access</li> <li>- Privacy and overlooking concerns</li> <li>- General safety concerns; lack of lighting on North Street</li> <li>- Concern about proximity of social housing to schools</li> </ul>
	<p>Traffic congestion in area:</p> <ul style="list-style-type: none"> <li>- Roads already congested, particularly Curacoa Street and North Street during school times</li> <li>- Congestion during school drop-off and pick-up times</li> </ul>
	<p>Carparking:</p> <ul style="list-style-type: none"> <li>- Surrounding streets are full of parking from staff/ parents of local schools</li> <li>- Insufficient car parking spaces provided in the proposed plan</li> <li>- Question why every unit isn't allocated parking</li> </ul>
	<p>Construction impacts:</p> <ul style="list-style-type: none"> <li>- Noise, dust and traffic</li> </ul>
Directly adjacent neighbour	<ul style="list-style-type: none"> <li>- Shadowing and privacy impacts</li> <li>- Safety concerns, particularly with regard to laneway access</li> <li>- Proximity of development to property boundary</li> <li>- Stormwater management</li> <li>- Visual impact of development</li> <li>- Potential negative effect on property value</li> <li>- Long-term maintenance and tenant support concerns</li> <li>- Noise, dust and vibration impacts during construction</li> </ul>
Service providers in the area	<ul style="list-style-type: none"> <li>- General support for the provision of modern social housing</li> <li>- Need for communal space e.g. herb garden to accommodate gatherings</li> <li>- Proximity to schools</li> <li>- Suggestion for on-site mentoring and support programs</li> <li>- Concern about limited parking for vulnerable clients</li> <li>- Concern about potential increase in anti-social or illegal activities</li> </ul>
Current social housing tenant in the area	<ul style="list-style-type: none"> <li>- Tenant mix</li> <li>- Existing anti-social behaviour</li> <li>- Security and fencing</li> <li>- Feeling of safety</li> </ul>
Coffs Harbour Christian Community School	<ul style="list-style-type: none"> <li>- Safety of vulnerable students</li> <li>- Overlooking of school grounds</li> <li>- Concentration of social housing tenants</li> <li>- Anti-social behaviour of social housing tenants</li> <li>- Request for an alternate development location</li> </ul>

# 5

## Project response to feedback

Feedback received during the preliminary consultation period has been considered in the preparation of the Environmental Impact Statement (EIS). The table below summarises the key issues that emerged and the corresponding project response.

Key issues	Project response	Status	Relevant report
<b>Local residents</b>			
Concern around adding more social housing to the area	<p>Homes NSW is committed to addressing social housing needs across NSW. The policy and planning team continually assesses the amount and condition of social housing stock in each local government area and the waiting list for social housing in the area.</p> <p>The proposed redevelopment aims to help address the increasing demand for social housing in the Coffs Harbour area.</p> <p>The majority of social housing properties in the area are aged dwellings built in the 1970s and 1980s in need of renewal.</p> <p>There are around 700 people on the social housing waiting list in the Coffs Harbour social housing allocation zone with a wait time of over 10 years. Of these people, 115 are on the priority waiting list.</p>	Issue resolved – rationale provided in strategic context in the EIS.	<ul style="list-style-type: none"> <li>- Section 2 – Strategic context of the EIS</li> <li>- Section 6.19 – Social Impact of the EIS</li> </ul>
Concern about suitability of location	<p>Homes NSW relies on the land we already own to build new homes, rather than purchasing new sites.</p> <p>This location within the Homes NSW portfolio was selected due to its redevelopment potential and proximity to transport, shops, and essential services.</p>	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Section 2 – Strategic context of the EIS</li> </ul>
Anti-social behaviour of social housing tenants	<p>Like the rest of the community, most social housing tenants are good neighbours and law-abiding people.</p> <p>The majority of current social housing tenants in the LGA are older, past working age, living alone and relying on the age, disability or other pension for income.</p> <p>We are in the process of selecting a Community Housing Provider to act as delivery partner and property manager for the proposed development. The appointed CHP will have clear policies in place to address disruptive behaviour, along with a dedicated phone line for community enquiries and feedback.</p>	Issue ongoing. Residents still concerned about anti-social behaviour of tenants. Homes NSW will work with the appointed CHP on mitigation techniques including a detailed tenant allocations policy.	<ul style="list-style-type: none"> <li>- Reference Consultation Section 5 of the EIS</li> </ul>
Negative effect on property values	<p>Our new developments are designed to be high-quality, modern homes that contribute positively to the local streetscape.</p> <p>Features such as landscaped gardens, boundary plantings and communal open space (33% of site area) are incorporated to support both amenity and community connection.</p>	Issue resolved – rationale provided in the EIS/ demand for social housing in the LGA.	<ul style="list-style-type: none"> <li>- Landscape plans</li> <li>- Architectural plans</li> <li>- Section 6.19 – Social Impact of the EIS</li> </ul>

Key issues	Project response	Status	Relevant report
	There is no evidence to indicate that this development would negatively affect property values in the region.		
Proposed size and scale of development	<p>The proposed redevelopment aims to help address the increasing demand for social housing in the Coffs Harbour area.</p> <p>The scale of development has been derived from the planning controls established in the Coffs Harbour Local Environmental Plan (LEP) 2013 and other site planning requirements including building separation, solar access, cross ventilation, communal open space and deep soil in accordance with the Apartment Design Guide (ADG).</p> <p>The proposal seeks a minor variation of 1.2m to the maximum building height control (15.5m) which is supported by a Clause 4.6 variation request and is required for servicing to accommodate the stair, lift overrun and mechanical services. The minor height variation is limited to a small portion of the roof area and will not result in any adverse overshadowing or visual impacts to surrounding properties or the public domain.</p>	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Section 6.2 – Built form and urban design of the EIS</li> <li>- Design Report</li> <li>- Statutory Compliance Table</li> <li>- Clause 4.6 Variation Request</li> </ul>
Proximity to schools, church, pre-schools, sporting facilities and playground (putting children at risk)	<p>The Project Team has been working through measures such as building orientation, setbacks, landscaping, fencing, lighting, and sightlines to ensure safe and respectful interfaces with all neighbours.</p> <p>The vast majority of current social housing tenants in the local government area are seniors. Like the rest of the community, most tenants are good neighbours and law-abiding people.</p> <p>The new homes will be managed by a registered Community Housing Provider (CHP), who will have a policy framework in place to manage any behaviour and maintenance issues. In addition, a tenant allocations policy will be developed with the CHP to ensure an ongoing approach to management.</p> <p>Homes NSW will share details of the selected CHP partner once the appointment is finalised.</p>	Issue ongoing. Residents still concerned about anti-social behaviour of tenants. Homes NSW will work with the appointed CHP on mitigation techniques including a detailed tenant allocations policy.	<ul style="list-style-type: none"> <li>- Design Report</li> <li>- Architectural Plans</li> <li>- Landscape Plans</li> <li>- Section 6.2 – Built form and urban design of the EIS</li> </ul>
Safety and security of local residents	<p>The development will be fully fenced with no vehicle or pedestrian access to the public laneway to the north.</p> <p>Integrated CCTV will monitor communal areas.</p> <p>Lighting will be integrated into landscaping for safety.</p>	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Design Report</li> <li>- Architectural Plans</li> <li>- Landscape Plans</li> </ul>

Key issues	Project response	Status	Relevant report
Tenant access to laneway (security concern)	The design does not provide pedestrian or vehicle access from the site to the laneway located north of the site.	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Design Report</li> <li>- Architectural Plans</li> <li>- Landscape Plans</li> </ul>
Insufficient car parking spaces provided in the proposed plan	<p>According to the State Environmental Planning Policy (Housing) 2021 (Housing SEPP), the parking requirement for affordable housing (which includes social housing) is set at a rate of 0.4 parking spaces per 1 bedroom unit, 0.5 spaces per 2-bedroom unit and 1 space per 3-bedroom unit. A total of 31 car parking spaces including 2 visitor spaces is proposed, which exceeds the requirements of the Housing SEPP.</p> <p>The majority of tenants in the LGA are seniors, many of whom do not own or drive a car. As not all social housing tenants allocated to this development will require a car space, allocation will be based on need.</p>	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Section 6.7 – Traffic and Transport of the EIS</li> <li>- Traffic Impact Assessment</li> </ul>
Concerns surrounding construction impacts (dust, noise, vibration, traffic)	<p>Homes NSW and the Community Housing Provider who is selected to act as delivery partner and property manager will work with local residents, business and schools to ensure the safety of the whole community.</p> <p>If the development proposal is approved, the planning approval will stipulate standard regulatory requirements regarding working hours, traffic management and environmental controls.</p> <p>Prior to the commencement of construction, a Construction Management Plan will be prepared and will address the following:</p> <ul style="list-style-type: none"> <li>- Construction hours</li> <li>- Material management</li> <li>- Construction traffic management</li> <li>- Health and safety</li> <li>- Equipment / materials storage and parking</li> <li>- Dust control measures</li> <li>- Methods for disposal of waste</li> </ul> <p>During construction, traffic flow, street parking, construction noise and road access will be carefully managed to ensure neighbours experience minimal disruption.</p>	Issue to be address in the construction management plan to be prepared by the appointed contractor prior to commencement of construction	<ul style="list-style-type: none"> <li>- Noise and Vibration Impact Assessment</li> <li>- Section 6.8 – Noise and Vibration of the EIS</li> <li>- Preliminary Construction Traffic Management Plan in the Traffic Impact Assessment</li> <li>- Section 6.7.4 of the EIS</li> </ul>

Key issues	Project response	Status	Relevant report
	<p>Any asbestos present on the site will be dealt with in accordance with strict NSW Government guidelines, ensuring the safety of demolition workers, neighbours, and the public.</p> <p>We will continue to communicate with the community throughout the construction period to ensure all concerns are addressed.</p>		
Aesthetics of new development	<p>The project incorporates high quality finishes that are durable and easy to maintain, including brickwork, pigmented concrete and cladding.</p> <p>There is extensive landscaping planned for the development, and the retention of existing trees, which will help the project sit well within its context.</p>	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Design Report</li> <li>- Architectural Plans</li> <li>- Landscape Plans</li> </ul>
Increased traffic congestion in the area, particularly in North Street and Curacoa Street	<p>Homes NSW is required to source an independent traffic assessment that reports on the potential impact of the proposed development.</p> <p>This Traffic, Transport and Accessibility Assessment, which includes a Preliminary Construction Traffic Management Plan, and a Green Travel Plan, will be submitted as part of the State Significant Development Application (SSDA).</p> <p>Once submitted, it will be available to view on the Department of Planning, Housing and Infrastructure (DPHI) website.</p> <p>The proposed vehicle entry point has been relocated from North Street to Harbour Drive to help reduce congestion in Curacoa and North Streets during school peak periods.</p>	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Traffic Impact Assessment</li> <li>- Section 6.7 – Traffic and Transport of the EIS</li> </ul>
Request to preserve lemon-scented gums at rear of site	<p>The proposed design retains two healthy lemon-scented gum trees at the rear of the site, while one additional tree will be removed for safety reasons.</p>	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Arboricultural Impact Assessment</li> <li>- Section 6.5 – Trees and landscaping of the EIS</li> </ul>
Maintenance concerns	<p>Maintenance concerns will be managed by the CHP, who will have a dedicated phone line for the community once the development is complete.</p>	Issue resolved – Homes NSW will work with the appointed CHP to ensure maintenance issues are addressed.	<ul style="list-style-type: none"> <li>- Consultation report</li> <li>- Section 5 of the EIS</li> </ul>
Lack of amenity in the area	<p>This site within the Homes NSW portfolio has been selected for its prime location, just 200m from the nearest supermarket</p>	Issue resolved – rationale provided in	<ul style="list-style-type: none"> <li>- Section 2 – Strategic</li> </ul>

Key issues	Project response	Status	Relevant report
	<p>and the Coffs Harbour Town Centre. Coffs Creek is within 600m of the site and Coffs Harbour Beach lies just 2.3km away.</p> <p>Directly across Curacoa Street lies Brelsford Park, Coffs Harbour's primary civic open space. Currently undergoing a major transformation into a signature City Park, the space will feature a new entry plaza, children's playground, water park, event spaces, kiosk, picnic areas and walking/ cycling paths.</p> <p>The location is highly accessible, with a bus stop located directly in front of the site on Harbour Drive. The stop is part of a loop service covering the greater Coffs Harbour area including the City Centre, Park Beach Plaza and the Jetty.</p> <p>The Coffs Harbour train station is situated approximately 200 metres from the site, further enhancing its connectivity.</p>	strategic context in the EIS and supporting technical documents.	<p>context of the EIS</p> <ul style="list-style-type: none"> <li>- Section 6.19 - Social Impact of the EIS</li> </ul>
<b>Adjacent neighbours</b>			
Shadowing concerns	<p>Detailed shadowing studies have been prepared as part of the State Significant Development Application (SSDA) and will be available to the public during public exhibition.</p> <p>There are minor shadowing impacts to 215A Harbour Drive in the late afternoon, but otherwise there is only overshadowing of the street and the site itself.</p>	Issue resolved – rationale provided in the EIS and supporting technical documents.	
Privacy concerns	<p>Although the best aspect of the site is along the north-eastern boundary, the building has been positioned in a U-shape on the other three boundaries to minimise opportunities for overlooking adjacent properties.</p> <p>Communal open space for the development is located in the centre of the site, as far away as possible from surrounding residences.</p> <p>There are very few windows on the north-eastern façade of the building facing the rear boundary. Where they are required for solar access or ventilation, the windows are narrow and have translucent glass to prevent views out.</p> <p>Concrete blades have been incorporated in the north-eastern façade, facing the rear boundary of the site. The angle of the blades is carefully set to allow light and ventilation but prevent the residents looking towards the rear boundary.</p>	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Design report</li> <li>- Architectural Plans</li> <li>- Landscape Plans</li> </ul>
Safety concerns (particularly laneway access)	Regarding safety, the development is fully fenced and there is no access from the site to the public laneway to the north.	Issue resolved – rationale provided in the	<ul style="list-style-type: none"> <li>- Design report</li> </ul>

Key issues	Project response	Status	Relevant report
	<p>Integrated CCTV will be included, monitoring all common areas of the development.</p> <p>Lighting will be incorporated in the landscape treatment for safety.</p> <p>A tenant allocations policy will be developed with the Community Housing Provider to address community concerns. This policy will be shared once the CHP partner has been appointed.</p>	EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Architectural Plans</li> <li>- Landscape Plans</li> </ul>
Concern development will be too close to property boundary	All boundaries have setbacks larger than planning requirements, increasing separation from neighbours and allowing for the planting of more trees and buffer planting. In the northern corner of the site, closest to the school, setbacks have been extended to achieve 7 metres from the north-east boundary and 6 metres from the north-west boundary. This measure improves both visual and acoustic privacy.	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Design report</li> <li>- Architectural Plans</li> <li>- Landscape Plans</li> </ul>
Management of stormwater drainage	<p>All stormwater, including overland flows, has been directed to collection points within the development, and then reticulated to the stormwater connection at the western corner of the site on Harbour Drive.</p> <p>All engineering drawings will be provided for approval to Coffs Harbour City Council.</p>	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Landscape Plans</li> <li>- Civil engineering package</li> </ul>
Visual impact of development (aesthetics)	<p>The project incorporates high quality finishes that are durable and easy to maintain, including brickwork, pigmented concrete and cladding.</p> <p>There is extensive landscaping planned for the development, and the retention of existing trees, which will help the project sit well within its context.</p>	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Design report</li> <li>- Architectural Plans</li> <li>- Landscape Plans</li> </ul>
Construction times and impacts (noise, dust, construction vehicles)	<p>Standard construction hours are between 7.00am to 6.00pm Monday to Friday and 8.00am to 1.00pm on Saturday. Neighbours will receive confirmation of approved hours following planning approval and prior to construction commencement.</p> <p>During construction, traffic flow, construction noise and road access will be carefully managed to ensure neighbours experience minimal disruption. The community will be notified of any impacts to surrounding residents as part of the construction process.</p>	Issue to be address in the construction management plan to be prepared by the appointed contractor prior to commencement of construction.	<ul style="list-style-type: none"> <li>- Noise and Vibration Impact Assessment</li> <li>- Construction Traffic Management Plan (Draft)</li> <li>- Soil and sediment control plan included in civil engineering package</li> </ul>
Request for long-term tenant support programs	The CHP partner will have a range of wraparound services to offer the tenants on site. This will include community	Issue resolved – Homes NSW will work with the appointed	<ul style="list-style-type: none"> <li>- Social impact section in EIS</li> </ul>

Key issues	Project response	Status	Relevant report
	development, peer support and other support programs.	CHP to ensure a range of tenant support programs are in place.	
<b>Service providers</b>			
Need for connection spaces in development	<p>The current proposal includes several communal spaces, including a communal room, common courtyard and communal garden offering a range of options for tenants to connect and build community.</p> <p>Small gathering spaces are provided at each lift well, and fire stairs are open and accessible, increasing the likelihood of casual interactions between residents in a safe and secure environment.</p> <p>The proposal includes 1,182 m<sup>2</sup> of communal space, representing 33% of the total site area.</p>	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Design report</li> <li>- Architectural Plans</li> </ul>
On-site mentoring and support programs	The CHP partner will have a range of wraparound services to offer the tenants on site. This will include community development, peer support and other support programs.	Issue resolved – Homes NSW will work with the appointed CHP to ensure a range of tenant support programs are in place.	<ul style="list-style-type: none"> <li>- Social impact section in EIS</li> </ul>
<b>Current social housing tenants in area</b>			
Anti-social activities	The Community Housing Provider (CHP) who is selected to deliver and manage the property will be responsible for managing tenancy issues and complaints.	Issue resolved – Homes NSW will work with the appointed CHP to ensure tenancy management programs are in place.	<ul style="list-style-type: none"> <li>- Social impact section in EIS</li> </ul>
Security and feeling of safety for tenants	Integrated CCTV will be included in the development, monitoring all common areas. Lighting will be incorporated in the landscape treatment for safety. CPTED has been considered in the design of the development, and appropriate security measures such as access-controlled gates have been included.	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Design report</li> <li>- Architectural Plans</li> <li>- Landscape Plans</li> </ul>
<b>Coffs Harbour Christian Community School</b>			
Safety of vulnerable students	The design incorporates measures to minimise the potential for any anti-social behaviour, and protect both visual and acoustic privacy, ensuring a respectful relationship with all neighbours.	The design incorporates measures to minimise impact as outlined in the	<ul style="list-style-type: none"> <li>- Design report</li> <li>- Architectural Plans</li> <li>- Landscape Plans</li> </ul>

Key issues	Project response	Status	Relevant report
	<p>The building is positioned to reduce overlooking. Apartments are arranged in a U-shape facing three boundaries, rather than towards the north.</p> <p>The development will be fully fenced with no vehicle or pedestrian access to the public laneway to the north that runs behind the school. Integrated CCTV will monitor communal areas. Lighting will be integrated into landscaping for safety.</p> <p>Communal open space is located in the centre of the site, away from the school and other adjacent properties.</p>	<p>EIS and supporting technical documents.</p> <p>Issue ongoing with school. Homes NSW will work with the appointed CHP on mitigation techniques including a detailed tenant allocations policy.</p>	
Development overlooking school grounds	<p>All boundaries have setbacks larger than planning requirements, increasing separation from neighbours and allowing for the planting of more trees and buffer planting. In the northern corner of the site, closest to the school, setbacks have been extended to achieve 7 metres from the north-east boundary and 6 metres from the north-west boundary.</p> <p>Existing trees on the north-east boundary are retained to block views to the school. New trees and shrubs will be planted along all boundaries, improving visual and acoustic privacy.</p> <p>Main living areas face away from the school, looking instead towards the CBD, Harbour Drive, North Street, or the old police station.</p> <p>Few windows face the school. Any required for light or ventilation are narrow with translucent glass.</p> <p>Concrete blades on the north-east façade allow light and ventilation but block views towards the school.</p>	Issue resolved – rationale provided in the EIS and supporting technical documents.	<ul style="list-style-type: none"> <li>- Design report</li> <li>- Architectural Plans</li> <li>- Landscape Plans</li> </ul>
Anti-social behaviour of tenants	<p>The vast majority of current social housing tenants in the local government area are seniors. Like the rest of the community, our tenants are generally respectful neighbours and law-abiding people.</p> <p>The homes will be managed by a registered Community Housing Provider (CHP), who will have a clear framework in place to manage any behaviour or maintenance issues.</p> <p>A tenant allocations policy will be developed with the CHP. These principles will be shared later in the year once the CHP partner has been appointed.</p>	Issue ongoing. The school is still concerned about anti-social behaviour of tenants. Homes NSW will work with the appointed CHP on mitigation techniques including a detailed tenant allocations policy.	<ul style="list-style-type: none"> <li>- Reference Consultation Section 5 of the EIS</li> </ul>

# 6

## Planned future engagement

## 6.1 Planned future engagement activities

In preparing the State Significant Development Application for the Coffs Harbour development, the project team has fulfilled the consultation requirements outlined in the SEARs. This report demonstrates how Homes NSW has actively engaged with key stakeholders and how their feedback has been considered and integrated into the planning and design of the proposed development.

Homes NSW will continue to engage with stakeholders throughout the public exhibition period and across all future stages of development and construction, should consent be granted. The successful Community Housing Provider partner will work closely with Homes NSW to ensure the development meets the needs of the broader community.

The strategy for ongoing communication and engagement includes:

- Maintaining open channels of communication with community stakeholders via the Community Engagement phone line and email.
- Reviewing and responding to all issues raised during the SSDA exhibition period.
- Collaborating closely with the appointed CHP partner to actively engage stakeholders during the delivery and operational phases.
- Providing regular project updates to the local community and key stakeholders through notifications, newsletters, and FAQs, coordinated by the CHP partner in consultation with Homes NSW.
- Organising Community Drop-In Sessions at key project stages as needed, ensuring all events are held in accessible locations to support participation from hard-to-reach groups, including older adults and people with disability.

The table below summarises key milestones for future engagement.

Milestone	Date	Planned Engagement Activities
SSDA lodgement	September 2024	Notification to relevant stakeholders that the SSDA has been lodged.
Public exhibition	Sept - Oct 2025	DPHI will notify community on SSDA exhibition process.
Response to submissions	November 2025	Review and respond to submissions received during public exhibition; provide updates to the community.
SSDA approval	March 2026	Communicate outcomes of approval process; share next steps with stakeholders.
Construction start (early works)	June 2026	Inform community of early works; provide construction timelines and traffic/ parking management plans.
Construction delivery stages	2026 - 2028	Ongoing engagement with stakeholders via newsletters, notifications, and site updates; manage enquiries through CHP and Homes NSW.
Construction nearing completion	Early 2029	Update stakeholders on progress; provide information on handover and operational plans.
Construction end	June 2029	Final communication of project completion; outline CHP services and community support programs

# 7

## Appendices

## 7.1 Appendix A: Preliminary Notification Letter



Ref: D25/1488062  
[Click here to enter a Date]

«First\_Name»  
«Company»  
«Address\_Line\_1»  
«Address»

---

Re: Proposed redevelopment at 211A – 215 Harbour Drive, Coffs Harbour.

Dear Resident(s),

I am writing to you from Homes NSW about a proposed housing development at 211A – 215 Harbour Drive, Coffs Harbour.

### The proposed redevelopment

Homes NSW is proposing to build a new housing development consisting of one 4 - 5 storey building:

The proposed development will include:

- 60 new high quality social homes
- communal room for residents of the new development
- basement car parking and internal lifts
- landscaping and fencing across the site.

### We would like to hear from you

We are seeking your feedback and advice on anything you think will help inform the design for the new development, along with any other important local factors.

If you are of Aboriginal or Torres Strait Islander heritage, we would particularly like to hear your ideas on how to ensure cultural heritage is respectfully considered in the design and delivery of this project.

We will consider all suggestions to help inform the next phase of the project, which will focus on developing the detailed design.

### How to give feedback

We invite you to contact the Homes NSW Community Engagement Team via phone: **1800 738 718** (voicemail) or email: **CommunityEngagement@homes.nsw.gov.au**.

All feedback should be sent **by 26 June 2025** to give us enough time to consider it. You will receive confirmation that your feedback has been received.

We also invite you to attend a **Community Drop-In Session on Thursday 12 June, 2025** to meet the project team, provide feedback and ask questions on the project (details are available on the following page).

We look forward to hearing from you.

### Next steps and future opportunities to provide feedback

Following the Community Drop-In Session, the project team will finalise and submit the State Significant Development (SSD) application for this project.

After the SSD application is lodged with the Department of Planning, Housing and Infrastructure (DPHI) later this year, it will be put on public exhibition on the DPHI website, and the community will have the opportunity to make submissions directly to DPHI at that time.

Homes NSW is currently going through the process of selecting a Community Housing Provider to act as a future delivery partner and property manager for the proposed development. We will notify the community as soon as the successful partner has been secured.

### Community Drop-In Session – Thursday 12 June 2025

You are invited to attend a Community Drop-In Session to find out more about the proposed redevelopment, the project timeline, and the next steps. You will be able to speak with the project team to provide feedback and ask questions about the project:

- Date:** Thursday 12 June 2025  
**Time:** 4pm – 6.30pm  
**Venue:** Cavanbah Centre (image below)  
191 Harbour Drive, Coffs Harbour  
**Parking:** Parking is available on Harbour Drive  
**RSVP:** To assist with planning, we ask that you register your interest in attending this session by scanning the QR code on the right.



Image: Community Drop-In Session location - Cavanbah Centre

# 7.2 Appendix B: Information boards displayed at the Community Drop-In Session

## About Homes NSW

Our vision is to deliver quality homes and services that change lives and end homelessness.

Homes NSW brings together the housing and homelessness services of the NSW Department of Communities and Justice (DCJ) with NSW Land and Housing Corporation (LHC), the NSW Aboriginal Housing Office (AHO) and new services housing all under one roof-making the system more efficient and accountable.

We are partnering with all levels of government, sector and citizens alike to confront the housing crisis and ensure that everyone in NSW has equal access to safe, secure and affordable housing.

Homes NSW has been tasked with supporting the construction, maintenance and repair of social, affordable and other housing across NSW. The new housing we deliver is modern, well-designed, energy-efficient and located close to all community services like shops, schools, medical services and public transport.



### Building Homes for NSW

The NSW Government has made its largest ever investment in social housing and homelessness with the \$2.6 billion Building Homes for NSW package announced in the 2024-25 NSW Budget.

Building Homes for NSW is a new government program that will invest in the development of new homes and to support the housing crisis and to build our public housing system.

The \$88 billion investment will fund new social housing properties, improve maintenance of public housing and build homelessness support services. This includes funding for women and children escape domestic violence, Aboriginal people and their families, older Australians, supporting self-reliance and young people without family support.



For more information, visit our website [www.nsw.gov.au/homes-nsw](http://www.nsw.gov.au/homes-nsw)



## What is social and affordable housing?

Social and affordable housing are types of rental housing for members of the community who cannot meet their housing needs in the private rental market.

### What is social housing?

Social housing is government funded, long-term rental housing for people with low to moderate income who cannot meet their housing needs in the private rental market.

Social housing includes live-in care for people with mental health issues, aged care, and other support services. People accessing social housing are very skilled in the ability to affect positive social outcomes.

Social housing includes live-in care managed by Homes NSW, community housing managed by a not-for-profit provider and established housing for Aboriginal and Torres Strait Islander people.



### What is affordable housing?

Affordable housing is rental housing available to low to moderate income households. It is priced so that these households are able to meet their basic living costs (rent, utilities, transport, energy, health care and education).

Affordable housing is managed as a private rental property, but there are specific rules and conditions that apply to affordable housing. It is eligible for social housing to apply for affordable housing. If a household is eligible for social housing, they are also eligible for affordable housing properties.



## Project timeline



## Project overview

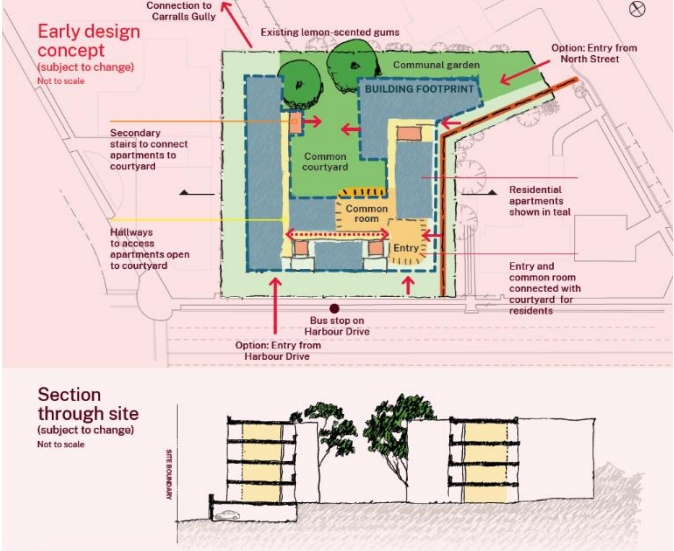
### The proposed redevelopment

Homes NSW is proposing to build a new housing development consisting of one 4-5 storey building.

The proposed development will include:

- 60 new high quality social homes
- communal room for residents of the new development
- basement car parking and internal lifts
- landscaping and fencing across the site.

211A-215 Harbour Drive, Coffs Harbour



## The proposed redevelopment site

211A-215 Harbour Drive, Coffs Harbour

The proposed development site is located on Harbour Drive, between Curacao Street and North Street.



# 7.3 Appendix C: Handouts distributed at the Community Drop-In Session

## Project timeline

**What has happened so far?**  
Homes NSW is currently going through the process of selecting a Community Housing Provider (CHP) to act as a future delivery partner and property manager for the proposed development.  
The project team have been undertaking geotechnical, environmental and site surveys of the proposed site in preparation for submitting the State Significant Development Application (SSDA).

**Community consultation**  
Community consultation activities are underway. The community is invited to provide feedback and suggestions to help inform the detailed design of the project.

**Public exhibition**  
The SSDA will be placed on public exhibition on the DPFI website and the community will have the opportunity to make submissions directly to DPFI at that time. A CHP partner for the project may also be announced at this time.

**State Significant Development Application (SSDA) approval**  
DPFI will notify us of the outcome of the SSDA. The community will be notified of the decision to proceed with the project, if approved.

**Construction complete**

**SSDA Lodgement**  
Following the Community Drop-In Session, the project team will finalise and submit the State Significant Development Application (SSDA) with the Department of Planning, Housing and Infrastructure (DPHI).

**Homes NSW response**  
Homes NSW will respond to all submissions at the end of the public exhibition period. The Response to Submissions document will be published on the DPFI website.

**Construction starts (subject to SSDA approval)**  
Surrounding residents will be notified of construction start date and contact details for enquiries throughout the construction period.

## Frequently asked questions

**Why are we proposing to redevelop this site?**  
The proposed redevelopment will help address the increasing demand for social and affordable housing within the local government area and across NSW.  
The Homes NSW owned sites selected for renewal are chosen because they are close to transport, shops, services, and have redevelopment potential.

**Who will develop and manage this housing development?**  
Homes NSW is currently going through the process of selecting a Community Housing Provider to act as a future delivery partner and property manager for the proposed development. We will notify the community as soon as the successful partner has been secured.

**What is social housing?**  
Social housing is government subsidised, long-term, rental housing for people on very low incomes with a housing need. Housing need may include homelessness, experience of family violence or other complex needs such as medical or age-related support needs. People accessing social housing are very unlikely to be able to afford private rental accommodation.  
Social housing includes public housing managed by Homes NSW, community housing managed by a non-government provider and housing for Aboriginal and Torres Strait Islander people.

**What is affordable housing?**  
Affordable housing is rental housing available to very low to moderate income households. It is priced so that these households are also able to meet other basic living costs such as food, clothing, transport, energy, medical care, and education.  
Affordable housing is managed more like a private rental property, but there are eligibility criteria and the managers are mostly not for profit community housing providers (CHPs). Households do not have to be eligible for social housing to apply for affordable housing, though people who are eligible for social housing may also be eligible for affordable housing properties.

**How can I provide feedback on the project?**  
We are seeking your feedback and advice on anything you think will inform the design for the new development, along with any other important local factors.  
If you are of Aboriginal or Torres Strait Islander heritage, we would particularly like to hear your ideas on how to ensure cultural heritage is respectfully considered in the design of the project.  
We will consider all suggestions to help inform the next phase of the project, which will focus on developing the detailed design.  
We invite you to provide feedback to the Homes NSW Community Engagement Team via phone: 1800 738 718 (voicemail) or email: [CommunityEngagement@homes.nsw.gov.au](mailto:CommunityEngagement@homes.nsw.gov.au).  
After the State Significant Development Application (SSDA) is lodged with the Department of Planning, Housing and Infrastructure (DPHI) later this year, it will be put on public exhibition and on the DPFI website and the community will have the opportunity to make submissions directly to DPFI at that time.  
If you would like to know more about Homes NSW visit our website at [www.nsw.gov.au/homes-nsw](http://www.nsw.gov.au/homes-nsw).



## Project overview

**The proposed redevelopment**  
Homes NSW is proposing to build a new housing development consisting of one 4-5 storey building.  
The proposed development will include:  
- 60 new high quality social homes  
- communal room for residents of the new development  
- basement car parking and internal lifts  
- landscaping and fencing across the site.

211A-215 Harbour Drive, Coffs Harbour

**Section through site**  
(subject to change)  
Not to scale

## The proposed redevelopment site

211A-215 Harbour Drive, Coffs Harbour

The proposed development site is located on Harbour Drive, between Curacao Street and North Street.



---

## Contact

Homes NSW  
6 Parramatta Square  
10 Darcy Street  
Parramatta NSW 2124

Locked Bag 5000  
Parramatta NSW 2124

Office hours:  
Monday to Friday  
9am to 5pm

T: 1800 738 718  
E: [CommunityEngagement@homes.nsw.gov.au](mailto:CommunityEngagement@homes.nsw.gov.au)  
W: [nsw.gov.au/homes-nsw](http://nsw.gov.au/homes-nsw)

