

FREQUENTLY ASKED QUESTIONS



Moving into the Forster Civic Centre

Q: Where is the new Forster Civic Centre?

A: 4 Lake Street Forster, near the Police Station and opposite the dry cleaners.

Q: What council services will operate out of the Civic Centre?

A: The Forster Library, Customer Service Point and Visitor Centre.

Q: When will the new services open?

A: From 9am on Monday 9 October.

Q: What hours will they operate?

A: Forster Library – 9am - 5pm Monday - Friday, and 10am - 2pm on Saturday

Forster Visitor Centre – 9am - 4.30pm Monday - Friday, and 9am - 2pm on weekends

Forster Customer Service Point – 8.30am - 4.30pm Monday - Friday

Q: What closures will be in place between now and when the services move to the new site?

A: Forster Library will be closed from Saturday 16 September, reopening in the new location on Monday 9 October. A pop-up library will be available in Stocklands (near Kmart) from Monday 18 - Friday 22 September 10am - 3pm, and Saturday 23 September 10am - 1pm; other library branches will operate to regular hours and members can borrow / return loans from any branch while Forster Library is closed.

Council's Customer Service Point in Forster will be closed on Friday 6 October, reopening in the new location on Monday 9 October.

There will be no disruption to operating hours for Forster Visitor Centre; it opens in the new location on Monday 9 October.

Q: What parking is available nearby?

A: 100 car spaces are provided in the underground carpark. Carpark entry is at the roundabout on Lake Street between West and Macintosh Streets. On-street parking is also available, including dedicated car-with-caravan spaces at the front of the building, and additional street parking opposite the building on Lake Street and along West Street.

Q: Where is the nearest bus stop?

A: Across the road on Lake Street, near the corner of West Street.

Q: What are the new contact details for Forster Library / Customer Service / Visitor Centre?

A: Apart from their street address, all other contact details remain the same as they are now – this includes email, phone and website.

Q: Can I pay my rates / register my pet / lodge a DA at the Customer Service Point?

A: Yes, you can transact with Council in exactly the same way as you have previously.

Q: What are some of the features and benefits of the new Civic Centre?

The building includes a diverse range of community spaces and uses the latest technology to deliver a state-of-the-art facility that offers something for everyone. Some of the features include:

- High-end audio-visual technology in all community and meeting rooms, ideal for presentations, video conferencing, movies and performances
- Podcast recording studio
- Outdoor reading garden, with dedicated children's area
- Bookable function rooms with catering kitchen, including the largest Atrium in the Forster-Tuncurry region (up to 200 people)
- Bookable study / meeting rooms
- High-tech self-serve library kiosks for ease of borrowing and returning and catalogue search
- Dedicated family and local history research room
- Art gallery space
- Children's and youth areas
- Retail gift store within Visitor Centre featuring locally sourced products

Q: How do I book a meeting room or event space?

A: Library meeting rooms can be booked during library opening hours by speaking with a team member. Bookings for the foyer conference rooms and Atrium will be via our website from early next year.

Q: Is there a café within the centre?

A: Not at this stage. We understand a café or restaurant is planned for the section of the building that is yet to be completed but this could be 6-12 months away.

Q: When and why was the decision made to move Council facilities into the new Civic Centre?

A: A full background for the Civic Centre project, including fact sheet can be found on our website at: <https://haveyoursay.midcoast.nsw.gov.au/forster-civic-centre-development>