

# Healthy Towns Lake Cathie Consultation Summary



## Introduction

Healthy Towns aims to improve health and wellbeing in selected North Coast communities using a partnership approach. The objectives are to:

1. Build community engagement and sense of connection
2. Strengthen integration and coordination of health and community services
3. Identify and address service gaps

The program in Lake Cathie is coordinated by North Coast Primary Health Network (NCPHN) in partnership with Mid North Coast Local Health District. Healthy Towns works with communities, service providers and health professionals to identify local needs and design health and wellbeing initiatives.

## Consultation Overview

Dates	Engagement Method	Total
March 2018 ongoing	Face to face consultations	30 consultations
April – May 2018	Community Surveys	328 NCPHN surveys completed
June 27 <sup>th</sup> 2018	Community Action Planning Workshops	75 participants

## Consultation Outcomes

### 1. Ageing Issues

Older people represent 28.4% of the population in Lake Cathie and are the largest of all age groups. The most frequently expressed need for older persons is a community hub such as a Neighbourhood Centre that can disperse information about what's on, what services are available, facilitate groups for senior citizens, enhance social connections and host health related forums. Transport to get to see a partner in aged care and to get to specialist appointments was a key concern as was accessible buses for wheelie walkers/wheelchairs. Many older people also acknowledge a lack computer skills however critical

information is increasingly only available electronically e.g. My Aged Care. People are very concerned about the lack of after-hours medical care, wait times for ambulances, specialist appointments and in home care services and worry about the exponential growth of the area will exacerbate this problem.

Issues	Initiatives and Strategies	Workshop	Consults	Working Group members
Access to information about programs and activities	Hard copy activity event information and a Neighbourhood Centre/Senior Citizens Club to disseminate information	•	•	Community members Lake Cathie Medical Centre NCPHN Mid North Coast Local Health District Council
	Information kiosk/electronic board	•	•	
	Computer skills/smart phone classes for older people	•	•	
	Library request/mobile library	•	•	
Healthy Ageing Support	Self-care education/support/peer support e.g. diabetes, Stepping On	•	•	
	Access to specialists	•		
	Exercise programs including indoor pool	•	•	
	Health Forum to be held at Lake Cathie Bowling Club	•		
	Ambulance station in Lake Cathie	•		
	Assistance with paper work/navigation My Aged Care services	•	•	
Connecting footpaths/multiuse	Liaise with Council	•	•	
	Zebra crossing at Woolworths	•	•	
	Walking groups to be reinstated	•	•	
Social Isolation	Neighbourhood Centre to provide and coordinate activities such as social groups, social outings	•	•	
	Men and Women's Sheds	•	•	
	Community Garden	•	•	
Transport	Additional bus services	•	•	
	Access to affordable community transport to medical services in and out of town	•	•	
	Road safety training	•	•	
	Scooter safety programs	•	•	

	Buddy system – car pooling	•	•	
	Community bus	•	•	
	Taxi service located in town	•	•	

## 2. Transport Issues

The population of Lake Cathie is currently 3,494 residents. However, by 2030 there will be over 10,000 residents in Lake Cathie and Bonny Hills. Issues of road safety, lighting, signage and connecting pedestrian infrastructure including walk/cycle ways go back to community consultations in 1996. As noted in the Lake Cathie Village Masterplan 2010 (authored by the Progress Association), Ocean Drive is of great importance to this community. Submissions have been lodged for the road upgrade to be brought forward in line with population increases from the new residential areas as a matter of urgency. There is community concern over the frequency of buses, limited transport options, connecting footpaths/pedestrian infrastructure and road safety. To date Council has allocated \$500,000 in its 2017-2018 budget for Ocean Drive planning - \$250,000 for detailed design of a major upgrade from north of Miala Street to Orana Drive Lake Cathie - timing for this work extends from 2017 to 2035.

Issues	Initiatives and Strategies	Workshop	Consults	Working Group members
Public bus services infrequent and no night services available	Community mini bus, car-pooling/buddy system to get out and about or just around town address social isolation	•	•	NCPHN Volunteer drivers Council Lake Cathie Bowling Club Busways Community members RFS
	Location of timetables at each stop	•		
Connecting footpaths/pedestrian infrastructure	Liaise with council re walk/cycle ways that connect	•	•	
	Footpath for school children to walk/cycle to school	•	•	
	Additional lighting	•		
	Additional seating	•		
Road safety	Enforce speed limits Ocean Drive	•		
	Traffic speed bumps	•		
	Widen Ocean Drive	•		
	Road safety program for school children	•		
	Scooter safety program for seniors	•		

	Increased parking particular near foreshore and beach	•		
	Plan for future re growth population in relations to Ocean Drive	•	•	
Local taxi service	Request Port taxi to locate service in town	•		
Knowledge of transport options	Information board: Community Transport, Uber, taxi numbers	•	•	
Ambulance station in Lake Cathie	Liaise with Ambulance NSW	•		

### 3. Mental health

The community expressed frustration accessing local services in town and viewed the Police/Ambulance as a de facto crisis mental health service which was their only option out of hours. In particular, emergency services frequently have had to step in as community mental health as outreach services are not available in town which would be better skilled and equipped to support someone experiencing distress. A common theme throughout the workshops was the lack of an information board and Neighbourhood Centre/hub that could provide support groups and education to the wider community. Social isolation was recognised by many who may be less able to reach out for companionship as was the struggle to find meaningful work locally with many having to travel longer distances to have a chance of securing employment. Participants felt there was a lack of bulk billing available and were not aware that they could access a mental health plan through their GP which offered subsidised services and that Lake Cathie Health Complex have two Psychologists on their team.

Issues	Initiatives and Strategies	Workshop	Consults	Working Group members
Stigma/education of what is mental health	Information board/electronic kiosk linking groups and services available	•	•	NCPHN Rural Adversity and Mental Health Program Mid North Coast Local Health District Lake Cathie Primary School Police Ambulance Community members
Carer support services in particular for the aged sector	Support group facilitated by Neighbourhood centre	•	•	
Social isolation/loss of life partner	Men's Shed	•	•	
	Women's Shed	•		
	Neighbourhood Centre/hub	•	•	
Unemployment/poor mental health	Community garden	•	•	
	Local job creations initiative	•		
	Apprenticeships for local young people	•		

Anxiety/depression school children identified	Outdoor learning/veggie garden to chill out in	•	•	
	LC Medical Centre to provide child/family services/mental health nurse	•		
Counselling/Wellbeing services in Lake Cathie	LC Medical centre to provide holistic services for the whole family	•		
	Telehealth psychiatry services	•		
	Family Support Services in Lake Cathie	•		
Bullying	Develop resilience and school transition programs	•	•	
Exercise opportunities	Gym/pool	•	•	
Youth facilities	Youth support/peer support groups	•	•	
	Headspace outreach	•		
	Police Youth Club	•		
	Mentoring programs	•		

#### 4. Social Connection

Once again in our consultations and workshops we hear from community members that a Neighbourhood Centre would be a valued hub for Lake Cathie; functioning as a focal point for the local community, providing a meeting place and offering a range of strategies to assist individuals in community education, volunteering, health/wellbeing and social inclusion. The community articulated they were not able to access information of events that they could participate in during the day as there was no notice board, no local newsletter available, local newspaper delivery was spasmodic and highlighted the need for after 5pm activities and events.

Issues	Initiatives and Strategies	Workshop	Consults	Working Group members
No way to know what is going on or how to find other like-minded people with similar interests	Neighbourhood Centre/support groups all ages/facilitate activities such as walking groups	•	•	Community members Woolworths
	Information board/sharing knowledge and skills	•	•	Local Businesses Council
	Local news letter	•		Lake Cathie Primary School
	Support around safe online communication	•		Real Estate
	Support a neighbour initiative	•		NCPHN

	Car pool/community bus to interest groups	•		Mid North Coast Local Health District The "Collective"
	Men's Shed	•		
How to volunteer and where to go	Develop volunteer directory	•		
Positive social connections for teens especially after hours	Youth Club	•		
	Music jam groups/discos	•	•	
12+ out at night activities/children and families	Age appropriate events	•	•	
Cafes closed on Sundays		•		
Lake of events/venues	Senior citizens activities	•	•	
	Men and Women's Shed	•	•	
	Develop Directory of events	•		

## 5. Diet/Exercise/Recreation

The Lake Cathie community expressed concerns that they did not have access to a local gym, pool or connecting pathways in their community. Further, there was a lack of bike/walking/running tracks and sporting fields that are inadequate for their current needs and growing population. Distance, cost and the time to travel into Port to access such services was prohibitive for many. Again the lack of a community noticeboard kept many residents in the dark of what opportunities existed during the day in their community. The community has identified that staying physically active is the single most important thing they can do and is good for the body and mind. Communities that participate in sport and recreation develop strong social bonds, are safer places and the people who live in them are generally healthier and happier than places where physical activity isn't a priority.

Issues	Initiatives and Strategies	Workshop	Consults	Working Group members
No Skate Park for teens/all ages	Skate Park development underway. Falls within the Foreshore redevelopment plan	•	•	Council NCPHN
Lack of sporting fields with various sporting opportunities	Development underway. Falls within Councils Recreational 2017 – 2025 plan to develop new sport field next to LC Primary. Council states this is 2023 best case scenario.	•	•	LHD Surf Lifesaving NSW

	Develop local committee of all coaches to liaise with council/NCPHN to look at an interim plan.			Dept. Sport and Recreation Council Allied health Lake Cathie Medical Complex Rebel Yoga GW S.U.P
	\$100 grant to participate in sport re Active Kids Rebate program – Sport NSW	•	•	
Lack of safe pedestrian/bicycle/running tracks	Park Run/LHD	•		
Lack of indoor gym/pool with after-hours assess	Lake Cathie Medical Complex expansion to have hydrotherapy pool/gym. Building to start November 2018 – will be open to the community.	•	•	
Financial ability to maintain wellbeing/cost	Community garden/veggie swap	•	•	
Lack of learn to swim programs	Liaise with Surf Lifesaving NSW – identified need to have a Club based in Lake Cathie.	•	•	
Sustainability of businesses/ensuring facilities are utilised	Promotion of services on a community noticeboard and in local papers/NABO (www.nabo.com.au) connect and share with your neighbour	•	•	
Need for seating/rest areas to encourage walking	Council	•		
Unpatrolled waterways beach/lake with the exception of school holidays	Liaise with Surf Lifesaving NSW– identified need from them to have a Club based in Lake Cathie	•	•	
Connected footpaths/lack of walking tracks	Implement walking groups (easy – hard) and promote them	•	•	

*Healthy Towns Lake Cathie is delivered by NCPHN in partnership with Mid North Coast Local Health District and is funded by the Australian Government.*

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