

HIGHWAY SERVICE CENTRES ALONG THE PACIFIC HIGHWAY POLICY REVIEW

Summary feedback report

JUNE 2015

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1. BACKGROUND

The policy on highway service centres along the Pacific Highway was first implemented via Ministerial Direction to councils in 1998. The policy has since been reviewed several times in response to the progressive finalisation of the Pacific Highway route design. Minister's Section 117 Direction 5.4 – *Commercial and Retail Development along the Pacific Highway* is the most recent version of the policy and was issued in November 2009, and the subject of the consultation.

Provision of highway service centres encourages drivers to “stop, revive, survive” and take breaks when they recognise the warning signs of fatigue, which contributes significantly to travel safety and efficiency. It is therefore very important that highway service centres are provided at conveniently spaced locations along the route. The sites selected for highway service centres are all close to bypassed towns so the economic benefits can remain with those centres.

Traditionally, the Pacific Highway has passed through many north coast towns and villages which have provided services such as fuel and food to travellers. As each town centre is bypassed by the new highway, travellers need to either leave the highway to obtain services in the bypassed centres, or make use of highway service centres, truck stops and smaller service stations.

Section 6 of the Ministerial Direction identifies the locations where highway service centres may be established. These are: Chinderah, Ballina, Maclean, Woolgoolga, Kempsey, Port Macquarie (eastern side of Highway), Taree and Tomago.

The *Mid North Coast Regional Strategy* (2009) has an additional provision:

“in the future, additional highway service centres could be located at Nambucca Heads (at the northern interchange) and Port Macquarie (on the western side of the Pacific Highway at the Oxley Highway interchange), subject to review of need by the Roads and Traffic Authority at a five year review of the Strategy”.

A review of the existing policy was carried out earlier this year to reflect the latest available research, design and site information. This review also included the two sites at Nambucca Heads and Port Macquarie that were allowed for in the *Mid North Coast Regional Strategy*. A discussion paper was published in May 2014 which documented the existing policy and the changes proposed and to seek feedback from the community on the proposed sites between the Queensland border and Hexham. A table of the proposed changes as included in the discussion paper can be found at appendix A. The major changes proposed in this review were the inclusion of the sites at Nambucca Heads and Port Macquarie that were identified in the *Mid North Coast Regional Strategy*.

2. CONSULTATION PROCESS

The discussion paper was published on Roads and Maritime Services website and advertisements were placed in local newspapers catering to communities along the Pacific Highway. Media releases were also issued and articles were run in the Coffs Coast Advocate, Northern Star, Daily Examiner, Port Macquarie News and on the ABC and ATN websites.

The consultation period ran from Wednesday 7 May to Friday 20 June 2014, with submissions accepted until 15 August 2014.

3. SUMMARY OF FEEDBACK

A total of 41 submissions were received from councils, businesses, chambers of commerce, tourist boards, community organisations and individual members of the community. A summary of the feedback and responses is outlined below and a full list of the feedback received is in appendix B.

There was overall support for the changes to highway service centre locations that were outlined in the *Pacific Highway Service Centre Policy Review* (May 2014). These submissions recognised the need to provide regular access to rest opportunities to reduce the risk of fatigue related incidents once the highway is fully upgraded (planned for 2020) and towns have been bypassed. It was also recognised that highway service centres would create local employment opportunities and promote local facilities and tourism.

It should be noted that this is a long term strategy and facilities at some of the highway service centre locations will not be financially viable for development by the private sector until road user numbers increase in the future and are unlikely be developed until then.

The feedback received has been summarised into the following categories:

3.1 General

Economic impact on bypassed towns

Issue	Roads and Maritime response
<p>Potential economic impact of the highway service centre on towns that have been bypassed by the upgraded highway.</p>	<p>Roads and Maritime works with local councils to develop and implement bypass strategies to promote towns and businesses bypassed by the new highway. These can include gateway and business signage to direct travellers into the local towns and the redevelopment of town centres to improve parking and create more pedestrian-friendly environments. The proposed strategies seek to mitigate the potential impact of the bypass and identify new opportunities that could be created by the bypass.</p> <p>Over 200 employment opportunities can be created by a highway service centre, from construction through to operation phases. This ensures the key communities outlined in the Ministerial Direction are supported with opportunities to stimulate the local economy.</p> <p>The key objective of the policy is to ensure that motorists have adequate opportunities to access rest stops along the Pacific Highway. The locations outlined in the policy are about one hour driving time apart, allowing motorists regular opportunities to stop, revive, survive.</p> <p>The highway service centres are also an opportunity to promote local services and facilities to travellers and encourage motorists to visit the bypassed town, therefore potentially creating another economic opportunity for the community.</p>

Existing roadhouses

Issue	Response
<p>Should use existing roadhouses and services instead of developing new highway service centres as this would assist in supporting the local economy.</p>	<p>Existing roadhouses and services were taken into consideration in determining the nominated highway service centre locations. While some existing roadhouses and services are adjacent to the current highway, many of these will either not have direct access to, or be bypassed by, the future highway route. In addition, those roadhouses that will remain on the highway are expected to be an influencing factor in the timing of any development of nearby highway service centres. In order for a highway service centre to be built there needs to be a certain level of passing traffic and trade before the development is considered financially viable.</p>

Highway signage

Issue	Response
<p>Consideration should be given to providing adequate signage to bypassed towns along the upgraded highway so that road users know what services and facilities are available in those areas.</p>	<p>Roads and Maritime is working with local Councils and communities to develop business and tourist signage to direct travellers to towns and services bypassed by the new highway.</p> <p>Signposting guidelines have been developed for bypassed towns on the NSW State Road network. These provide for direction signs (white on green) to clearly advise of the destinations reached from highway exits and service signs (white symbols on blue background) that advise of the services, such as food, fuel and accommodation, also available from those exits.</p> <p>The aim is to be consistent in the application of these signposting systems. The guidelines for service signs apply criteria to the symbols to ensure that where symbols are provided, that the expectation of those services being available is met. For example, “fuel bowser” symbol is only applicable where fuel is available for 16 hours, seven days a week. Without these kinds of thresholds drivers would not have the confidence that these services are available.</p> <p>Roads and Maritime aims to ensure that all services that meet these criteria are signposted.</p>

Highway service centre facilities

Three submissions outlined the services and facilities highway service centres should provide to road users. This feedback did not require a response and has contributed to our understanding and research of what customers need and want from highway service centres. The remaining issue is outlined below.

Issue	Response
<p>The requirement at 1.5 of the discussion paper that at least 25 heavy vehicle parking spaces must be provided at a highway service centre. This is potentially excessive and in smaller centres with lower traffic flows six might be sufficient.</p>	<p>The Pacific Highway is a key freight route, and highway service centres provide rest stop opportunities and facilities for heavy vehicle drivers, who are often not provided for or where those vehicles are no longer permitted into local towns (as is the case with B-Doubles in some instances).</p> <p>The provision for 25 heavy vehicle parking spaces is considered to be necessary and is based on the current and projected numbers of heavy vehicles using the highway.</p> <p>Roads and Maritime Services will take this feedback on board and ensure it is considered in the future development and design of highway service centres.</p>

3.2 Locations

Existing locations in the Direction

Arrawarra

15 submissions were received about the proposed site at Arrawarra, north of Woolgoolga. Two submissions supported a highway service centre at this location and 13 submissions raised nine different issues. These issues have been outlined below.

There were a number of comments within submissions that referred to the Rest Area that is being built at this site. Separate consultation took place in October 2014 on the final layout and detailed design of the Rest Area and these responses are being considered as part of the Woolgoolga to Glenugie upgrade. The contract to build this upgrade is expected to be awarded at the beginning of 2015.

Issue	Response
The site area is not big enough to accommodate a highway service centre or B-Doubles.	<p>The concept design for the highway service centre at this location has been developed to ensure that all types of vehicles can access the facility. Roads and Maritime can confirm there is sufficient room to include all standard highway service centre facilities, including B-Double parking.</p> <p>The site at Arrawarra is not expected to be developed for a number of years, however the rest area in the short term will provide motorists an opportunity to stop, revive, and survive. This will assist to increase road safety.</p>
The highway service centre should be at the southern intersection to Woolgoolga.	<p>The Ministerial Direction nominates an alternative site at the southern interchange south of Woolgoolga, but does not allow for a highway service centre on both sites. The site at Arrawarra is considered to be a better location as it will cater to both north and southbound motorists, whereas Woolgoolga would only readily cater to southbound motorists.</p> <p>Please see the rest area assessment report on the Roads and Maritime website: http://www.rms.nsw.gov.au/documents/projects/northern-nsw/coffs-harbour-ballina/sapphire-to-woolgoolga/sapphire-s2w-arrawarra-rest-area-report.pdf</p>
A highway service centre will be noisy and ruin the local environment.	<p>Development of a highway service centre would be subject to a further planning approval under the <i>NSW Environmental Planning and Assessment Act</i>, which would require assessment of the environmental impacts, such as noise and on water quality and native vegetation.</p>

<p>The existing service station at Halfway Creek should be upgraded to a highway service centre.</p>	<p>The service station at Halfway Creek is privately owned and Roads and Maritime is not in a position to influence upgrading its facilities to a highway service centre. When the highway has been fully upgraded this service station will only cater for southbound traffic. A future highway service centre at the northern interchange at Arrawarra would service both north and southbound traffic.</p> <p>It is not envisaged that there will be sufficient traffic to financially support the development of a highway service centre at Arrawarra for a number of years, the purpose of the Ministerial Direction is to allow for a development of one in the future when highway traffic increases.</p>
<p>Small businesses at Corindi Beach, Mullaway and Woolgoolga will be affected.</p>	<p>It is not envisaged that a highway service centre will be financially viable for a developer or operator in this location for a number of years. Once it is established, it is expected that traffic on the Pacific Highway will have increased sufficiently to support increased trade in the neighbouring towns as well as the highway service centre, particularly as the highway service centre should have good tourist information to attract road users to use local services and facilities.</p>
<p>The highway service centre would increase traffic in a small community and have an impact on road safety.</p>	<p>In terms of overall road safety there is expected to be an improvement as a result of the rest area and future highway service centre as it will provide drivers with an additional rest opportunity.</p> <p>On a local level, the traffic arrangements for the Arrawarra interchange overall and access to the proposed highway service centre site, are of a high standard that the increased risk to road safety is expected to be very small.</p>
<p>The development of a highway service centre at Arrawarra will impact on the environment, cause the removal of more mature vegetation and a significant loss of habitat.</p>	<p>Any development of a highway service centre would be subject to a planning approval under the <i>NSW Environmental Planning and Assessment Act</i>. A decision on this approval would be required to take into account the impact on native vegetation and any potential loss of habitat along with proposed mitigation that may be needed (such as compensatory habitat lands).</p>
<p>Concern about the increased likelihood of flooding.</p>	<p>Flood modelling for the Sapphire to Woolgoolga upgrade has shown that development of the rest area site would not have an adverse impact on flooding.</p> <p>In the future when the highway service centre is developed, further hydrology studies would be carried out to ensure the design did not increase any likelihood of flooding in the area.</p>

<p>Is the highway service centre planned at Arrawarra a cheaper option than at Woolgoolga?</p>	<p>Roads and Maritime consider many factors when planning infrastructure including the economic, environmental and social impacts and benefits.</p> <p>As the site at Arrawarra can cater for motorists in both directions and provide a full range of services and facilities for the travelling community, on balance it was considered the better option and of a similar cost to the alternative location.</p>
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Heatherbrae

Issue	Response
<p>The highway service centre at Heatherbrae needs to be considered in the context of the bypass connection and access points so that it links with adjacent suburbs.</p>	<p>A more precise service centre location near Heatherbrae remains unresolved and is dependent on services that may be provided on the M1 to the south (near the Hunter Expressway interchange) and the final layout of the M1 to Raymond Terrace connection.</p> <p>Although a concept design for the M1 to Raymond Terrace project was finalised in 2010, it will be reviewed in the next phase of development (environmental impact assessment) and some changes that affect access to a highway service centre are possible.</p> <p>It is proposed to amend the 'location' detail in the Direction to reflect that it would be influenced by the final layout of the M1 to Raymond Terrace project.</p>

Maclean

Issue	Response
<p>The proposed site at Maclean could have economic impact on the town.</p>	<p>Roads and Maritime works with local councils and communities to develop and implement local facilities and tourist signage to encourage travellers to use the services of local towns. Highway service centres are required to provide tourist information facilities to promote local towns and can create over 200 jobs in the local area during both the construction and operation phases.</p> <p>The locations of the highway service centres outlined in the Ministerial Direction are at intersections with key communities and towns, to ensure that they are supported as far as possible with employment and tourism opportunities. The locations are about one hour driving time apart to provide road users with regular stopping opportunities.</p> <p>The Pacific Highway is a key freight route, and these centres provide rest stop opportunities for heavy vehicle drivers, who are often not provided for. In the case of B-Doubles drivers, their vehicles are often not permitted into local towns.</p>

New locations introduced in the policy review

Nambucca Heads

There was a total of 10 submission received about the proposed highway service centre at Nambucca Heads, with eight submissions supporting this location to be included as a new site.

Feedback from the remaining two submissions is summarised below.

Issue	Response
<p>Local businesses in Nambucca Heads could be affected by the location of a highway service centre. These service centres should only be located near to larger urban centres such as Port Macquarie, Kempsey and Coffs Harbour.</p>	<p>The Warrell Creek to Urunga Pacific Highway upgrade will bypass the area of Nambucca Heads and Bellwood. Roads and Maritime recognises the concerns of small businesses and works with local councils to implement strategies to encourage travellers into bypassed towns. These can include gateway and business signage to inform travellers about facilities available to them and the redesign of town centres to improve parking and create more pedestrian friendly environments. These strategies help mitigate the negative impact of bypasses and look for new opportunities created by the bypass.</p> <p>Other towns previously bypassed by the Pacific Highway upgrade, such as Bulahdelah, have seen visitor numbers increase since the bypass has been built. Kempsey is also experiencing this transition and the town centre regeneration, from a congested and noisy transit town to a place that is more pedestrian friendly and attractive, has also resulted increased visitor numbers since the bypass was built.</p> <p>The highway service centre at Nambucca Heads will be designed to reflect the local environment, as well as contain tourist information facilities (to be run potentially by Nambucca Shire Council) in order to encourage people to visit the town and local areas</p> <p>The Pacific Highway is a major freight route and the Nambucca Heads highway service centre site is located at a key intersection for heavy vehicles drivers, who are often not catered for or in the case of B-Double drivers, not permitted into local towns. Furthermore, the existing truck stop at Clybucca will be bypassed as part of the upgrade and the need for an adequate rest stop for heavy vehicle drivers in the area will become even more important.</p>

<p>The location of the Nambucca Heads highway service centre site should be moved north to the intersection with Waterfall Way</p>	<p>Moving the highway service centre location to the intersection with Waterfall Way is not desirable as the Nambucca Heads site is located almost exactly halfway between the proposed Kempsey and Woolgoolga (Arrawarra) sites. Moving the location to Waterfall Way, some 22 km to the north, would adversely affect the spacing between the highway service centres along the highway.</p> <p>The Nambucca Heads site is also better placed to provide further employment opportunities for the newly bypassed towns of Macksville and Bellwood.</p> <p>Other practical factors, such as the lack of sewage systems at the intersection with Waterfall Way, would also contribute to the increased costs to build the service centre in this location.</p>
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Port Macquarie

Two submissions were received supporting the location of a highway service centre on the western side of the Oxley Highway interchange. There were no issues raised with this location.

Other locations not identified in the Ministerial Direction

Bulahdelah

Issue	Response
<p>Bulahdelah should be included as a 'service town'.</p>	<p>Bulahdelah has long been recognised by both Roads and Maritime and Great Lakes Shire Council as providing a high level of services to passing traffic. The close interchanges north and south of the town make it very accessible for light and recreational vehicles and visitors do not need to backtrack to return to the highway. Directional and service signposting is also provided and research has found that the travelling public appreciate towns that can cater for their needs.</p> <p>It is for these reasons there is not a highway service centre proposed for this location.</p>
<p>There should be a roadhouse complex close to the highway entry/exit for Bulahdelah.</p>	<p>As set out above, there is not a proposed highway service centre site at Bulahdelah as it has close interchanges north and south of town which makes it very accessible from the highway and visitors do not need to backtrack to return to the highway.</p> <p>With the existing highway service centre at Taree and one proposed at Heatherbrae (once bypassed), there will be sufficient provision of services for the foreseeable future.</p>

3.3 Council submissions

Submissions supporting the change to the policy were received from Great Lakes, Nambucca Shire, Port Macquarie Hastings and Port Stephens councils. These letters are at appendix C.

4. CONCLUSION AND NEXT STEPS

On balance, the submissions received are broadly supportive of the changes to the Ministerial Direction that were proposed in the *Pacific Highway Service Centre Policy Review* (May 2014). The site that attracted the most feedback was the highway service centre at Woolgoolga (Arararra). For the reasons presented above, Roads and Maritime remains of the view that the Arararra site is preferred over that of a possible location south of Woolgoolga. However, it is unlikely that a highway service centre would be developed at Arararra for many years and a rest area is proposed at that location in the interim.

The only variation to the proposals as presented in the discussion paper is to do with the location of the service centre near Heatherbrae, which remains unresolved. The amended Direction would reflect the possibility of changes to the concept design for the M1 to Raymond Terrace project.

The next steps are:

- To formally request NSW Planning and Environment to amend the Direction to reflect the changes and refinements as proposed in the discussion paper
- NSW Planning and Environment to seek Ministerial approval to those changes and incorporate the confirmed highway service centre locations in its Growth, Environmental and Infrastructure Plans.

APPENDIX A – HIGHWAY SERVICE CENTRE LOCATIONS AND PROPOSED POLICY CHANGES

HSC locality	Current planning framework	Current development status	Proposed policy changes
Chinderah	HSC permitted at the Chinderah Bay Road interchange for southbound traffic. A second HSC permitted for northbound traffic on the western side of the highway in the urban zone.	A southbound HSC is developed and operational on the eastern side of the highway. Investigations indicate that the proposed site for a northbound HSC on the western side of the highway is not practicable: inadequate space and proximity to residential development. A planning proposal to review the Tweed Local Environmental Plan to allow a HSC south of Chinderah is under way.	Northbound HSC to be located on the western side of the highway at the interchange with Tweed Valley Way, instead of in the urban area of Chinderah.
Ballina	HSC permitted either or both sides of the highway at the Teven Road intersection.	A HSC has been approved on the eastern side of the highway, most suited to southbound traffic. It has not yet been constructed.	No change to current policy.
Maclean	HSC permitted either or both sides of the highway at either the northern interchange near the Clarence River or southern interchange near Ferry Park, but not both.	The design of the new highway's bridge over the Clarence River has now being determined. The design would make access to a HSC at the northern interchange problematic.	Any HSC to be located at Maclean's southern interchange.
Woolgoolga	HSC permitted either or both sides of the Highway at either the northern interchange at Arrawarra or southern interchange south of Woolgoolga, but not both.	Roads and Maritime has carried out a public consultation process to determine if the northern or southern interchange would be favoured. Roads and Maritime determined that the HSC will be at the northern interchange. There is only one suitable site, which is in public ownership. Roads and Maritime has designed the new interchange to include a rest area and space for a future HSC.	HSC able to be located at Woolgoolga's northern interchange at Arrawarra. These can be situated on either or both the eastern and western sides of the new Highway.

HSC locality	Current planning framework	Current development status	Proposed policy changes
Nambucca Heads	Current policy does not permit a HSC at Nambucca Heads. However the Mid North Coast Regional Strategy provides that a HSC could be located at the northern interchange, subject to a review of need by the Roads and Maritime at a five year review of the Strategy (noting the current LEP provisions already allow HSC development at this location).	Roads and Maritime has designed the new interchange to include a rest area and space for a future HSC.	HSCs able to be established on either or both sides of the highway at the Nambucca Heads interchange.
Kempsey	HSC permitted either or both sides of the highway at the South Kempsey interchange.	A development application has been approved for a HSC on the eastern side of the highway. A HSC is permissible with consent on the western side of the highway.	No change to current policy.
Port Macquarie	The current service centre on the eastern side of the highway at the Oxley Highway interchange may be augmented so that it meets Roads and Maritime requirements for a full HSC. Current policy does not permit a HSC on the western side of the Pacific/Oxley highways interchange, however the Mid North Coast Regional Strategy provides that a HSC could be located there, subject to a review of need by the Roads and Maritime at a five year review of the Strategy.	A service centre exists on the eastern side of the Highway at the Oxley Highway interchange, however this is not considered to be a proper HSC as it does not provide all the services required by Roads and Maritime.	A HSC may be established on the western side of the Pacific Highway at the Pacific/Oxley highways interchange (in addition to the current eastern side HSC provision).
Taree	HSC permitted either or both sides of the highway at the southern (Old Bar Road) interchange.	A northbound HSC is developed and operational on the western side of the highway.	No change to current policy.

HSC locality	Current planning framework	Current development status	Proposed policy changes
Tomago	HSC permitted either or both sides of the highway in the vicinity of Tomago Road/Southern Heatherbrae.	There is no current proposal for the highway upgrade that would lead to requirement for HSC facilities. Further review of this site is also required in response to possible new HSC on the M1 Pacific Motorway (formerly the F3 freeway) in the vicinity of the Hunter Expressway connection. It is also possible that the route of the M1 to Raymond Terrace project could change during the environmental impact assessment phase.	No change to current policy at this stage, but further review undertaken in consideration of any new services on the M1 Pacific Motorway (formerly the F3 freeway) and any revision to the route of the M1 to Raymond Terrace project.

APPENDIX B – COMMENTS RECEIVED

1	<p>I have thoroughly read the document and I congratulate the Department on undertaking the review and proposing the changes. I fully support the changes proposed to the policy by the review document.</p>
2	<p>The proposed site at MacLean could have detrimental impact on this tiny town. Cafés and coffee shops are only just hanging on now and a large service centre on the outskirts of town would be the final nail in their coffin. Why on earth would travellers make the effort to go into town when they can get their coffee and something to eat at the service centre. I wonder if the Chamber of Commerce in MacLean is aware of this proposed service centre?</p> <p>Is the present roadhouse at Tyndale worth considering? This business already owns 11 acres of land, has the necessary licences and permits to operate a fuel outlet and takeaway food premises. The off ramp from the proposed highway is only approximately 300 metres long and with a roundabout at the end of this off ramp on the existing highway, would make getting to the new service centre simple, not unlike the service centre at Yatala. Tyndale is far enough away from Maclean not to have a negative impact on the town.</p>
3	<p>I travelled from Newcastle to Coffs Harbour via the Pacific Highway on April 18, 2014 (Easter). I stopped at Taree, the Pacific Highway Service Centre for food and to use the “rest room”.</p> <ul style="list-style-type: none"> • The centre was inadequate, crowded, service was affected. People were impatient, confused. • Most left unfed and unhappy with a poor attitude towards the world. Many drove on up the highway in frustrated state of mind and unfit to drive on. • Because 2 of our group had a personal issue, I drove in to Taree city' where we found adequate food and refreshment, petrol, and good clean rest rooms. Only a few vehicles did this. • I travel by the Pacific Highway from Coffs Harbour to Newcastle, return, twice during every school holidays. I find this situation exists on the peak travel times every long weekend and school holidays. <p>Service centres are inadequate at peak travel times.</p> <ul style="list-style-type: none"> • People consume high GI food, low food value and quickly purchased. • Drivers travel with high sugar levels. A “burger” is ok, a bucket of “fries” is not. • Drivers are encouraged by the atmosphere to drive on and drive, drive, drive. <p>I submit that Service Centres should consist of:</p> <ul style="list-style-type: none"> • A natural person to provide information about services available in the local town', and to order prepared meal packages ahead of time. • Businesses guaranteed to supply for sale, food that is guaranteed not high GI and of average cost. • Rest room facilities guaranteed to be clean and hygienic. • Outdoor space for exercise for the travellers. • Limited security for persons and vehicles, mainly because of the presence of people in attendance on the site. <p>I'm a retiree with no business or work interests. I have no objection to Maca's, Hungry Jack's, Subway, et al, that all provide some suitable services. I have the experience and needs of the average frequent traveller on the highway and I regard this as a most important issue.</p> <p>My conclusion is that the real Pacific Highway Service Centre is the local town that is by-passed.</p> <ul style="list-style-type: none"> • The roadside centre should be minimal and provide only the necessities for the journey. • Because of the extremes in the volume of traffic, it can never be both profitable and adequate at the same time. • Taking drivers beyond the sight and sound of the highway will give them time to psychologically revive themselves and bring themselves back to the world around them.

4	<p>I saw your article link on the Port News website. I believe another larger, more accessible, complying Highway Service Centre would be great on the western side of the Pacific Highway at Port Macquarie.</p>
5	<p>As the owner of a small business in Nambucca Heads I am not against the idea of Highway Service Centres however I believe they should be positioned near larger centres such as Port Macquarie, Kempsey and Coffs Harbour. These higher populated centres have the ability to support such centres without having a direct dire effect on the small businesses in the immediate area.</p> <p>Nambucca Heads businesses currently cater well to the traveller and the fact that there is not a Highway Service Centre attracts many travellers to come into the township seeking rest, beverages and snacks/meals. Nambucca Head's location of being approximately halfway between two major cities, it's relaxed atmosphere, not to mention stunning scenery encourages a longer rest period for the traveller and sometimes an impromptu overnight stay. This currently creates a positive economic outcome for Nambucca Heads and a positive outcome for the well-rested & nourished travellers.</p> <p>Those travellers who currently come to Nambucca Heads will possibly continue to come back as they have their favourite café, bakery etc. However what of the new traveller who has never dropped in, are they to now only see a Highway Service Centre and after their coffee and snack who knows they might notice the sign pointing to Nambucca Heads as they head back to their car and out onto the highway. What are the odds of them actually coming into the town now they are refreshed with a small rest, coffee and food, I'm not a betting person but the odds wouldn't be very high.</p> <p>It has been mentioned that as the site is close to Nambucca Heads it could help with local employment. Yes this is a positive however, what of the employees of the established small businesses. There is little or no employment in a town without customers, I fear many small businesses would fold as it's a long time between holiday seasons if you don't have travellers.</p> <p>I hope you take on board some of these points and will delve deeper into the long term economic welfare of the smaller townships when planning the locations of the Highway Service Centres.</p>
6	<p>A highways centre at Nambucca would provide an essential service & rest break for travellers. It also provides for the beautiful Nambucca area to be promoted via visual displays and most importantly provide much needed employment opportunities.</p>

7	<p>Thanks for the offer for comments on the proposed service centre at the M1 interchange at Nambucca Heads. There are a few items I feel should be considered or requested in any submitted expressions of interest.</p> <p>One being any service centre should have an adjoining green grassed area, with seating, trees for shade and maybe some small garden areas. This grassed area should be large enough so kids can run around, kick a ball and lay out a blanket for picnic snacks if the family wish to. In our travels down the highway to Sydney we often stop at the Taree service centre for refreshments, but on more than one occasion we have had to sit in the car with our snacks and coffee as the eatery part was so busy. Also the kids wanted to run around and play a bit and burn up some energy as having been couped up in the car for a few hrs, this was not really possible as all the Taree area is paved car park and so too much traffic movement for kids to be mucking about.</p> <p>Another consideration is a small area suitable for local sports clubs and or any volunteer organisation to be able to set up their fund raising BBQ/sausage sizzle. Positioning of this is important as some of the fast food outlets complain that the fund raising BBQ impacts on their trade?</p> <p>An excellent rest area/service centre can earn a great reputation for Nambucca Heads and maybe encourage tourists to stop over.</p> <p>Maybe for all the truckies, a truckies lounge area with TV and adjoining area with (maybe coin operated) shower facilities.</p>
8	<p>I would just like to pass on my thoughts in regard to the highway service centre policy. I am glad Roads and Maritime Services has asked for community comment, we are now at a stage where the full duplication will occur in the near future and it is important for there to be safe opportunities for motorists to rest and revive. I have previously relayed my thoughts to Roads and Maritime about this and would just like to sum it up.</p> <p>Fatigue would always be a factor for incidents on the highway. Roads and Maritime can only do so much through education and of course providing enough opportunities for motorists to take the necessary breaks during their journey. Service centres of course provide an attractive place for motorists to break in safe surroundings and provide them with the necessities during their journey. Not to mention the business case with continuous employment for local people. With the full duplication and bypass of towns in the near future it is very important that RMS provides enough opportunity for motorists given driving on freeway conditions continuously can lead to an almost auto pilot mode and very dear consequences as a result.</p> <p>I would urge Roads and Maritime Services to work with council to develop the service centre at the Nambucca interchange as priority 2 projects are completed in 2016/2017. When this occurs there will be a large gap between Port Macquarie and Coffs Harbour. The Kempsey bypass has resulted in the 24 Hour Shell Service station at the northern end of town being too much of a detour for most motorists and the Frederickton to Eungai upgrade will do the same to the 24 hour BP at Clybucca.</p> <p>I understand Roads and Maritime Services hands are tied with service centre developments, it is up to the private sector to build these. But nothing can take away from the attractiveness of these service centres for motorists. Giving them places to stock up on supplies etc. while being located next to the highway is very convenient and safe. I am happy that RMS is aware of this issue and will do what it can to make sure these places are built with forward planning.</p>

9	<p>I would like to make suggestion or comment on the plans for the service centre for the Nambucca Heads service centre as i run a facebook page and we had some ideas for the public, here is a response that i had:</p> <p>“Thanks for the offer for comments on the proposed service centre at the M1 interchange at Nambucca Heads. There are a few items I feel should be considered or requested in any submitted expressions of interest. One being any service centre should have an adjoining green grassed area, with seating, trees for shade and maybe some small garden areas. This grassed area should be large enough so kids can run around, kick a ball and lay out a blanket for picnic snacks if the family wish to. In our travels down the highway to Sydney we often stop at the Taree service centre for refreshments, but on more than one occasion we have had to sit in the car with our snacks and coffee as the eatery part was so busy.</p> <p>Also the kids wanted to run around and play a bit and burn up some energy as having been couped up in the car for a few hrs, this was not really possible as all the Taree area is paved car park and so too much traffic movement for kids to be mucking about. Another consideration is a small area suitable for local sports clubs and or any volunteer organization to be able to set up their fund raising</p> <p>BBQ/sausage sizzle. Positioning of this is important as some of the fast food outlets complain that the fund raising BBQ impacts on their trade?</p> <p>An excellent rest area/service centre can earn a great reputation for Nambucca Heads and maybe encourage tourists to stop over.</p> <p>Maybe for all the truckies, a truckies lounge area with TV and adjoining area with (maybe coin operated) shower facilities.”</p> <p>and also</p> <p>“Great idea, I would like to add to that, a fully equipped disabled bathroom.... I have an 11 year old severally disabled child, who needs medical attention, in Sydney. I change him, on the grass, in a park....not very appropriate.”</p>
10	<p>I have had a look at the diagrams of the proposed rest area at Arrawarra and realise that there is not enough room for a “Service Centre” like one sees in other places. I was expecting to see a fuel stop with fast food outlets but it seems a more passive concept is planned.</p> <p>There are a few ideas I would like to see incorporated in the site:</p> <ul style="list-style-type: none"> - a bus exchange terminal/ shelter being the only stop between Grafton and Coffs Harbour - you seem to have addressed aesthetic landscaping - an information bay with a map of the northern beaches - plenty of bins and a person to clean the area regularly - ablution facilities with good lighting at night for safety - seats and shelters with gardens of native plants - and finally a website showing the features of this rest/ service area.

11	<p>I would not like a Service Centre at Arrawarra for the following reasons:</p> <p>1) I live the closest to it, it would be noisy, dangerous, and inappropriate. Noisy because of Truck's air brake's coming into use the centre, unruly young people, people making fire's to keep warm and leaving them, we only have a volunteer fire brigade to protect a small community here. And it is 30 km's to Coff's Harbour Police and 50km's to Grafton Police for help if they are not busy. If you have ever been in these Service Centre's of a night you will know how unsafe they are from, your car in the carpark to inside the service centre.</p> <p>Woolgoolga would be a more appropriate place for the Service Centre, it has all the other service's that go with them eg (motel's, shop's, van park's) It is in an unseward area, which only has septic tank's, all of our street is below the proposed Service Centre site. The Service Centre site itself would be just below a major Roads and Maritime Services drainage system.</p>
12	<ol style="list-style-type: none"> 1. Clybucca road house, when the highway is moved towards Eungai this important road stop will be off the highway by about 10 kilometres. Financial arrangements should be made to relocate this road house to either Frederickton or closer Eungai. 2. Buladelah, there should be a road house complex close to the highway entry/exit for the town. 3. Woodburn to Robina Qld, there are no northbound service centres, the Woodburn site is only a 24 cafe without fuelling, the previous 24 Highway fuelling is Halfway Creek (assuming use of Centennial Drive to detour around South Grafton) <p>In the interest of road safety there should be regular road houses, places that encourage rest at two hour intervals.</p>
13	<p>As I am an executive on the Nambucca Valley Tourist Association and have a tourist accommodation business I feel it is imperative for the Nambucca Valley to have a Highway Service Centre.</p> <p>As tourism is the second largest income producer in our Shire we need one in order to provide employment for this area and show the road users the opportunity to enjoy the hospitality and scenery of our Valley. We are also situated exactly halfway between Sydney and Brisbane- an ideal stopover.</p> <p>Employment of our residents would see a great boost to our economy and a flow on effect in our Shire.</p>

14	<p>I wish to offer some comments about Roads and Maritime Services proposal to allow a future Highway Service Centre at the Arrawarra Interchange details of which are contained in the current policy review document available for public comment. I understand that after lengthy discussions and consideration of submissions that Arrawarra was selected as the most suitable site for a Rest Area primarily because of cost savings and that provision for a potential future Service Centre was retained and would be subject to a separate approval process.</p> <p>However, I have to support the Woolgoolga and Northern Beaches Chamber of Commerce option to upgrade and use the existing truck stop facility at Halfway Creek as a designated Service Centre given that there is already considerable infrastructure in place. Is it really necessary to have another 'Service Centre' located at Arrawarra only some 10 minutes from the Halfway Creek facility.</p> <p>Petrol infrastructure is already available at Halfway Creek while from the yet to be constructed Rest Area at Arrawarra, it is only a few minutes along the Solitary Islands Way to the nearest United petrol stop at Mullaway. If motorists stop at the Arrawarra Rest Area, I'm sure they would be prepared to drive a couple of minutes to get fuel before resuming travel. Even if motorists use the proposed Driver Reviver at the rest area (presuming the Woolgoolga Driver Reviver will close at some point in the future once the highway upgrade is complete) a small detour for fuel would not be unreasonable. Why not make use of the existing petrol station facilities rather than create another unnecessarily at great expense and in such an environmentally sensitive area.</p> <p>The Arrawarra Rest Area when constructed will necessitate the removal of yet more mature vegetation to accommodate the parking bays, driver reviver, toilets and shelter facilities etc. Construction of a future Service Centre would require the removal of the remaining set aside stand of forest which would have a huge visual impact for the Arrawarra Community as well as for motorists using the Rest Area and significant loss of habitat for the animals that shelter, feed and live there.</p> <p>I read with interest in a recent Coffs Advocate article that research commissioned by Roads and Maritime had found that motorists are placing an increased emphasis on the quality of their rest breaks. Taking a break adjacent to a noisy petrol station is hardly what could be described as a quality restful experience which after all is the main aim of a Rest Area – namely to reduce fatigue and reduce road accidents. Service Centres have traditionally provided a very poor choice of food and beverages and in fact have probably contributed to the bulging Australian waistlines that are becoming a significant health issue. If motorists are stopping for a genuine rest break and also wish to have facilities offering healthy and varied food options, great coffee and a local 'look & feel' and a better ambience than what is currently offered (according to the RMS spokesperson quoted in the same Coffs Advocate article) then Woolgoolga can offer all of that and more.</p> <p>On an environmental note, you would be only too aware that all surface stormwater runoff from the hard pavement areas surrounding a Service Centre would be channelled towards the Arrawarra Creek system which flows into the Solitary Islands Marine Park. This is of great concern to many local residents. Also, one only has to look at the immediate area surrounding many fast food outlets to realise that disposal of rubbish is a huge problem and again is something that concerns the residents of our pristine environment.</p> <p>Our visual amenity and the loss of valuable habitat for wildlife has already taken a big hit with the Arrawarra interchange construction project but I feel if the trees set aside for removal for a proposed future Service Centre were left intact, then the setting for the Arrawarra Rest Area would have some chance of providing a restful natural place for travellers to take a break.</p> <p>Please give consideration to the comments raised and thank you for your time.</p>
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15	<p>The residents of Arrawarra simply cannot understand why Roads and Maritime even considered such a centre at the northern end of Woolgoolga bypass. This places it right next the the Arrawarra village. With another developed establishment just down the road at Halfway Creek why an extra one at Arrawarra?</p> <p>Opinion is this centre will do absolutely nothing for Woolgoolga Businesses. Experience shows areas end up having noisy vehicles coming and going all night. So called campers turn the area into a de-facto caravan park, often staying a few days, leaving the area strewn with rubbish denying the local caravan parks patronage and even taking over picnic tables. Most people travelling north are unlikely to use the facility on the east of the highway.</p> <p>Other problems locals have been fighting include major drainage problems. Roads and Maritime is simply not listening. With added clearing of vegetation and building of vehicle parking spaces this problem will only be exacerbated. The village will flood each time it rains. It is also understood that sound barriers are not on the horizon.</p> <p>Is HSC being planned here because it is a cheaper option than Woolgoolga south which is closer to Township and would benefit it?</p> <p>Had an interesting discussion with two "B Double" drivers. Their claim (and mine) that the roundabout on the western side is not truck friendly. Too tight and slopes the wrong way. Claim is as soon as this problem is known to the industry it will be by passed for Halfway Creek.</p>
16	<p>My submission as to why the township of Bulahdelah should be included as a "Service Town" as promised by the RMS during the process of bypassing the town. The town is well placed along the Pacific Highway to cater for all the current and future road works. Bulahdelah can offer more services to the travelling public, spread over a slightly larger area with better provision for the travelling public that are not on a time table to "stop, revive, survive". We have separate areas where small vehicles and recreational vehicles containing one person to a family can take a break of varying lengths in more comfort and safety than a service centre can offer. The town has much more to offer than a service centre, it is the only town located between Sydney and Brisbane where heavy vehicles can park within walking distance to all the facilities of a town. A visit to the town will show how we the town have improved the facilities available for the travelling public in an attempt to reduce driver fatigue and traffic accidents and offer just that little bit more than a concrete jungle where after being confined within a vehicle you are now confined within a air conditioned shop without the ability to truly STOP, REVIVE AND SURVIVE. We offer the opportunity to stretch the body and rest whilst breathing fresh air.</p>
17	<p>I can understand the passion by the people, both for and against the HSC at Arrawarra/Halfway Creek. But for me I am a businessman who has operated businesses in this magnificent town for over 20 years and I would like to see the town continue to grow and it will no doubt about that at all. So we need to have more jobs locally.</p> <p>I believe the Arrawarra HSC will attract approximately 150 jobs. This does not include the build. Those jobs will come from people living in Woolgoolga. With locals working at the HSC, these people can direct travellers into our town for accommodation etc should they want. Maybe we have signage up there also to direct people into our beautiful town.</p> <p>To put the HSC at Halfway Creek would be difficult for businesses out there to staff, younger employees would be relying on parents to drive back and forth, I doubt very much that you could have enough staff from people that reside at Halfway Creek, so employers would be looking at Grafton, which again is a larger distance to travel. With junior wages it may be not cost effective for parents to drive back and forth or the employee. The area needs the HSC and it needs to go at ARRAWARRA.</p>

18	<p>Emailed past and present members to collect thoughts. Only a small number of responses, one person opposed to the site at Arrawarra and the rest indicate that residents are not too concerned about the centre.</p> <p>Opposition – the upgrade to the centre at Halfway Creek would be a better than a new development. Concerns about trucks running their engines at night.</p> <p>Support – advantage as a tourist information centre that would attract people to stay or return to the area.</p>
19	<p>As a business owner in Woolgoolga I am writing to express my concern that the development of a Service Centre at the eastern side of the upgraded Pacific Highway at the Arrawarra location (as specified in the Policy Review document) will have a significant detrimental impact on business and visitation to Woolgoolga and The Northern Beaches area located along the New Solitary Islands Way.</p> <p>As defined in the policy review document there is an existing facility approx. 10km north of the proposed location that has the requirements in place and/or the space to make any further improvements required and is currently operating as a scaled down version of HSC. I question the necessity to create a new facility this close to the existing facility.</p> <p>Please take these comments in to consideration.</p>
20	<p>Satisfied with overall strategy and it would meet the needs of the travelling public and promote the efficient and safe use of the highway.</p> <ul style="list-style-type: none"> - Consideration be given to small towns/villages along the Pacific Highway route that do not have a highway service centre but effectively contain all the services indicated in 1.4 and 1.5. They could possibly be labeled as "service towns" and perform the same functions as service centres. - Sufficient signage be available especially for small bypassed towns/villages indicating the range of services that are available. - The effect economically on towns/villages caused by the various bypasses be given consideration. - The requirement in 1.5 that at least 25 heavy vehicle parking spaces is viewed by us as potentially being excessive. In smaller centres/ towns/villages with lower traffic flows half a dozen might be sufficient.
21	<p>I would like to see the RMS put more effort into signage to encouraging traffic off the highway for their breaks into towns already established along the old route of the Pacific Highway.</p> <p>As a business owner of a motel in Woolgoolga, the bypass has seen a 50% drop in traffic into our town. We feel signage directing traffic into our town would see better use of resources and facilities already established rather than to build an extra service centre that will keep traffic away from facilities already here to help travellers to 'Stop revive and Survive"</p>

22	<p>When the proposal for a Highway Service Centre, went out for public consultation a few years ago, before they began to build the highway. I advocated for either the Southern side of Woolgoolga be used, as it was already a cleared site, or enhance the possibility of the Halfway Creek site. The RMS has chosen the Northern site so they can destroy more habitat and divert business from the Woolgoolga area.</p> <p>I am in favour of the Halfway Creek option. I believe it is large enough. It will not interfere with threatened ecologies and is less than 25 km. from Woolgoolga. There will be a Service Station opposite the new Big W Supermarket on the Woolgoolga access Rd. This, I feel will bring people into Woolgoolga, if our village is suitably advertised. (Not by using big ugly bill boards as in Coffs Harbour)</p>
23	<p>I own Corindi Beach general shop and feel this service centre would greatly interfere with my business. I employ 9 staff and utilise lots of local businesses in the area and also the local business trade in Woolgoolga itself would suffer big time losing the travelling trade, and i don't think environmentally it is a good idea for the area, the Arrawarra creek is not far from the service area and halfway creek truck stop would also suffer we don't need this.</p>
24	<p>Existing petrol station has been bypassed by the new highway which has a significant impact on the business.</p> <p>Should encourage travellers to use this petrol station just a short distance off the highway rather than developing another highway service centre in the same area.</p>
25	<p>We support a Service Centre at the Arrawarra end of the Woolgoolga bypass. It will provide employment opportunities during construction, when opened, it will provide refreshment options and more employment opportunities, and will be a safer place to buy petrol, especially at night.</p> <p>We don't think businesses will be affected. We discovered Woolgoolga during holiday times, we constantly returned for a visit, and we eventually retired here, supporting everything local.</p>
26	<p>I fail to see the logic in the proposed Arrawarra service centre at the new Arrawarra interchange.</p> <p>Why would anybody even consider putting a rest/service centre just 5kms out of Woolgoolga when the main aim, since the introduction of the bi-pass, should be to attract people into the town centre of Woolgoolga.</p> <p>I do agree with the Woolgoolga chamber that the existing Halfway Creek rest/service centre is a sensible and obvious alternative. I argued this case back in 2008 when the Arrawarra interchange was first proposed. More recently we suggested the Halfway Creek service centre again at an RMS meeting at Corindi at the beginning of the year but we were told definitively that the highway north was going to bypass that section of road.</p> <p>Naturally there will be those who will cite that a rest/service centre at Arrawarra will generate income opportunities for some but this is a short sighted view... as the prime objective should be to attract people into the town area to rest, not to give them an option of resting just 5kms out of town then to continue on their journey, bi-passing Woolgoolga altogether.</p>

27	<p>If a Service Centre is absolutely necessary in this area I would prefer to see the new Centre located on the periphery of Woolgoolga, preferably at the southern end as it is currently an eyesore with parked trucks scattered over the landscape, ruining the picturesque view of the ocean, which has now been opened up with the new road travelling south.</p> <p>Surely this option would be to the 'betterment' of the community as a whole as it would generate more job opportunities and income to a broader degree as once motorists have been tempted off the highway they are more likely to explore a town further.</p> <p>If the Service Centre is located to the north there will never be any inclination for people to stop off in Woolgoolga as they would have just a few km's north or otherwise they would opt to do so in Coffs Harbour.</p> <p>This location is seriously going to impact business in the local area, I myself do not tend to eat fast food but I do stop at service centres to fill the car with petrol, this has often then led me to investigate the town for nice cafes etc. Woolgoolga currently boasts an array of cafes plus it would open up the opportunity for more entrepreneurial businesses.</p>
28	<p>Support expanding the provision at Halfway Creek to a HSC instead of developing a new site at Arrawarra.</p> <p>Concerns about increased traffic in a small community and the impact on the environment and road safety.</p>
29	<p>After living at Arrawarra Headland for 20 years and working in Grafton I feel appropriate to reply in relation to the proposed service centre at Arrawarra or Halfway Creek.</p> <p>Despite the positives of bringing business into Woolgoolga, employing local people and further development of our community I feel the chamber needs to consider a couple of pertinent issues.</p> <p>What happens when Grafton is bypassed due for 2015/16 well spaced service centres and ease of access for fatigued drivers (favours half way creek) with nearest 24 hour fuel at Ballina which is also bypassed.</p> <p>Halfway Ck already appropriate size site with good vision and equally easily accessed from northbound or southbound traffic.</p> <p>No doubt there are many more issues for my vote it would be Halfway Creek.</p>
30	<p>I support the Woolgoolga and Northern Beaches Chamber of Commerce option to upgrade and use the existing truck stop facility at Halfway Creek as a designated Service Centre given that there is already considerable infrastructure in place. A HSC at Arrawarra is not necessary when there is petrol infrastructure available at Halfway Creek.</p> <p>The construction of the Arrawarra rest area will cause the removal of more mature vegetation and a significant loss of habitat for the animals that shelter, feed and live there.</p> <p>HSC's do not provide healthy or varied options of food and travellers should be persuaded to stop in Woolgoolga where they will be able to get these options.</p> <p>Further concern about flooding and rubbish.</p>

31	<p>Opposed to the HSC at Arrawarra as the existing service centre located on the eastern side of the Pacific Highway at Halfway Creek will meet the criteria and/or could be easily upgraded to meet all of the requirements.</p> <p>Believe that a highway service centre at Woolgoolga's northern interchange at Arrawarra on the eastern side of the new highway would be counterproductive. Drivers travelling south from South Grafton, if beginning to experience fatigue or the need to stop, would do so at the Halfway Creek site (as happens now). Once back on the road, they would not stop again at the Arrawarra site. If they did, once continuing on, they would not consider the option to venture in to Woolgoolga and support the businesses there.</p> <p>From a residential viewpoint, the construction of a Service Centre at Eggins Close will damage irreparably the nature and ambiance of Arrawarra village with little or no positive effects for those residing there.</p> <p>We fear that the construction of a Service Centre will impact negatively on the quality of life of the residents in the following ways:</p> <ul style="list-style-type: none">• a major increase in traffic flow and accompanying noise pollution 24 hours 7 days a week• mobility and freedom of choice - people will be limited in where they can jog, cycle and walk to exercise or enjoy the natural environment• an increased risk of traffic accidents and a decreased level of personal safety• pollution – the Service Centre would become a source of litter resulting in unsightly, unhygienic waste.
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32	<p>I am writing on behalf of the Urunga Mylestom Chamber of Commerce (UMCC) to provide the following comments on the proposed new Service Centre located north of Nambucca Heads, titled the Valla Service Centre.</p> <p>UMCC understands that the new highway bypass from Nambucca to Coffs Harbour will impact our Town and the Bellingen Shire as a whole.</p> <p>We have proactively planned over a number of years to develop our brand and establish Urunga and Surrounds as a destination for travellers.</p> <ul style="list-style-type: none"> • To promote our Businesses and services. • To provide signage, including gaining TASAC approval for signage to our Boardwalk experience • To improve our township area amenity and our customer service. • To provide amenities in public areas including funding electricity supply for key events, stages, public toilets including disabled facilities with 24 X 7 key access, exercise equipment, children's play equipment etc. • To host the successful existing "Toast Urunga" event we have staged annually, on Father's Day, for 7 years with the 2014 event expected to be very successful. • To develop our website www.urunga.com.au • To develop Tourist Guides on a range of activities in or around Urunga including Bird Watching, Boating, Cycling, Walking, Fishing with QR Code links to our website • To support the Urunga Driver Reviver Program that has operated successfully over many years with over 50,000 visitors using the Centre in recent years. <p>The Valla Service Centre will be a vital component of how we can continue to promote our town and surrounding area including the Bellingen Shire.</p> <p>The Chamber therefore requests that we are allocated space in the new Service Centre(s) location to promote Urunga and surrounds as a destination.</p> <p>We envisage appropriate external and internal signage would be available on the site to promote the region to travellers. We would also welcome the opportunity to display material, brochures, maps etc for travellers. UMCC has contemporary materials available for this purpose. Chamber would like to explore any interactive initiatives for travellers to learn more about what our region has to offer.</p> <p>We would appreciate the opportunity to participate in any planning initiatives in this regard.</p>
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33	<p>I wish to register my strong support for the establishment of a Highway Service Centre at the Pacific Highway interchange at Nambucca Heads and any changes to Roads and Maritime Services Policy that would allow it.</p> <p>My reasons for support are as follows:</p> <ol style="list-style-type: none"> 1. The proximity of the site to Nambucca Heads and therefore potential employment opportunities for locals. 2. The opportunity to provide a higher quality rest break for travellers. 3. Provision of variety of food and refreshment. 4. Choice of self-catering at the rest stop or purchasing ready-made. 5. Provides a gateway for the Shire. 6. Ideal location for people travelling from the New England heading south. 7. An opportunity to show-case local products or scenery. 8. Provides a possible site for a future Tourist Information Centre to provide an opportunity to showcase the local area and therefore encourage people to visit or stay. 9. Is conveniently spaced between Kempsey and Woolgoolga. 10. If the old Pacific Highway becomes Tourist Drive 15, this would mark a convenient access point to the drive, with people re-joining the motorway at either Macksville or Urunga. 11. Is allowed for in the Nambucca Shire LEP. <p>From a broader point of view, my role at Council brings me into contact with a large number of people from across the Shire. It is my conclusion from that contact that the concept has wide community support as well.</p>
34	<p>Agree with putting a HSC at Nambucca Heads.</p>
35	<p>A service centre located on the Hwy at Nambucca Heads will from my perspective provide 2 significant opportunities which will benefit the Nambucca community and all those who use the highway.</p> <ol style="list-style-type: none"> 1. Safety. The service centre will provide an option for all those travelling on the highway to stop, rest and have a break from travelling. Many travellers often just want to get from one destination to another however, if opportunities are provided that encourage travellers to think about their safety, well-being and behaviour on roads, and can easily stop and have a break, they are more likely to do so. Further, this reinforces the 'stop, revive and survive' message. 2. Business and Employment. The service centre will provide opportunities to increase business and employment in this area, and promote tourism. The Nambucca Valley is identified as an area of disadvantage, and high unemployment. The service centre is an easy access point for travellers, and a great number of people accessing the centre increases opportunities and provides pathways to improve business, employment and tourism which are essential and beneficial to individuals, community and the nation as a whole.
36	<p>Expresses and interest in and support for a Highway Service Centre, West of the Oxley Highway interchange at Port Macquarie and supports its proposed inclusion in the Roads & Maritime Services Pacific Highway HSC Policy.</p>

37	<p>When the proposal for a Highway Service Centre, went out for public consultation a few years ago, before they began to build the highway. I advocated for either the Southern side of Woolgoolga be used, as it was already a cleared site, or enhance the possibility of the Half way Creek site. The RMS has chosen the Northern site so they can destroy more habitat and divert business from the Woolgoolga area.</p> <p>I am in favour of the Half Way Creek option. I believe it is large enough. It will not interfere with threatened ecologies and is less than 25 km. from Woolgoolga. There will be a Service Station opposite the new Big W Supermarket on the Woolgoolga access Rd. This, I feel will bring people into Woolgoolga, if our village is suitably advertised. (Not by using big ugly bill boards as in Coffs Harbour)</p>
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APPENDIX C – SUBMISSIONS FROM COUNCILS AND ORGANISATIONS

17 June 2014

Council's ref: SF13/1509

The General Manager
Roads and Maritime Services
Pacific Highway Office
21 Prince Street
GRAFTON NSW 2460

Dear Mr Higgins

Pacific Highway Service Centres - Policy Revision

I refer to your letter dated 7 May 2014 and thank the Service for the opportunity to comment on the proposed changes to the Policy for the location of Highway Service Centres on the Pacific Highway. It is noted that the review of the Policy would allow for additional sites for highway service centres along the Pacific Highway, including an additional service centre at Port Macquarie.

Council has no in-principle concerns with the policy revision. The changes are consistent with Council's land use planning for the Greater Sancrox Area, which provides for development of both western gateway sites at the junction of the Pacific and Oxley Highways, including the potential development of a highway service centre.

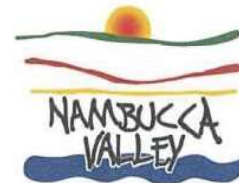
If you require any further information regarding Council's strategic planning for the Greater Sancrox Area, please contact Sandra Bush of the Strategic Land Use Planning team on 6581 8025 or email sandra.bush@pmhc.nsw.gov.au.

Yours sincerely



Matt Rogers
Director
Development & Environment

Nambucca Shire Council



Enquiries to: Mr Michael Coulter
Phone No : 6568 0200
Email : michael.coulter@nambucca.nsw.gov.au
Mobile : 0409 153 788
Our Ref : SF1948

4 June 2014

PACIFIC HIGHWAY OFFICE

10 JUN 2014

Roads and Maritime Services
Highway Services Centre
Pacific Highway Office
21 Prince Street
GRAFTON NSW 2460
EMAIL: pacific.highway@rms.nsw.gov.au

ACTION BY:

Dear Sir/Madam

SUPPORT FOR REVISED POLICY FOR THE LOCATION OF HIGHWAY SERVICE CENTRES, AND PARTICULARLY THE PROPOSED HIGHWAY SERVICE CENTRE AT THE NAMBUCCA HEADS INTERCHANGE

Thank you for undertaking the policy review of the Highway service centres along the Pacific Highway.

Nambucca Shire Council notes that the policy review recommends that a Highway service centre be able to be established on either or both sides of the upgraded Highway at the Nambucca Heads interchange.

This is welcome news. To the extent that a proposed Highway service centre will provide additional employment or replacement employment for jobs lost as a result of the relocation of the Pacific Highway through the Nambucca Valley, it will have a very positive social and economic benefit for our community.

As you are aware, the Nambucca Local Environment Plan 2010 permits Highway service centres in our RU2 zone which means that a development application can be lodged for a Highway service centre at the interchange.

Nambucca Shire Council also agrees that the provision of Highway service centres will encourage drivers to "Stop, Revive, Survive" and take breaks when they recognise warning signs of fatigue. This contributes to travel safety and efficiency.

The Nambucca Heads interchange is ideally located for a Highway service centre being located halfway between Brisbane and Sydney and with the RMS already proposing to provide a Highway rest stop at the site.

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**Roads and Maritime Services
Highway Services Centre**

4 June 2014

On the face of it, an opportunity for a Highway service centre at the Nambucca Heads interchange should be a win/win for the New South Wales Government and also the Nambucca Valley community.

From a more parochial prospective, the Nambucca Valley welcomes the opportunity for the same sort of large business to be established that already exists in most of the Local Government areas on the Mid North Coast.

Council will be pleased to work with the RMS to assist in delivering a service centre which is both a road safety and commercial success.

Yours faithfully



**MICHAEL COULTER
GENERAL MANAGER**

MAC:ms



Roads and Maritime Services

Pacific Highway Office

21 Prince Street, GRAFTON NSW 2460

Email: Pacific.Highway@rms.nsw.gov.au

18 June 2014

Dear Sir/Madam

Re: Proposed development of a Nambucca Heads Highway Service Centre

I am writing on behalf of the Nambucca Valley Trade Training Centre Management Committee in relation to the above proposed development near Nambucca Heads.

The Nambucca Valley Trade Training Centre Management Committee represents the three high schools in the Nambucca LGA, **Bowraville Central School, Macksville High and Nambucca Heads High Schools**. Macksville High School is the lead school for the ***Nambucca Valley Trade Training Centre Consortium***.

Our Committee fully endorses and supports the establishment of a Highway Service Centre near Nambucca Heads.

Our high schools have a significant commitment to Vocational Education and Training (VET) in the Valley, and all schools have large numbers of students in Years 11 and 12 who are undertaking VET courses, including Certificate II Hospitality as part of their Higher School Certificate. 110 Hospitality placements will occur with local business partners throughout the Nambucca LGA in 2014.

The development of a Highway Service Centre in close proximity to Nambucca Heads would enable skilled senior student access to hospitality operators who provide food and beverage services to travellers. Hospitality students are undertaking the Food and Beverage strand of the Hospitality Training Package, and the following competencies are examples of focus areas in the qualification:-

- Serve food and beverage to customers
- Implement food safety procedures
- Participate in environmentally sustainable work practices
- Prepare sandwiches
- Prepare appetisers and salads
- Use hygienic practices for food safety
- Participate in safe work practices

/2.....



All three Nambucca Valley high schools have industry standard hospitality facilities and equipment, with qualified staff delivering formal training and practical lessons to the highest standard.

Nambucca Heads High School has the status of **Hospitality "Trade Training Centre"** and Darren Williams is the Head Teacher at this facility.

Local high schools would appreciate the opportunity to access additional Hospitality placements, School Based Apprenticeships and Traineeships, work experience and casual employment with business operators who would be established at the proposed Highway Service Centre. We would also envisage a flow on of students to casual and full time employment once they have completed Year 12.

In addition to participating in Hospitality, senior students at the three high schools are also undertaking courses in Construction, Metal & Engineering, Tourism, Business Services, Information Technology and Retail. Students could also be engaged in placements with contractors who will be working on the construction phase of the HSC development as well as other subsequent service phases such as tourist information and other administration areas which might be located at the Service Centre.

Students who may access the HSC and involved in structured work placements, or work experience, are fully covered by the NSW Department of Education and Communities' insurance arrangements, and placements are brokered between schools and business by Youth Directions Inc.

Local High Schools involved in the Trade Training Centre Management Committee work collaboratively and seek innovative opportunities to give students the best training experience possible. The TTC Committee also wishes to expand the School Based Apprenticeship and Traineeship program across a range of qualifications offered at the 3 schools. Students also access TAFE delivered VET for apprenticeships and/or study.

Members of the Nambucca Valley TTC Committee are available for consultation with community and business, and are able to provide advice and support for potential skills development linked to career pathways which may be available at the Highway Service Centre.

The Chair of the Management Committee Erica Lyne, Principal, Macksville High School (lead school in the NVTTC Consortium) can be contacted for more information. Please call Macksville High School 0265681066 - Erica Lyne, Principal, email: erica.lyne@det.nsw.edu.au

Yours faithfully

Chair – Nambucca Valley Trade Training Centre Committee

23 JUN 2014

ACTION BY: 

Breese Parade Forster
PO Box 450 Forster NSW 2428

phone 02 6591 7222
fax 02 6591 7200
email council@greatlakes.nsw.gov.au

General Manager
Roads and Maritime Services
21 Prince St
GRAFTON NSW 2460

Our Reference: S10
Your Reference:
Contact: R Busby
Telephone: 6591 7254

17 June 2014

Dear Bob

Re: PACIFIC HIGHWAY SERVICE CENTRES - POLICY REVISION

I refer to the invitation to make a submission on the above matter.

Council considered a report on the proposed Policy Revision at its Strategic Committee meeting of 10 June where it was resolved to advise RMS that the revision is supported.

Council is of the view the proposed policy review supports its position of reinforcing Bulahdelah as a highway service town. This position stemmed from the Great Lakes Highway Service Centre Strategy, which was prepared with funding from the then RTA, and was adopted by Council in 2004. One of the key recommendations of the strategy was to reinforce Bulahdelah as a highway service town and specific actions were identified to achieve this outcome.

Council believes that the implementation of this key recommendation of the HSC strategy is one of the reasons why Bulahdelah has continued to operate successfully post bypass.

Yours faithfully



Roger Busby
Manager Strategic Planning

Mr Wesley Stevenson
Roads and Maritime Services
21 Prince Street
Grafton NSW 2460

Dear Mr Stevenson

PACIFIC HIGHWAY SERVICE CENTRE – POLICY REVIEW

I refer to your review and recent discussions regarding the abovementioned policy as it relates to the Port Stephens local government area.

The current Policy identifies a potential service centre location "in the vicinity of Tomago Road/southern Heatherbrae". The review documentation suggests no change to this at the moment but does indicate that further consideration would need to be given to the need in this location due to the recent opening of the Hunter Expressway.

As you are aware, funding for the design component of the Pacific Highway bypass of Heatherbrae has been allocated. Initial discussion has been held with Brad Parkes, from the Newcastle RMS office, who advised that they will soon begin to review the current concept prior to proceeding to the detailed design phase of the project. Council welcomes this review as the current, quite complex, exit/entry points are not really advantageous to the majority of those who will be using the bypass to access the adjacent suburbs. As a result of this, it would be beneficial to consider the need of a service centre in the context of the bypass connection access points and therefore identify Heatherbrae as a preferred location should one still be required. This would allow an opportunity to integrate such a facility into a location which links more logically with adjacent suburbs rather than just servicing passing vehicles. It could also provide some additional support to Heatherbrae as it responds to the economic implications of being bypassed.

Thank you for the opportunity to comment on this Policy. Should you require further clarification or additional information please contact me on (02) 49 800 274.

Yours faithfully



Wonona Christian
Infrastructure Planning Co-ordinator

15 August 2014

APPENDIX D - MAP OF PACIFIC HIGHWAY AND PROPOSED HIGHWAY SERVICE CENTRE SITES

