

Toukley Community Facilities Masterplan Engagement Summary



Between 14 August and 25 September 2025, Council sought community feedback on the draft Toukley Community Facilities Masterplan.

The Masterplan aims to establish a long-term coordinated vision for the area, including a new community centre and a range of community, recreation, and open space improvements to surrounding facilities. This will ensure the area is more connected, vibrant, and accessible and can better support local services and activities.

Ways we listened to your feedback

The community was invited to share their feedback by:

- Completing the online submission form via Your Voice Our Coast
- Attending the pop-up event
- Writing to Council via email or post

Engagement Results

Online submissions

Council received a total of 32 online submissions. **66% (n=21)** of respondents support the masterplan but have some **questions/concerns**, while **28% (n=9) support** and **6% (n=2) do not support**.

Do you support the overall vision of the masterplan?

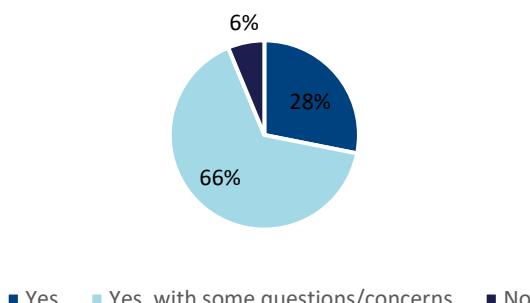


Figure 1: Support for masterplan Source: Survey on Your Voice Our Coast, 14 August to 25 September, 32 respondents

How you connected



Your Voice Our Coast
3,190 views



The Masterplan was downloaded **627** times



A total of **32** online submissions and **1** written submission received



1 pop-up with **7** attendees



Facebook - **19,863** people were reached, generating **54** reactions



Instagram - **4,477** people were reached, generating **57** reactions



Meta paid - Reach of **30,540** and **73,561** impressions



Targeted stakeholder email - Delivered to **402**



eNews story - Delivered to **20,104** and **19,953**



Coast Connect print - Reach of **62,000**

Who we heard from

Of the 32 respondents, we heard the most from women (63%, n=20) and people aged 35-39 (41%, n=13) and 60-69 (22%, n=7). 3 respondents identify as Aboriginal and/or Torres Strait Islander (9%) and 5 respondents live with disability (16%).

We heard from people who connected with the area in a range of ways. Of the 32 who responded, most were local residents (59%, n=19), interested community members (41%, n=13) and/or work in the area (34%, n=11). Respondents mostly used Toukley Aquatic Centre (41%, n=17), Toukley Neighbourhood Centre (41%, n=13) and/or the skatepark (25%, n=8).*

*Note: As the selection of multiple options was allowed, totals exceed 32.

Support for the Masterplan

Of those respondents who indicated support for the masterplan, the key themes they raised include:

- Upgrades to the community facilities
- Masterplan concept design and principles
- Benefits the masterplan will bring to the community

When asked about the masterplan design principles, level of satisfaction is detailed below:

How satisfied are you with the design principles of the masterplan?

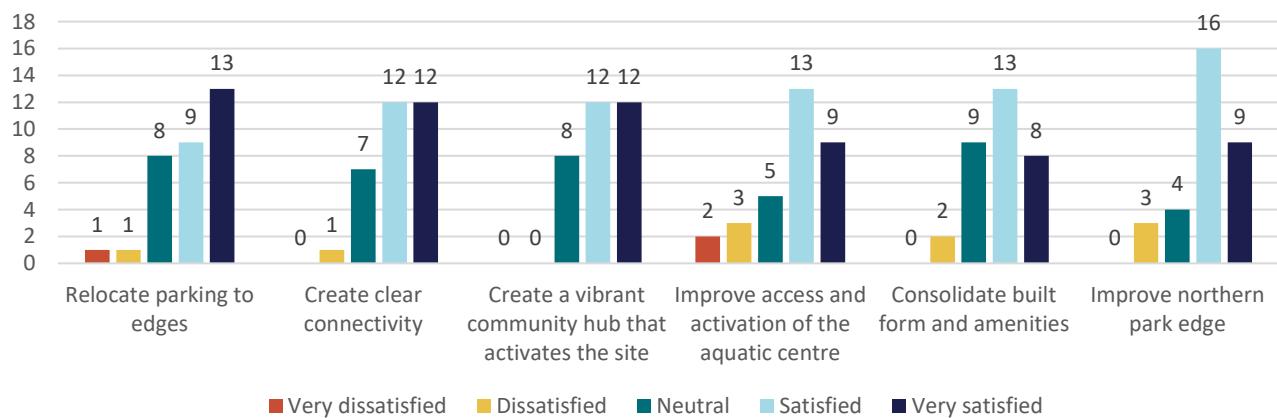


Figure 2: Satisfaction with design principles Source: Survey on Your Voice Our Coast, 14 August to 25 September, 32 respondents

Questions/concerns for the Masterplan

Of the respondents, 65% raised questions or concerns, of those the key themes include:

- Need for more parking spaces and accessible parking
- Safety and security concerns
- Accessibility to be considered in detailed design of the skatepark, playground and community centre
- The proposed community centre design is inadequate to service the community and community organisations. The design should consider increasing storage space, private meeting space and kitchen space, include a reception area and ensure food delivery truck access.

Pop-up

Council invited community members to attend the pop-up event to learn more about the Masterplan and share feedback in person. The pop-up was held on Monday 8 October 11am-1pm at Toukley Aquatic Centre.

Key themes from discussions between Council and attendees included:

- A need for a Masterplan/facility upgrades for the local community
- Lighting and security concerns
- More parking spaces needed, including accessible parking spaces and commercial vehicle access needed
- Questions around how Council chooses to allocate funds and how long it takes for projects such as this Masterplan to be delivered

You said...

"I love the opening up of the space. Toukley is crying out for investment in the skate park, BBQ areas, water play and new play area and a destination space to relax and enjoy together with our friends in the community. I think it's a wonderful proposal and would lift Toukley to the level it deserves. We have a wonderful community in a beautiful part of the country!".

"As someone who is a wheelchair user and a mother, I just want to make sure that the space is accessible in particular connecting pathways to all parts of the precinct and also accessible access to not only the sporting areas but also the playground".

"It would be great to see some form of First Nations recognition to raise awareness of and respect for the ongoing role First Nations people play in our community".

"It looks as though there is insufficient parking to cope with current usage let alone future usage with the event space. Where are childcare centre staff to park?".

"The proposed size of the new community centre does not appear to be enough to meet growing demands, especially in times of crisis (financial hardship, homelessness, etc.)".

"Council has looked at the big picture of the precinct".

Analysis of key themes

Respondents and pop-up attendees revealed overall support for the masterplan, particularly its upgrades to facilities, design principles and potential to activate the area and benefit the community. However, respondents also raised concerns about parking availability, safety, and accessibility - especially for people living with disability. Feedback also highlighted the need for a larger, more functional community centre with adequate storage, meeting rooms, and kitchen facilities to meet growing demand.

Council's response

Theme	Council's response
Proposed community centre is inadequate to meet the needs of the community and community groups	<p>The concept is a strategic document intended to be high level, incorporating a new community centre and upgrades to existing facilities.</p> <p>Further details for the community centre will be highlighted and stakeholders further consulted, once the project gets to detailed design stage.</p>
Proposed number of parking spaces insufficient to support current or future use	The concept increases the number of car park spaces, with car parking utilising the edges of the site.
Safety and security concerns	The site will be designed to address any safety and security concerns; this will be addressed at any detailed design stage.
Accessibility to be considered in detailed design (carparking, playground, skatepark, community centre)	Accessibility will be considered with any detailed design, and aligned to Council's Disability Inclusion Action Plan.
Questions around how Council funds are allocated and the timeline for delivery of the Masterplan	The Masterplan is currently unfunded and proposed to be delivered in stages over a number of years, depending on available funding through developer contributions and successful grant applications.

What's next?

Council is currently reviewing all feedback received during the public exhibition and will prepare a report outlining the key outcomes. The final Masterplan and results of the exhibition will then be presented to Council for formal adoption. Once adopted, Council will look to apply for State and Federal Government funding to progress the project.

Find out more and stay up to date at