



COMMUNITY ENGAGEMENT REPORT

Hinterland Gateway Community Hub, Nerang

26 November 2025: Community information session

27 November to 17 December 2025: Targeted community consultation

CITY OF
GOLDCOAST.

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1. Executive Summary

Introduction

The City of Gold Coast's (City) Nerang Administration Centre and Nerang Bicentennial Community Centre are located in what is called the Nerang Administration Precinct. The facilities provide long-standing access to valued community services.

As part of the City's Accommodation Strategy, which included the relocation of City Administration staff from Nerang into the Bundall Precinct, an options analysis for the long-term future of the Nerang Administration Site was considered. The options considered for the Nerang Administration Precinct took into consideration all City infrastructure and services provided in the wider Nerang area and the objectives and work done in the Citywide Community Services and Facilities Review and the Strategic Land Use Assessment.

In July 2025, Council endorsed a recommendation to dispose of the Nerang Administration Precinct site in its entirety and use generated funds to design and deliver a new community facility on the former Town and Country site in the precinct.

The City is progressing planning for the Hinterland Gateway Community Hub (The Hub), a modern, high-quality, multi-purpose facility to bring together recreation, arts, and community services in one connected location.

Methodology

Community consultation was conducted from 26 November to 17 December 2025.

Consultation commenced with a community information session (CIS) at the Nerang Bicentennial Centre on Wednesday 26 November 2025. Community members were invited to be the first to hear about the proposal for the Hub and potential upgrades to community facilities in Nerang.

A wider community consultation campaign was launched at the CIS to engage the broader Nerang community and surrounding areas, ensuring all residents and local stakeholders had the opportunity to understand the proposal and provide feedback.

The engagement focused on prioritising residents within Division 5 and surrounding pockets of Division 8, being the primary users of community facilities in Nerang. A marketing campaign via the City's social media channels supported the engagement campaign to encourage attendance to the session.

Key findings

A total of 299 surveys were submitted via the City's GC Have Your Say feedback platform, and 1 additional submission received via the project inbox. Key insights included:

- 67% of responses were from people who indicated they lived, worked or owned businesses in Nerang or travelled there to use the community facilities.
- 87% of respondents showed overall support for the Hub.
- Community facilities (92%), landscaping and open green space (90%), lifestyle recreational facilities (86%) and connectivity (86%) had the strongest support for consideration in the redevelopment of the Nerang Administration Precinct.

2. Project background

The Nerang Administration Precinct is close to the Nerang CBD, with easy access to the Pacific Motorway (M1) and is a strategic site for the City. The centre was built in 1976 and originally served as the administrative base for the former Albert Shire Council, prior to its amalgamation into the then Gold Coast City Council (now City of Gold Coast).

The precinct accommodated a range of services, including a customer service centre, staff administration office, Councillor offices for Division 5 and 8, community auditorium and meeting rooms, community organisations and the Bicentennial Community Centre is also a primary evacuation centre during disaster event.

The buildings are ageing, requiring high levels of repair and maintenance at high cost to ratepayers, and are no longer fit for long-term use.

In 2023, a review of depot and office facilities recommended the relocation of staff from the ageing Nerang Administration Precinct to the newer Bundall Precinct buildings. The recommendation created an opportunity to explore possibilities for the future of the site and potential to upgrade community facilities.

Community consultation via a Town Hall was conducted in Nerang in November 2023, to understand community sentiment and preferences for potential new community facilities and the future of the precinct site. Results showed overwhelming support for investigating options for both services and facilities in a Nerang 'community hub'.

In 2024, the City conducted a Community Services and Facilities Review and conducted broad community consultation. Feedback showed strong support for the concept of community hubs in which several community services could be co-located in one facility.

An options analysis was then undertaken to consider the future best-use of the Nerang precinct site and in July 2025, Council endorsed recommendations to dispose of the site in its entirety and use generated funds to develop and construct a new community hub – to be known as the Hinterland Gateway Community Hub - on the former Town and Country site in the precinct, which the City purchased in June 2025.

To progress planning on the proposed Hub and outcomes for the Administration site, community consultation was undertaken to update the public on Council's decision and understand public preferences and sentiment regarding the project.

3. Community engagement approach

Community consultation was conducted from 26 November to 17 December 2025 ([Appendix A](#)). The approach aligned with the 'Consult' level in the International Association of Public Participation (IAP2) Spectrum of Public Participation.

INCREASING IMPACT ON THE DECISION					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decisions.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
ROLE OF THE COMMUNITY	LISTEN	CONTRIBUTE	PARTICIPATE	PARTNER	DECIDE

IAP2 (International Association of Public Participation) spectrum

The engagement strategy in the first instance aimed to raise awareness of the project given the previous consultation was in 2023 and limited to a singular information session.

A targeted approach was adopted to encourage participation specifically from residents located closest to the site or those most likely to use the proposed Hub. This approach prioritised those living closest to the precinct, as well as established user groups with a demonstrated connection to the existing Bicentennial Community Centre.

Residents of North Street, Nerang, as the closest residential neighbours to the site and those most likely to experience potential impacts from the project, were prioritised for communication to ensure they were aware of both the project and the opportunity to participate in the consultation. Surrounding residential areas within Division 5 and nearby pockets of Division 8 were also prioritised ([Appendix B](#)).

The primary stakeholders for this engagement included:

- residents and community groups within Division 5 and surrounding pockets of Division 8
- residents of nearby residential neighbourhoods (as noted above)
- users of existing community facilities in Nerang
- community groups who use the existing Nerang Bicentennial Community Centre
- community who engaged in the previous consultation in 2023.

A Community Information Session (CIS) was planned to launch the consultation process and provide a public forum to outline the project drivers and update the community on Council's decision. The CIS was promoted through a range of channels to maximise community awareness and attendance ([Appendix C](#)):

- dedicated Eventbrite page to capture registrations to understand interest and potential attendance numbers
- letterbox drop to neighbouring streets around the site
- emails to community previously engaged and community group representatives
- event promoted via the City's official social channels, including Facebook ads
- event promoted by the Divisional Councillors' Facebook page.
- newsletter distribution via the City's Library emails

-
- signage installed at the Nerang Library.

The broader consultation sought to identify community sentiment about the proposed Hub and redevelopment of the precinct. It also sought to gather feedback to inform early planning and design of both the Hub and administration site.

Community Information Session

The CIS for the Hub was held at the Nerang Bicentennial Centre on Wednesday 26 November 2026, between 6-7.30pm. The session was delivered as an in-person engagement opportunity, for community members to be first to receive information about the proposed Hub, ask questions and provide feedback directly to project representatives.

The session received 109 registrations, with 111 attendees present on the day, indicating strong community interest and engagement.

The interactive tool Mentimeter was used to field questions from the audience. An initial question to understand where people were from received 53 responses and showed 43% of attendees were from Nerang. Highland Park and Ashmore showed 9% each. This outcome was consistent with the location of the Hub within Nerang and indicates a higher level of interest from local residents.

The session included presentations from the Divisional Cr Peter Young, City Chief Executive Officer Tim Baker, and Invest Gold Coast Project Director David Edwards. Presentations provided a recap of the 2023 community information session and key findings, outlined the benefits of the Hub, and discussed project context, partnerships, and indicative timeframes ([Appendix D](#)). A Question and Answer (Q&A) panel was facilitated, and community questions were monitored and managed using the Mentimeter platform, with 47 questions submitted during the session ([Appendix E](#)).

The CIS generated a range of questions, concerns and suggestions. Key themes included:

- project timeframes and process
- housing outcomes
- community facilities
- transport access
- costs and governance
- sustainability
- future activation.

Attendees sought information on delivery timeframes, consultation opportunities, housing density and affordability and the impact of development on surrounding areas.

There was strong support for the precinct to deliver high-quality facilities particularly arts, cultural, recreation and social spaces, supported by pedestrian connections and public transport. The community emphasised the importance of transparent decision making, sustainable designs and ensuring the redevelopment created a vibrant destination to meet the needs of current and future residents.

Concept design signage was displayed around the room, enabling attendees to view the proposed designs, ask questions, and engage directly with project representatives ([Appendix F](#)).

The Gold Coast Bulletin attended the CIS and published a “first look” article on the Hub on the morning of the session. The article focused on the City’s plans to sell land in Nerang for a new residential and community

precinct. A further article was published in January 2026, highlighting a range of projects proposed as part of the development, including the Hub ([Appendix G](#)).

Community consultation campaign

A wider community consultation campaign was launched at the CIS. This included a dedicated GCHYS project page, providing detailed project information, FAQs and an online feedback survey designed to capture key insights to inform project planning.

Targeted email communications were distributed to key stakeholders, including those who registered for the CIS, local community groups, businesses, nearby residents and stakeholders previously engaged during the 2023 community session.

An additional targeted paid social media campaign was conducted to increase survey participation. Please note the results of that campaign were not available at the time of finalising this report.

In addition, an organic post was published on the City's Facebook page to direct users to the GCHYS feedback platform. Due to the small targeted geographic area, this post had limited reach, only generating 64 link clicks ([Appendix H](#)).

The Councillor for Division 5 further supported the consultation by sharing an organic post on Facebook.

To provide opportunities for face-to-face engagement, 2 staffed information pop-up stalls were delivered during the consultation period ([Appendix I](#)).

4. Consultation campaign results

Engagement objective	Measurement and KPI	Final result
Provide the targeted and most relevant community the opportunity to provide feedback.	• 100 community members and residents attend the information session. • 90% of survey respondents live within Division 5. • 100% of potentially impacted local residential stakeholders are informed of the project and consultation.	• 111 attendees at the CIS. • 66% of respondents indicated they either live, work or travel to Nerang to use the community facilities. • 218 postcards delivered to local neighbourhood residents. • 14 personalised letters distributed to direct neighbouring properties.
Understand community sentiment and preferences for the project's negotiables.	• Direct feedback from key stakeholders.	• 3600 GC Have Your Say project page visits. • 299 survey completions. • 220 respondents provided their comments, suggestions and ideas in open text.

		• 59 interactions at pop-up stalls.
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Overall, the community consultation campaign was successful in achieving its engagement objectives and gathering meaningful feedback to inform progress for the Hub. Engagement was strongest from local residents and users of existing Nerang community facilities, reflecting the precinct's location and its significance to the surrounding community.

Feedback was received through a mix of in-person and online channels, enabling participation from residents, businesses, community groups and stakeholders with varying levels of interest. The consultation period did, however, run into the lead-up to Christmas, which is not recommended timing for community engagement and may have impacted participation from some audiences.

Despite this, the campaign achieved strong reach and response levels, including high attendance at the CIS and strong survey participation for a localised project and campaign.

Insights gathered through the CIS were mirrored in the survey findings, with participants expressing strong support for community facilities, landscaped open space, improved connectivity and lifestyle and recreational uses. The CIS also provided valuable qualitative feedback, particularly around project timeframes, governance, housing outcomes, transport access and sustainability.

The CIS also provided a positive experiential result for the consultation, demonstrating the City's commitment to community involvement in decision-making, and meeting with the public within their community.

The pop-up sessions recorded low attendance, most likely because of the timing close to the busy Christmas period when the public is preoccupied with end of school and the holiday season.

Paid social media campaign

To support the CIS and boost consultation participation, a targeted paid social media campaign was conducted in the lead-up to the event and during the consultation. The campaign focused on residents aged 25–65+ within the local catchment of the Hub site, with additional interest-based targeting for library users and previous GCHYS visitors.

The campaign performed exceptionally well, delivering results above internal benchmarks, meeting all objectives, and exceeding all campaign targets. The campaign achieved the following:

- Reach: 62,942 (well above the campaign target of 46,800)
- Impressions: 139,140
- Landing page views: 2,755

These results demonstrate the effectiveness of the targeting strategy in reaching the intended audience and generating engagement with the event. The campaign successfully raised awareness of the CIS and encouraged community participation, contributing to the overall success of the session.

This was further supported when residents indicated how they learned about the feedback survey. Social media was the top source (35%) following by direct email (24%) and email newsletters (23%), demonstrating the effectiveness of these channels in reaching the community.

Survey insights

Feedback provided through the GCHYS survey was overwhelmingly positive with 87% of respondents indicating “very positive” or “positive” support for the Hub. There was very strong agreement that the project would bring broad benefits to the area.

Analysis of the respondent demographics showed that majority of feedback was provided by the Nerang community:

Of the survey results:

- 37% indicated they were a Nerang resident
- 8% identified as a neighbouring resident or business owner (within 1km of the site)
- 5% worked in the Nerang area.
- 17% were not from Nerang but used community facilities in Nerang
- 31% identified as a Gold Coast resident (outside of Nerang)

Respondents that resided outside of Nerang included Carrara (7%), Highland Park (6%) and Mudgeeraba (4%), highlighting that majority of feedback was from residents closest to the site and the nearby catchment area.

Collectively, 67% of respondents either lived in, worked in, or regularly used community facilities in Nerang, demonstrating the survey feedback primarily reflected the views of the community most directly impacted by the project and most likely to use the future Hub.

Only 11% of respondents indicated they didn’t use any existing community facilities in Nerang. Of the facilities listed, the majority used parks (62%), the library (53%) and Country Paradise Parklands (50%).

When asked to rate the quality of the existing community facilities in Nerang, there was a high neutral response (40%). This is possibly likely to most people using outdoor spaces and not having experience of all the facilities listed.

There was strong community support for all proposed facilities within the Hub. Across every option, most respondents selected either “very supportive” or “supportive”, indicating broad endorsement of a multi-use, community focused Hub.

The highest levels of support were recorded for:

- **Outdoor recreation areas** (92%), reflecting strong demand for accessible, family friendly open space and active recreation opportunities.
- **Evacuation centre** (86%), highlighting strong community recognition of the Hub’s role in emergency response and disaster preparedness.
- **Café** (86%), indicating the importance of informal social spaces that support day-to-day use and community connection.

The amphitheatre (82%) and auditorium (84%) both recorded high levels of support, indicating a strong interest in performance, events and cultural programming. This was further supported in the results regarding the use of a potential amphitheatre, with all potential uses receiving very strong endorsement.

Meetings and function rooms were positively received (75%), though they attracted a slightly higher neutral response compared to other facilities, suggesting many respondents were not participating in groups or activities that would need access to them.

A new library recorded the lowest level of support (69%) among the proposed facilities, although sentiment was still positive. Analysis of free-text responses indicates that this lower level of support was largely driven by attachment to the existing library location. Some respondents expressed a preference for retaining the

current library due to its location and were concerned about the parking availability and size of a library at the Hub.

The community was asked about the land uses and design principles to help guide future decisions with the Nerang Administration Centre. Overall, respondents indicated strong support, with the majority indicating “very supportive/supportive” across each category. A full analysis can be found in Section 5, however the top three responses include:

- 92% said they are “very supportive/supportive” of community facilities
- 90% said they are “very supportive/supportive” of landscaping and open green space
- 87% said they are “very supportive/supportive” of connectivity (improving access and movement through walkways).

A lower priority area was commercial office and co-working space (54% “very supportive/supportive”). This suggested commercial office uses were not a key community driver for the precinct and may be viewed as offering limited direct benefit to everyday use of respondents. The majority of respondents were also 45-years or older (69%) and 51% were 55 or older, indicating high representation in the survey results from people less-likely to be interested in co-working/commercial opportunities. More than a quarter of responses were from people over 65, being of retirement age.

Affordable housing received more mixed responses - 51% “very supportive/supportive” and a strong neutral response. This was most likely driven by a lack of understanding or surety of what ‘affordable housing’ means, with some respondents indicating they thought it was the same as social housing.

Free text key themes

Free-text responses showed the following key themes:

- **Access, parking and transport** - Respondents emphasised insufficient parking, limited public transport and traffic congestion as barriers to using the Hub. There was strong support for active transport, including pedestrian and cycling links connecting the Hub to Nerang station and other key facilities.
- **Housing on the site** - Many respondents raised concerns this would increase traffic, create safety issues, reduce green space and shift the site away from its community focus. Some recognised the need for affordable housing on the site provided it was supported by adequate infrastructure and there was no reduction in community facilities.
- **Community, cultural and creative facilities** - Respondents consistently supported facilities that fostered social connection, arts and cultural history. There was an emphasis on performance spaces, creative studios and flexible community rooms. Concerns included traffic noise and suitability for varied performances.

Pop-up stalls:

- **Lavelle St Markets**
 - Date and time: Sunday 30 November 2025, 6am-12pm
 - Engaged: 44 direct interactions.
- **My Nerang Centre**
 - Date and time: Tuesday 9 December 2025, 10am-1pm
 - Engaged: 15 direct interactions.

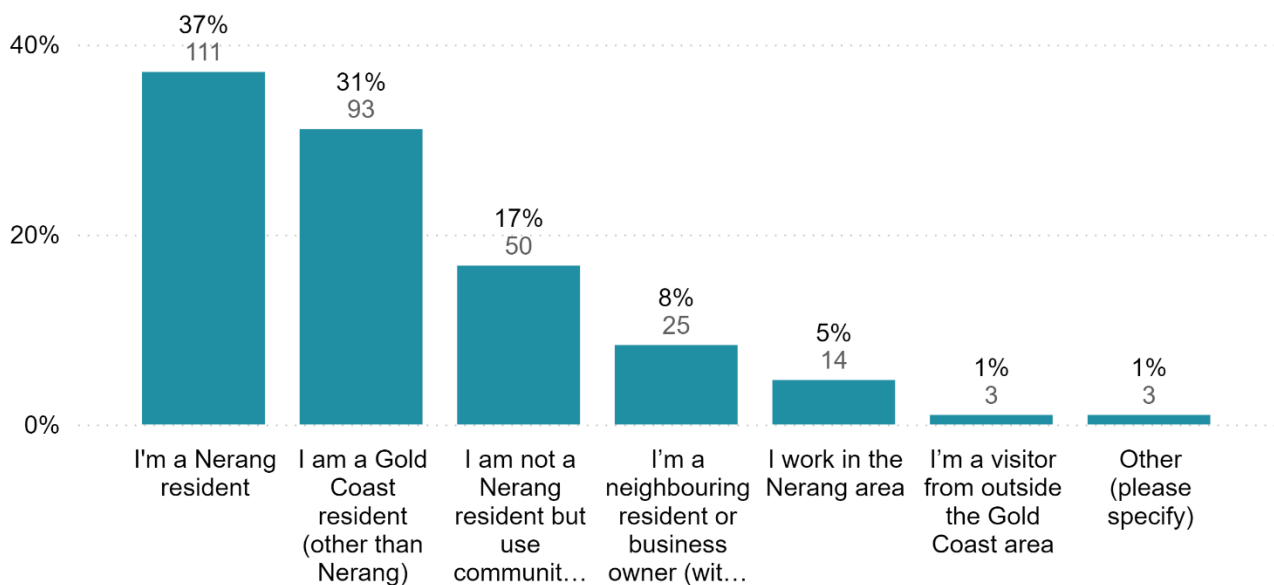
Overall sentiment across both sessions was positive, with community members expressing interest in potential uses for the site and strong support for community-based facilities. However, attendance was low when considered against the time and resources required. This engagement format is not recommended for future consultation activities.

5. GC Have Your Say – Question data

The online survey was hosted on the GC Have Your Say community feedback platform and included 10 questions designed to collect priorities for the future of the area.

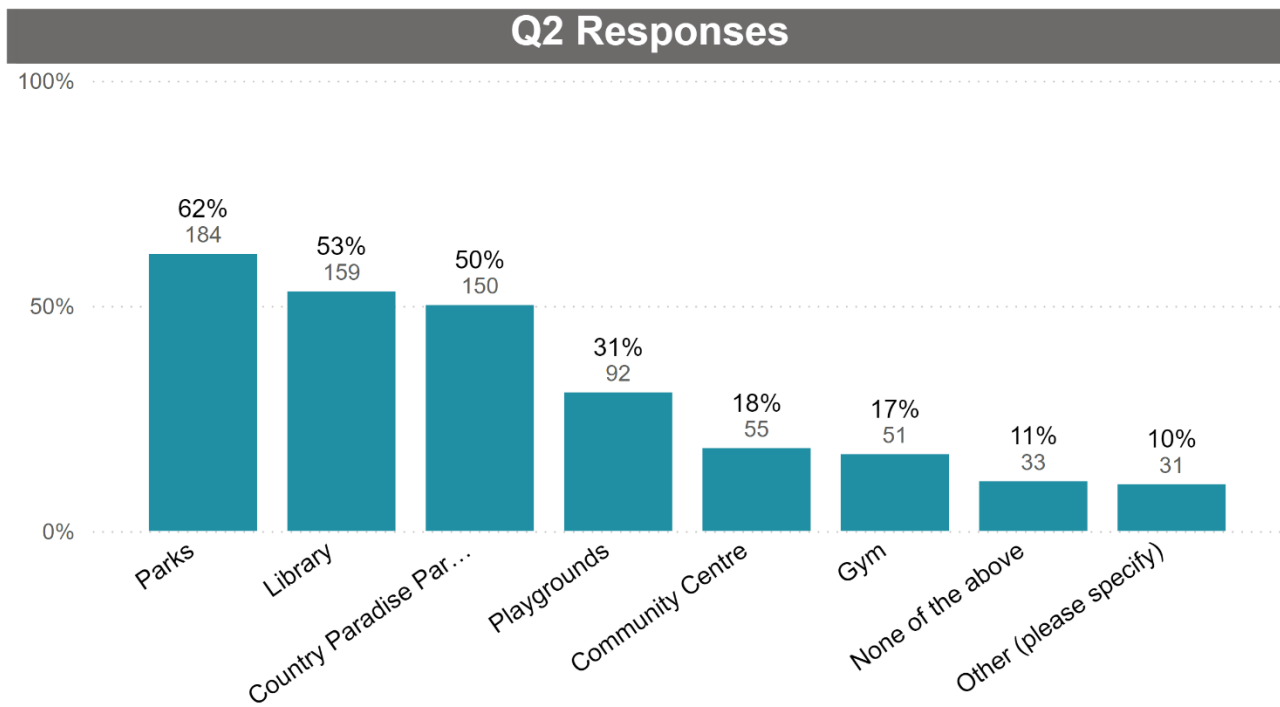
Question 1 – Which of the following best describes your connection to the proposed Hinterland Gateway Community Hub? (833 Southport Nerang Road, Nerang 4211).

Q1 Responses



- 37% - Nerang resident
- 31% - Gold Coast resident (other than Nerang)
- 17% - Not a Nerang resident but use the community facilities in Nerang
- 8% - Neighbouring resident or business owner (within Nerang)
- 5% - I work in the Nerang area
- 1% - Visitor from outside the Gold Coast area
- 1% - Other

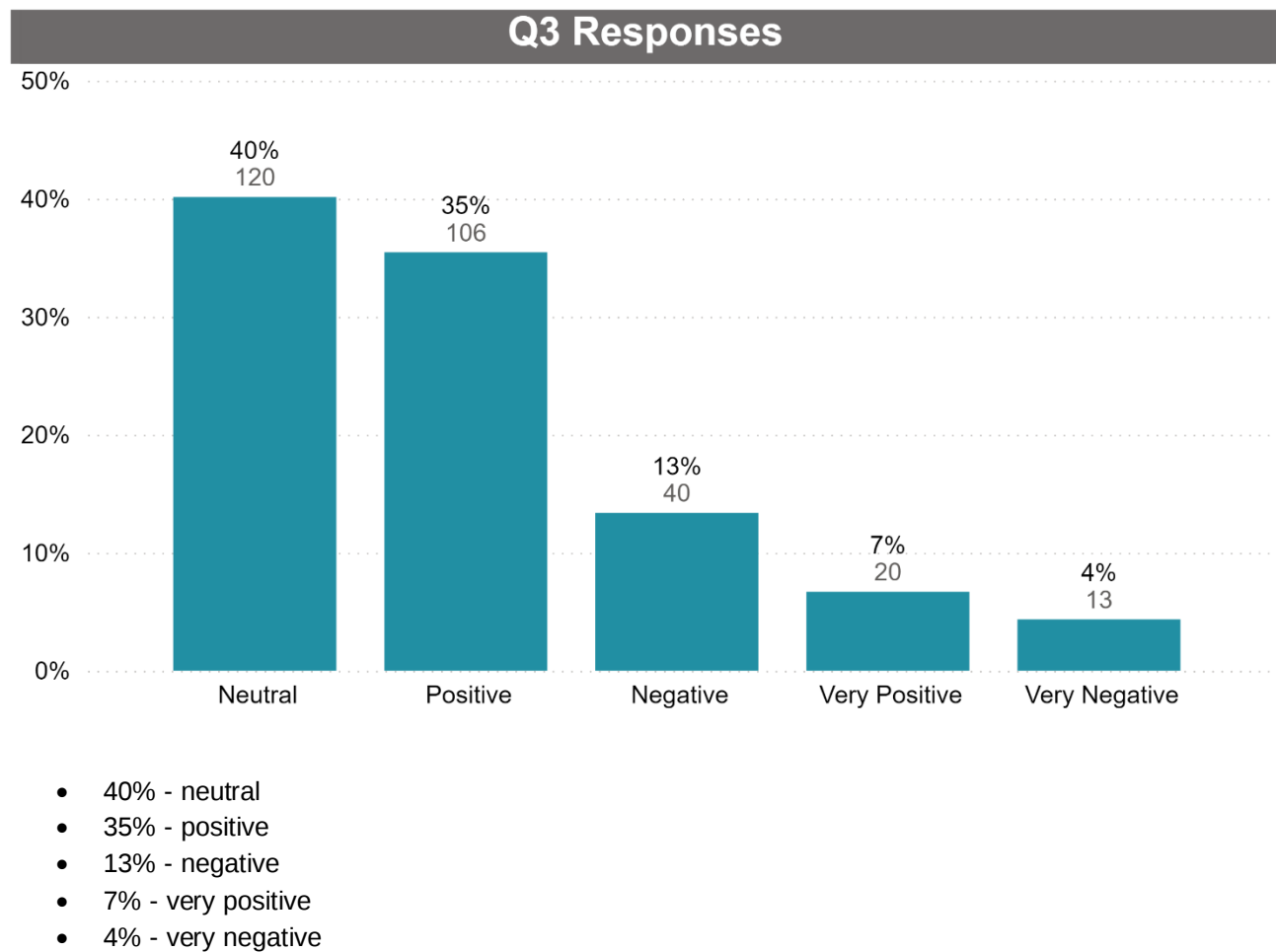
Question 2 – What community facilities do you use in Nerang? Select all that apply.



The top three responses were:

- 62% - parks
- 53% Library
- 50% - Country Paradise Parklands

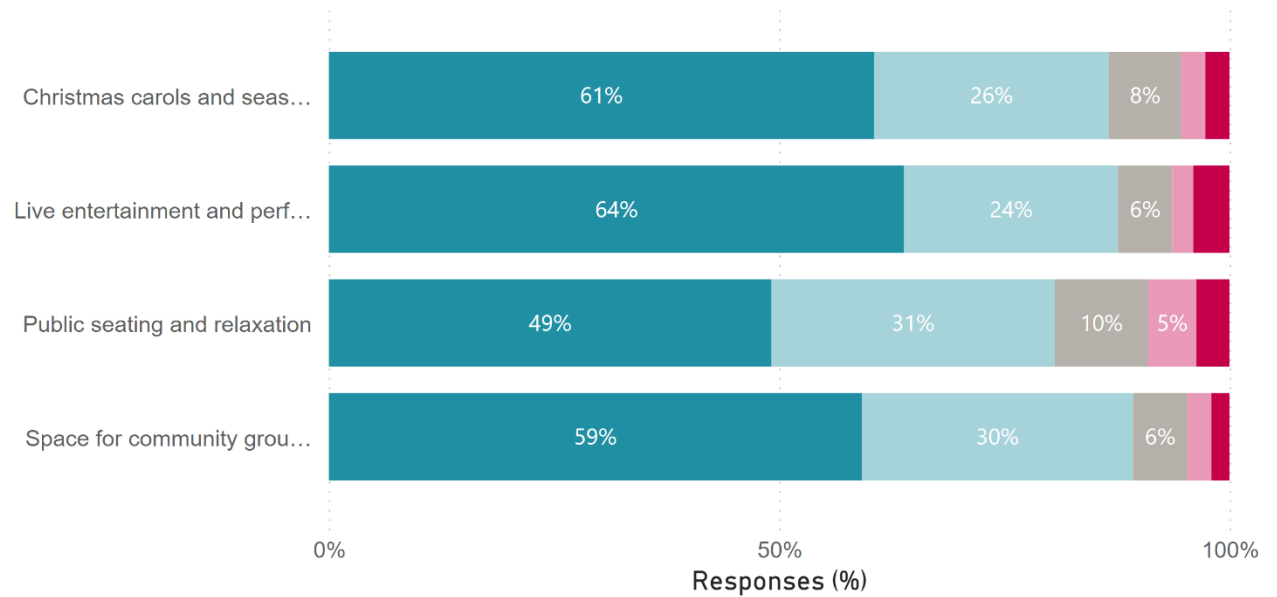
Question 3 – How would you rate the quality of community facilities in Nerang currently?



Question 4 – The proposed Hinterland Gateway Community Hub has the potential to include an outdoor amphitheatre. How supportive are you of using an amphitheatre for the following?

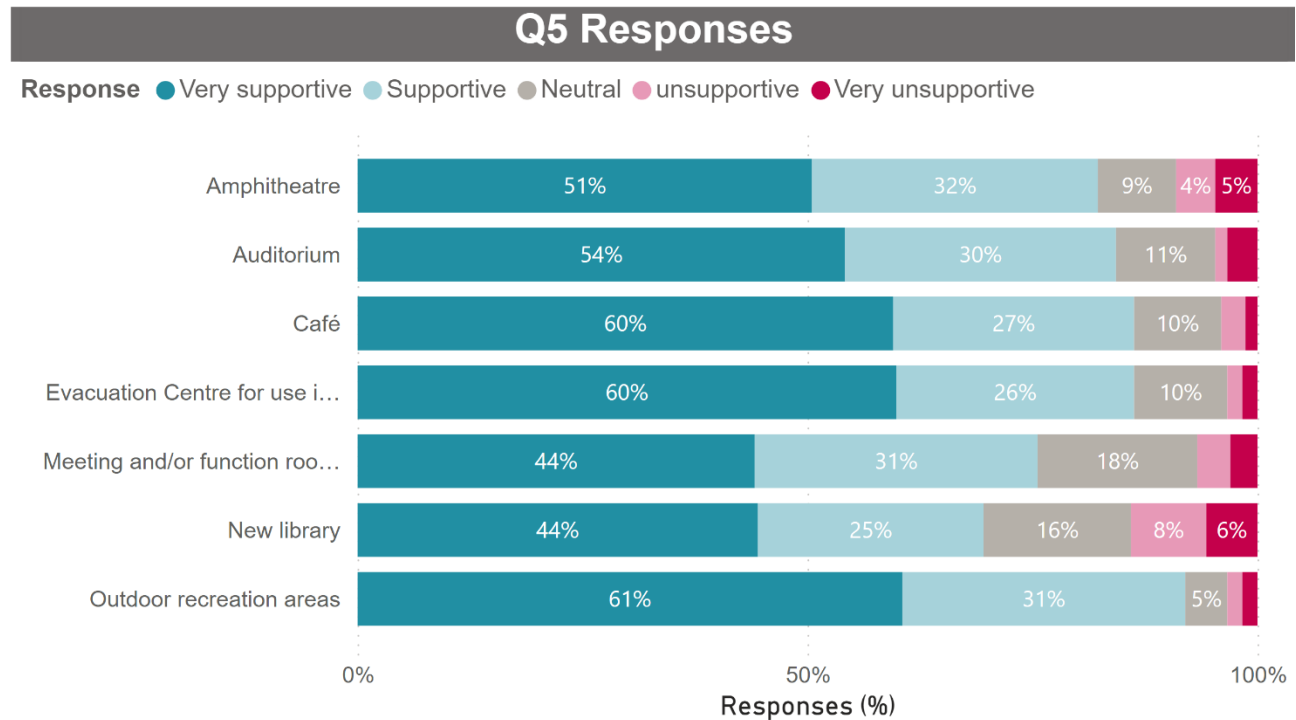
Q4 Responses

Response ● Very supportive ● Supportive ● Neutral ● unsupportive ● Very unsupportive



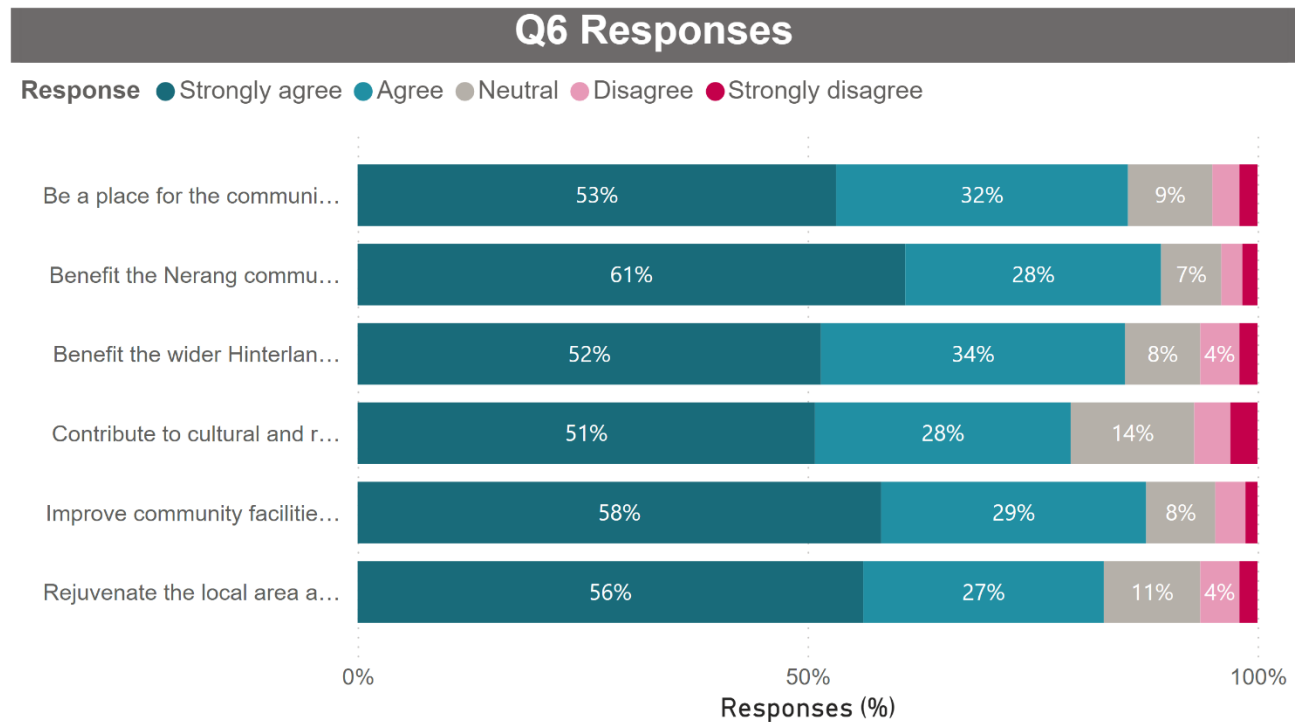
- **Christmas carols and seasonal events:** 87% very supportive/supportive
- **Live entertainment and performances:** 88% very supportive/supportive
- **Public seating and relaxation:** 80% very supportive/supportive
- **Space for community groups:** 89% very supportive/supportive

Question 5 – Planning is underway for the facilities that could be included in the proposed Hinterland Gateway Community Hub. How supportive are you of the following facilities?



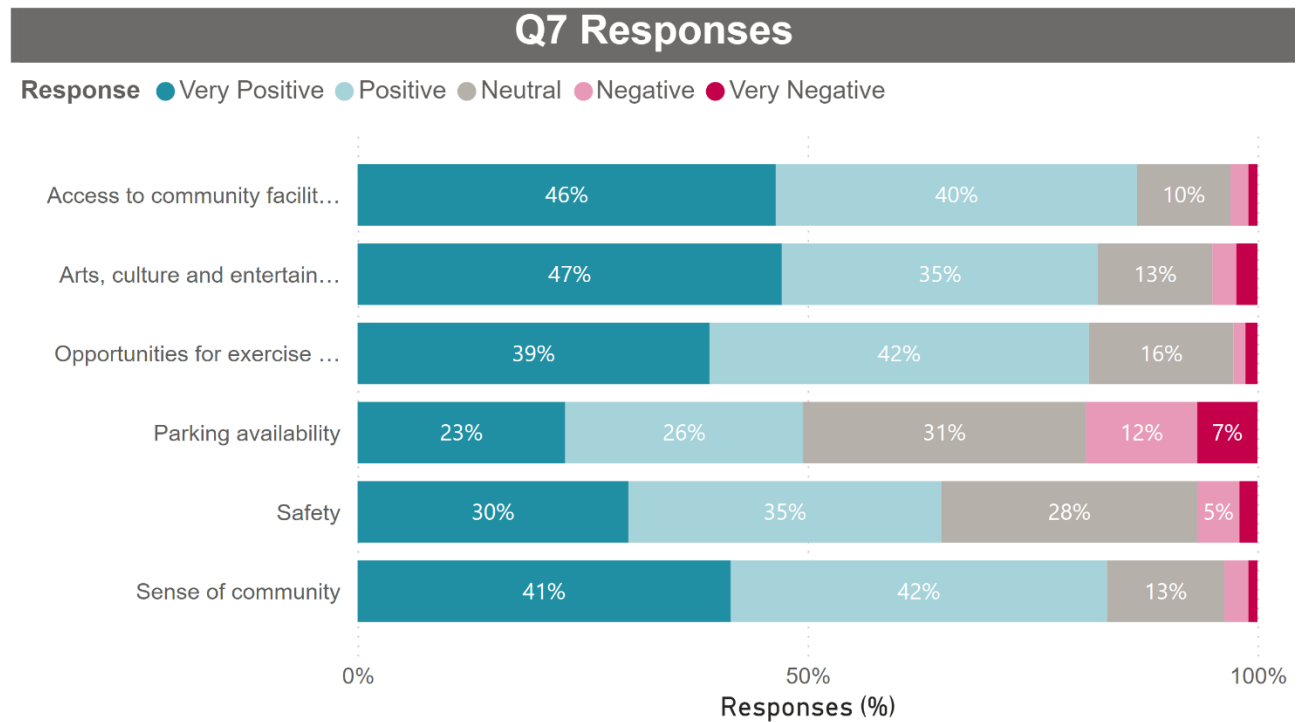
- **Amphitheatre:** 83% very supportive/supportive
- **Auditorium:** 84% very supportive/supportive
- **Café:** 87% very supportive/supportive
- **Evacuation centre:** 86% very supportive/supportive
- **Meeting and/or function rooms:** 75% very supportive/supportive
- **New library:** 69% very supportive/supportive
- **Outdoor recreation areas:** 92% very supportive/supportive

Question 6 – How strongly do you agree the proposed Hinterland Gateway Community Hub will:



- **Be a place for the community to gather and connect:** 85% strongly agree/agree
- **Benefit the Nerang community:** 89% strongly agree/agree
- **Benefit the wider Hinterland community:** 86% strongly agree/agree
- **Contribute to cultural and recreational life in the area:** 79% strongly agree/agree
- **Improve community facilities and services:** 87% strongly agree/agree
- **Rejuvenate the local area amenity:** 83% strongly agree/agree

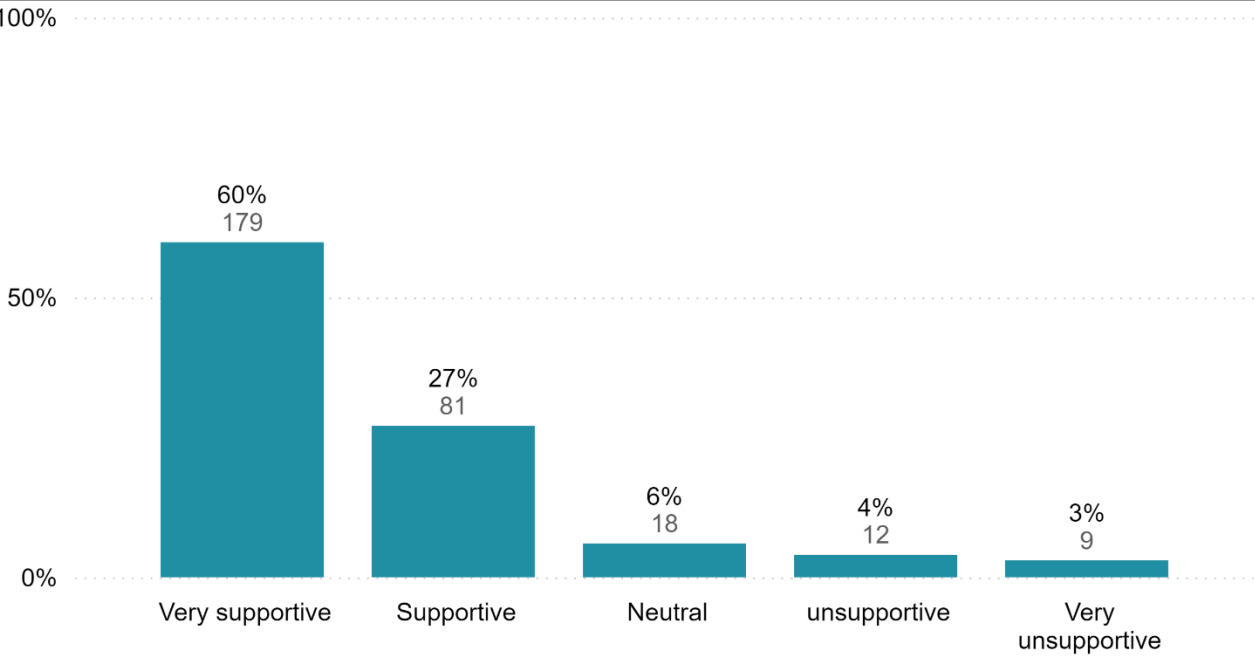
Question 7 - Thinking about the proposed Hinterland Gateway Community Hub, what type of impact do you think it would have on the following aspects of the Nerang community?



- **Access to community facilities:** 86% very positive/positive
- **Arts, culture and entertainment:** 82% very positive/positive
- **Opportunities for exercise and recreation:** 81% very positive/positive
- **Parking availability:** 49% very positive/positive
- **Safety:** 65% very positive/positive
- **Sense of community:** 83% very positive/positive

Question 8 - How supportive are you of the idea to develop the Hinterland Gateway Community Hub, a modern, multi-purpose facility that will bring together recreation, arts, and community services in one connected location?

Q8 Responses

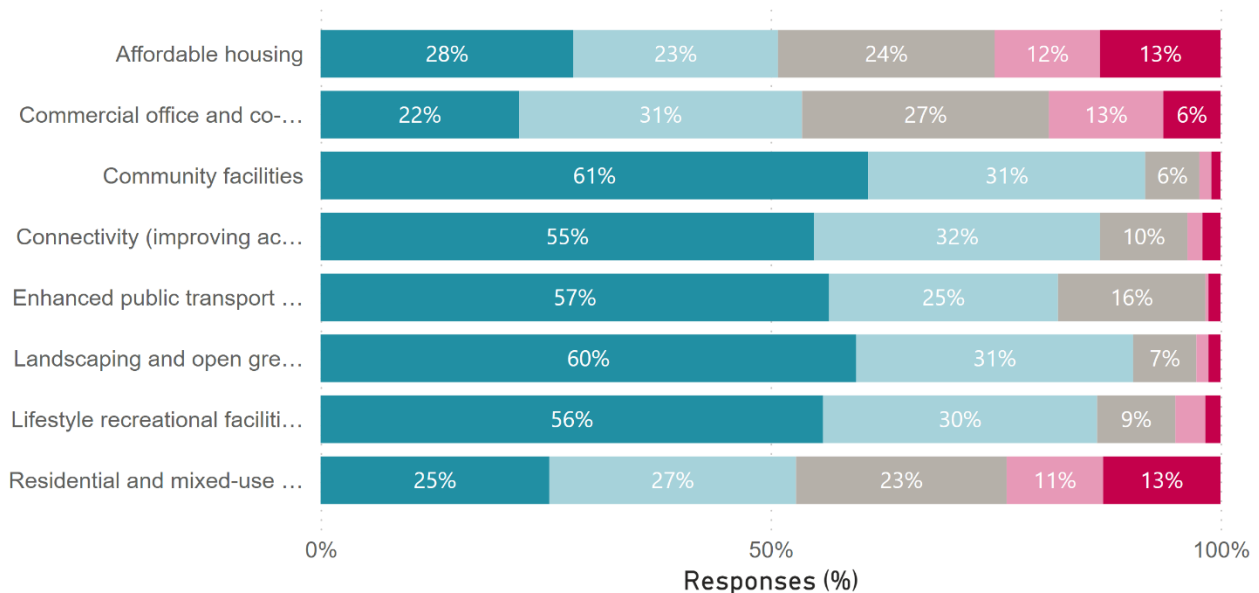


- 87% - very supportive/supportive
- 6% - neutral
- 7% - very unsupportive/supportive

Question 9 - As planning continues for the Hinterland Gateway Community Hub, the City will be considering uses for the balance of land that currently includes the former Nerang Administration Centre (829 Southport Nerang Road) to complement the Hinterland Gateway Community Hub. How supportive are you of the following potential land uses and design principles to help guide the planning of this site?

Q9 Responses

Response ● Very supportive ● Supportive ● Neutral ● unsupportive ● Very unsupportive



- **Affordable housing:** 51% very supportive/supportive
- **Commercial office and co-working spaces:** 53% very supportive/supportive
- **Community facilities:** 92% very supportive/supportive
- **Connectivity (improving access and movement through walkways):** 87% very supportive/supportive
- **Enhanced public transport access:** 82% very supportive/supportive
- **Landscaping and open green space:** 91% very supportive/supportive
- **Lifestyle recreational facilities to encourage social interaction (cafes/restaurants/retail space/green zones):** 86% very supportive/supportive
- **Residential and mixed-use development:** 52% very supportive/supportive

Question 10 – Do you have any further comments on the proposed Hinterland Gateway Community Hub?

220 respondents provided their comments, suggestions and ideas in open text. The key themes identified were:

- **Parking, traffic and access** were the most dominant concerns. Respondents consistently called for ample, free parking, improved road access and realistic planning that does not rely solely on public transport.

Some of the responses included:

“Need many more car parking spots. Not everyone can take public transport easily”

“Parking/public transport is vital for the new facility too”

“Please don’t forget parking and public transport options”

- **Residential and affordable housing** generated strong and divided views. Many respondents opposed housing on the site due to concerns about safety, parking, congestion and loss of green space, however there was confusion affordable housing was the same as social housing. Other respondents supported well-designed, genuinely affordable housing with appropriate services. A common request was for clearer information and transparency.

Some of the responses included:

“As long as it doesn’t take away from underdeveloped nature spaces i am broadly supportive. I am very opposed to development of any additional housing or infrastructure that removes any current green spaces”

“This space should be for all the local community, and not contain residential use”

“Perfect position to construct multi-storey 1 & 2 bedroom bedsitter/self-contained units (with PLENTY of parking).”

“Dense housing on this site will negate any community benefits including green and open space benefits and will impact on community parking in the immediate vicinity”

“Mixed Use and High Development should be prioritised.”

- **Strong support for community, arts and cultural facilities**, including performance spaces, studios, rehearsal rooms and galleries. Respondents emphasised the need for affordable, non-commercial spaces that build a stronger cultural identity for Nerang.

Some of the responses included:

“I would like to see permanent arts included through a residency program or a youth arts hub that supports continued renewal of the aesthetics of the area”

“We have a lack of community theatre and arts centres for the general public which are not privatised”

“I particularly support the development of transport links and of the arts/entertainment community, recreational facilities and landscaped areas”

- **Connectivity and active transport** featured prominently, with calls for safer pedestrian and cycling links, better connections to Nerang town centre, the rail station and Nerang National Park, and improved public transport over time.

Some of the responses included:

“Please include as a part of the planned redevelopment QUALITY active transport pathways”

“The main thing I want to see though is this project used as a catalyst to improve connectivity by public transport, walking, and cycling in Nerang and to the new site”

“Needs to include focus on pedestrian and bike access from all other parts of Nerang”

- **Environmental protection and amenity** were important, including retaining trees, protecting wildlife habitat, providing shade and landscaping, managing noise from nearby roads and ensuring safety after hours.

Some of the responses included:

“High density housing will threaten the wildlife habitat that currently exists at the site. Koalas and echidnas would be compromised”

“Noise from the highway undermines amenity or any value/benefit in outdoor events of amphitheatre”

“Koala habitat to be protected and information regarding Koala Habitat to be considered”

- **Aquatic and recreational facilities** were frequently requested, particularly a new or upgraded aquatic centre, 50m pool, playgrounds and informal recreation spaces. A pool or aquatic facilities however were not on the scope for the project.

Some of the responses include:

“New swimming pool and cinema would be great”

“50m pool”

“Have you thought of integrating a pool, similar to the set up at Upper Coomera?”

“Please include a public pool”

Demographic information

Question 11 – What is your age?

- 75+ years: 7%
- 65-74 years: 21%
- 55-64 years: 23%
- 45-54 years: 18%
- 35-44 years: 18%
- 25-34 years: 1%
- 15-24 years: 1%

Question 12 – How do you identify your gender?

- 59% of participants were female
- 37% of participants were male
- 3% of participants preferred not to answer
- 1% of participants were non-binary

Question 13 – Do you identify with any of the following? Select all that apply

- None of these –157 responses
- Born overseas – 57 responses
- Person with a disability – 30 responses
- Long term health conditions or illness – 22 responses
- Prefer not to say – 17 responses
- LGBTQIA+ - 17 responses
- Primary carer for a person with a disability – 15 responses
- Speak a language other than English – 15 responses
- Australian Defence Force Member (present or current) – 13 responses
- Australian and/or Torres Strait Islander – 9 responses
- International student – 2 responses

Question 14 - What suburb do you live in? Please type your suburb below and select from the list of suburbs.

- Nerang – 26%
- Carrara – 7%
- Highland Park – 6%
- Mudgeeraba – 3%
- Southport – 3%
- Lower Beechmont – 3%

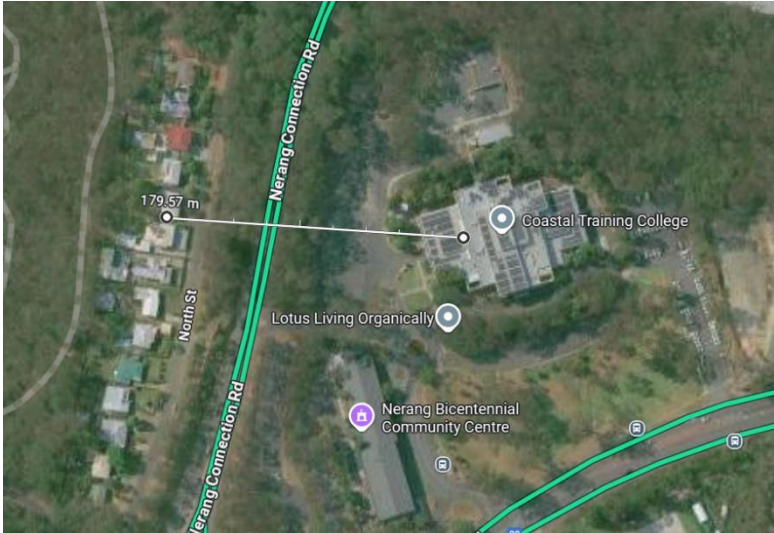
Question 15 - Where did you hear about this survey? Select all options that apply

- Social media – 36%
- Direct email (eg. From 'GC Have Your Say' – 24%
- Email newsletter – 23%
- City of Gold Coast website – 8%
- Mayor/Local Councillor – 6%
- Word of mouth and online advertisement – 5%
- Community Information Session (26 November) – 5%
- Pop-up event – 2%

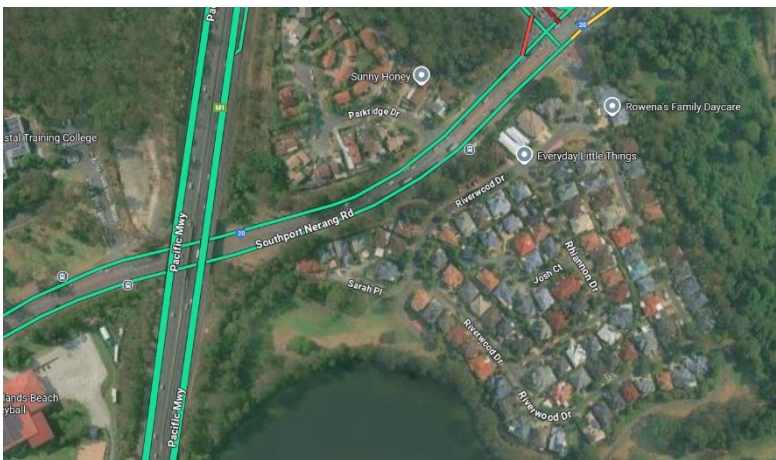
Appendix A - Letterbox drop (distribution)

A personalised letter was delivered to residents closest to the site. This included key project information, and invitation to the information session and a QR code to the GCHYS page.

Personalised letter to North Street residents



Postcard letterbox drop to Parkridge Drive and Riverwood Drive



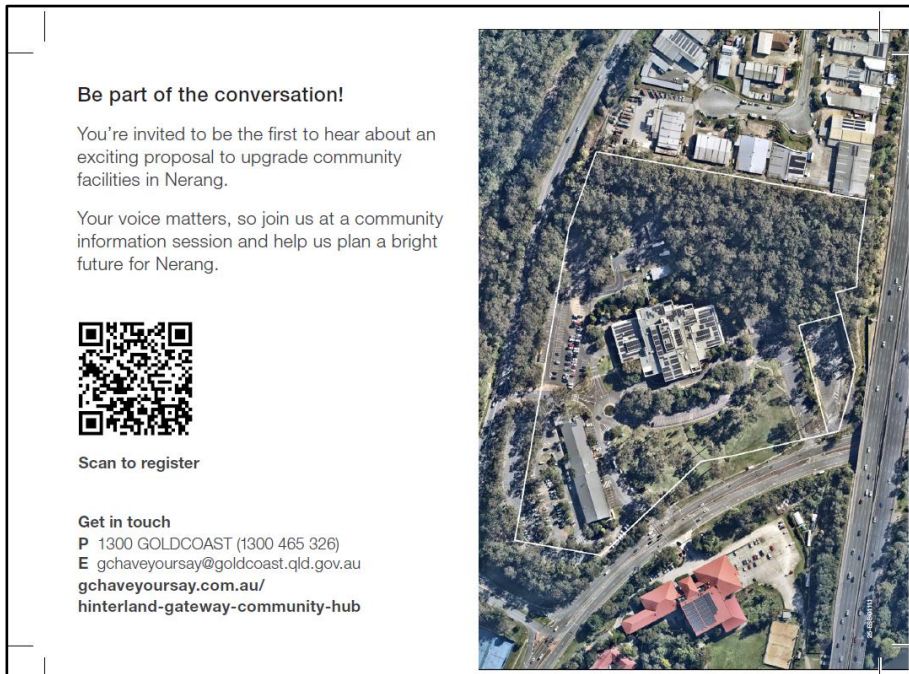
Appendix B – Collateral (postcard)

Postcard example that was distributed to residents closest to the site to encourage attendance at the CIS.

Front



Back



Appendix C – CIS PowerPoint slides

Copy of PowerPoint slides that were presented at the CIS on Wednesday 26 November.





Opening address
 Cr Peter Young

Cr Peter Young

- ### Council support for Nerang



8

Investigations of Earle Plaza



9

Nerang Admin Precinct

- In 2023, a review of the City of Gold Coast's office and depot accommodation recommended relocating:
 - *Nerang Administration Centre* draft
 - *Nerang depot and administration staff to the Sunset project* over the next three years
- This relocation created an opportunity to explore potential redevelopment of the Nerang Administration precinct.
- Council has recently decided to sell the Nerang Administration precinct and replace the Bicentennial Centre.



10

What community said - What council services / facilities do people currently use in Nerang?



Key community feedback:

- `library()`
- `countryCodes.R`
- `install()`



11

Suggested uses from the 2023 information session



Evacuations centre



- Plural
- Art. Factor / gallery
- Schoolmaster's desk



 Caring Transitions

- Polyamide
- Silica
- Polyethylene / Acrylic



14 March 2015



- Flexible options
- Wastelands
- Community farm



Author's address: *University of Bremen, School of Business Administration, Postbox 330440, 28334 Bremen, Germany. E-mail: christian.fuchs@uni-bremen.de*

- Community services

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81% of attendees to the information session supported the City investigating a community hub in the Nerang Administration precinct.

13

Why this project matters

- Increased benefits for the local community and the region economy.
- Increased state paper expenditure.
- Increased use of the site and public transport arrangements.
- Continued provision of key community facilities in the Bicentennial Centre, including dedicated space for Gold Coast's history, society, and the Australian days' movement.

Admin site and Bicentennial Centre future

- The Admin Centre and Bicentennial Centre will be sold.
- Funding for the Admin site will be provided and covering a new community facility.
- Bicentennial Centre will be retained to cover the future improvements.
- Bicentennial Centre to be maintained as a public space.



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Opportunities for the Hinterland Gateway Community Hub

Keyer facilities to be considered:

- Multi-use sports hall
- Meeting and community centre with outdoor facilities
- Localised and centralised use of the space
- Community service space
- New library
- Child
- City Customer Service centre

Proposed outdoor opportunities:

- A vibrant new space for entertainment, community activities and outdoor activities, including:
- Public and private market
- Space for community groups and events
- Outdoor cafe and outdoor entertainment
- Local entertainment and public space



15

Mentimeter – submit your questions



Scan the QR code

Please raise your hand if you require assistance.

16



Nerang Administration Precinct
Invest Gold Coast Project Director, David Edwards

17

Project context

- A need to repurpose administration areas of the site now that it has been vacated.
- The Gold Coast housing market is facing significant supply gap, with a shortfall in affordable housing.

Opportunities were identified for the project to deliver community facilities and address critical housing market challenges through partnership with the private sector.



18

Partnering to deliver community hub

Partnering with the private sector helps cover the cost of the community hub and ensures any future development on the site integrates well with the community hub.



19

Delivery process stages



20

Panel discussion

Cr Peter Young
City of Gold Coast CEO Tim Baker
Invest Gold Coast Project Director David Edwards

21

Submit your questions to the panel



Scan the QR code

Please raise your hand if you require assistance.

22

Have your say

Facilitator, Mel Hagedorn

23



Complete the survey

Launch of 3 week consultation now open until 17 December 2020



Consultation report

Consultation report will be published early 2021

STAY INFORMED

Subscribe to the Q'Choose Your Say newsletter to be kept up to date and have your say on further consultation

24

Appendix D – CIS Mentimeter questions

47 questions were submitted via Mentimeter during the CIS for the Q&A panel session.

1. Is there a timeframe for how this will progress moving forward?
2. Why would a pool be built in a flood-prone basin on the site?
3. If the library is relocated, could the current library building be repurposed as a community art gallery and centre?
4. Is Invest Gold Coast a private company, or is it owned by Council?
5. Who does Council expect will purchase the property when it is placed on the market?
6. For the site to be viable and popular, it needs to support morning, daytime, and evening use. Otherwise, it will simply replicate existing facilities. Has planning considered access to these different time slots with multigenerational options?
7. There are concerns about public–private partnerships, including risks around reduced control, transparency issues, service quality, and long-term financial and accountability challenges.
8. What work is being done to improve pedestrian links between this site and the existing town centre? Existing pedestrian infrastructure around Nerang is poor and not well maintained.
9. Will there be dedicated bus lanes so buses are not delayed by traffic? Will there be additional bus routes servicing this site (for example, relocating routes from the tennis courts to this location)?
10. With the library being moved, won't this negatively impact businesses and residents in the current library area?
11. What purpose would an amphitheatre serve on a regular basis for the community (not just a few occasional events each year)?
12. If a new pool is built, will it be run by Council (similar to the Gold Coast Aquatic Centre) so users can access multi-facility passes, rather than being excluded as they currently are with Belgravia?
13. Would the koala sanctuary be integrated into the new Gold Coast City Council Urban Forest Strategy?
14. I am interested in sustainable buildings (for example, structures that remain cool on hot days). Two thousand people is a large capacity—should this number be reduced given transport challenges? In particular, how will public transport function?
15. There are currently no informal meeting or “catch-up” venues in the area (for coffee, dessert, or socialising). Has consideration been given to encouraging businesses with later trading hours?
16. Why hasn't Council been more transparent about this plan—for example, by installing large signage on site to inform the public of Council's intentions, as the public is required to do?
17. Will there be strong conditions placed on the sale and development of the site to ensure affordable housing, rather than private build-to-rent models?
18. Council should look at the Green Square Aquatic Centre in Sydney. The community deserves public facilities of that quality, including an Olympic-sized pool. There is also a need for space for AFL.
19. Will Council provide space for more community groups to be located within the community hub?
20. What is the timeframe for completion of the project?
21. What is the projected number of houses on the site, and how many residents could potentially live there?
22. Will the towers consist of affordable units with attached retail? Can conditions be applied to avoid the development becoming another fast-food hub?
23. Can light rail be extended to the site? Surely the State Government could contribute to light rail in this area, with a stop near Lavelle Street.
24. I live in Pacific Pines on the Nerang side. Currently, there is little reason to visit Nerang. What will this development offer to make Nerang a destination?
25. Regarding the pool proposal: would it be a large aquatic complex similar to the Pimpama pool? It would be beneficial to also include a large children's playground, parkland, and electric vehicle chargers.
26. If the decision to leave this site was made in 2009, why has it taken so long to take action? Hundreds of millions of dollars have been spent elsewhere, but not in Nerang.
27. How can Council ensure that any housing delivered is genuinely affordable while still meeting building code requirements?
28. How does Council propose to manage car-parking issues associated with the development?
29. Does the Gold Coast have an equivalent to QPAC for community shows, performances, and halls?
30. Rather than a pool, has Council considered a free water park similar to the one at the Broadwater?
31. A new pool at the community hub is strongly supported.
32. What use is currently being made of the old office complex while it remains unsold or prior to demolition?
33. What is the predicted impact on surrounding residential property values with the introduction of social housing?
34. Will there be a community bus service to bring more vulnerable residents to the hub and transport them home?
35. Mayor Tom Tate has spoken about the tram coming to Nerang. Is this likely in the foreseeable future?

-
36. Given current budget constraints, what was the cost of purchasing the Town & Country property, and which budget was used?
 37. How will motorway noise and pollution be mitigated, given the community centre and library will be located adjacent to it?
 38. Will rental prices be capped?
 39. What is the maximum building height permitted on the site?
 40. To clarify, what did Council pay for the Town & Country property?
 41. How will Council ensure that any new facilities provide improvements over existing ones and can accommodate future growth in the hinterland community?
 42. Can Council assure the community that there will be further workshop-style consultation opportunities?
 43. What is Council's position on renewable energy initiatives as part of this project?
 44. Can anything be done to upgrade Earle Plaza?
 45. Has a rooftop pool complex been considered?
 46. What is the ratio of land allocated to the developer versus land retained for community use?
 47. What type of landscaping will be included (for example, native vegetation), and will it improve safety in the area?

Appendix E – CIS concept displays

Concept maps and renders displayed around the CIS to assist discussions with community members.



Appendix F – Gold Coast Bulletin articles

Article about the Hinterland Gateway Community Hub that was distributed the morning of the CIS.

Gold Coast council to sell major Nerang site for huge 2000-person housing hub

The Gold Coast's gateway to the hinterland at Nerang is to get a "the once-in-a-generation opportunity" housing and economic boost with the City to sell a major asset.



Paul Weston

Follow



2 min read

November 25, 2025 - 6:00AM

Gold Coast Bulletin



8 Comments



Listen to this article

3 min



Gold Coast Mayor Tom Tate on f...

Gold Coast Mayor Tom Tate on... more

Article about the Hinterland Gateway Community Hub that was distributed the month following the Hinterland Gateway Community Hub.

Paul Weston Homing in on projects that can be delivered

Christmas and New Year bring hope of building positive change. City leaders prepare a bucket list of things to be achieved in the next 12 months.

What big projects can be delivered for our city? The surprise one is in the hinterland.

But first, here is the tough reality of what we know:

- The Coomera Hospital build will take four years, with most of the construction workforce onsite by mid-year.

- The \$1.6b super green plant, also in the north, will see more planning with the first sod not to be turned until winter next year.

- The Gold Coast Arena planning will reach a critical point next month when councillors decide on how the \$500 million stadium at Southport will be funded.

- The Cableway to Springbrook by mid-year will be decided with a final report finished.

- Stage 3 of light rail from Broadbeach to Burleigh is expected to open about May, but with Stage 4 scrapped there are no details yet about border bus upgrades or east west connections.

- The Coomera Connector build will continue south, with the central stage from Helensvale to Molendinar not expected to finish until next year.

The big gifts which can start to be delivered are in housing – and some of them affordable.

The old council depot at Miami is becoming a creative arts precinct with Baz Luhrmann's company the first tenant. A tower will be needed to accommodate the workers, not the stars.

In the far north at Norwell, about 40,000 lots can be created on the cane fields.

A working party featuring City and State Government representatives will begin planning.

This is a 30-year project but the proponent is confident, given governments remove red tape and infrastructure is agreed upon, that work can start on business and residential zones by 2027.

The surprise project is on another old City site – the abandoned Nerang Administration building and ageing Bicentennial Hall located near the M1 and Coomera Connector.

Residents provided feedback when the City hosted a public consultation in late November.

A Hinterland Gateway Hub will host a new hall and possibly a library, creating affordable housing in apartment blocks for up to 2000 people.

Long-serving councillor Peter Young has a vision for a community pool on the large site.

Appendix G – Social campaign

Report to be prepared by the social media team.

 Have your say! 

The Hinterland Gateway Community Hub will deliver a modern, high-quality, multi-purpose facility that will consider bringing together learning, recreation, arts, fitness, and community services in one vibrant, connected location.

Designed to meet the growing and evolving needs of the Nerang community, the hub will support both current and future generations.

We want to hear from you. Have your say 🙌🙌
gchaveyoursay.com.au/hinterland-gateway-community-hub



HAVE YOUR SAY

Hinterland Gateway Community Hub

gchaveyoursay.com.au
Have your say
Hinterland Gateway Com...

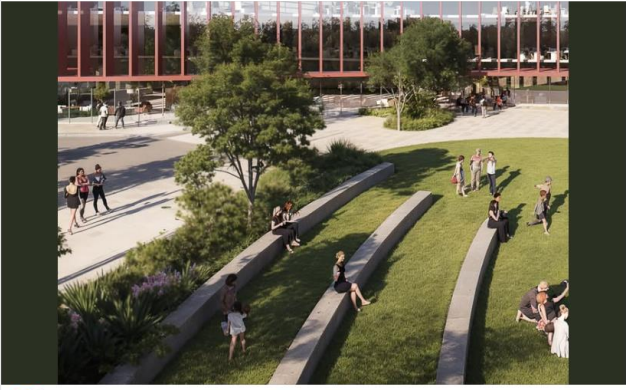
[Learn more](#)

 **City of Gold Coast** 
5 December 2025 · 

We are planning the Hinterland Gateway Community Hub.

Facilities under consideration include a multi-purpose hall, activity rooms, amphitheatre, and community service spaces, offering something for everyone and accommodating a wide range of local activities.

We want to hear from you. Have your say 🙌
<https://bit.ly/3KkmEn4>



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6 comments 2 shares

Appendix H – Community pop-ups

Two pop-ups were held during the consultation period to allow the community to learn about the project and ask questions. The below image is from the pop-up at the Lavelle Markets.

