

PMHC BOOKABLE

Venue and Event Booking Service User Guide



PORT MACQUARIE
HASTINGS COUNCIL

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Introduction

We have partnered with [Attekus](#) to implement a new online booking system, Bookable, which enables hirers to view recreational facility availability and to make and manage bookings.

We have a wide variety of venues, from sports facilities, parks, reserves and community halls which you can [explore and book](#) for your next event, gathering or seasonal booking.

This User Guide will provide step-by-step instructions on how to register as a customer and complete a booking. Frequently Asked Questions (FAQ's) are included at the end of this guide.

Email correspondence generated from Bookable is sent from bookings@pmhc.nsw.gov.au. Please check both your inbox and junk folders, and add this address to your email clients safe senders list.

If you experience any difficulties or have questions about this service please contact Council on 6581 8111 or email us at council@pmhc.nsw.gov.au



Account registration and logging in

If your organisation is a regular hirer of Council facilities, an account may already be set up and details of how to log in will have already been provided. Please contact your administrator and they will be able to set you up as a new user under your organisations account. Contact us on 6581 8111 or email us at council@pmhc.nsw.gov.au if you are unsure.

To register for a new account go to portmacquarie.bookable.net.au (we recommend using Chrome browser) and click on “Register” in the top right hand side of the screen.

LOGIN (EXISTING USER)

- 1 Select [login](#) link (top right hand corner)
- 2 Enter email and password
- 3 If you are having difficulties logging in or forgotten your password please try [resetting your password](#). Enter your email address and OK. An email will be sent with a link to reset the password.

REGISTER A NEW ACCOUNT

- 4 Select [Register](#) link (top right hand corner)
- 5 Then click “Register with Your Email” button
- 6 Choose appropriate Individual or Organisation **Account Type**:

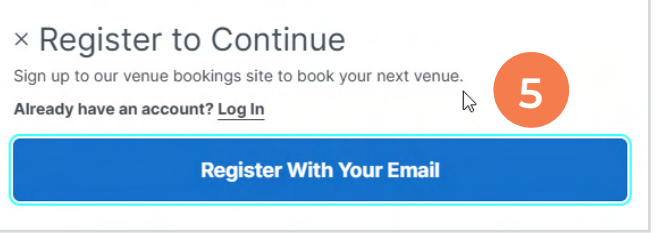
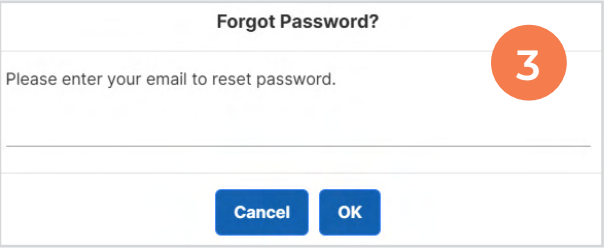
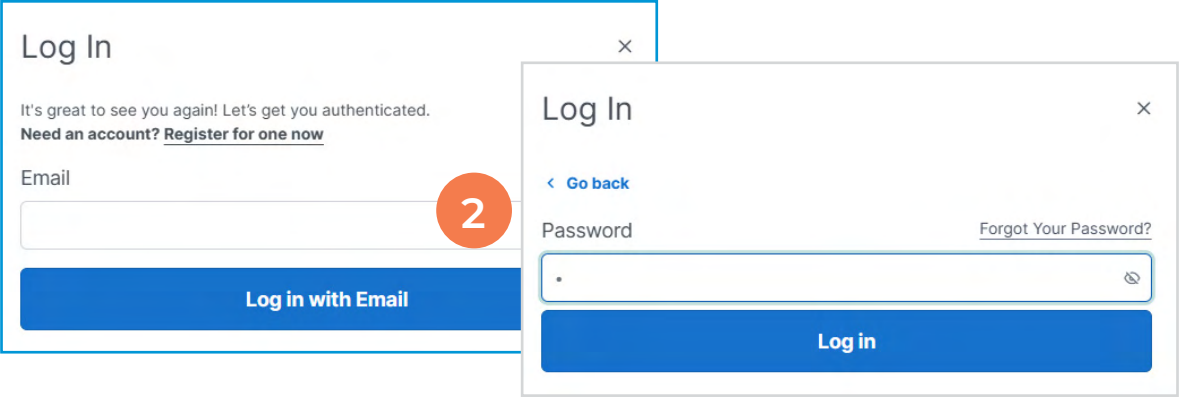
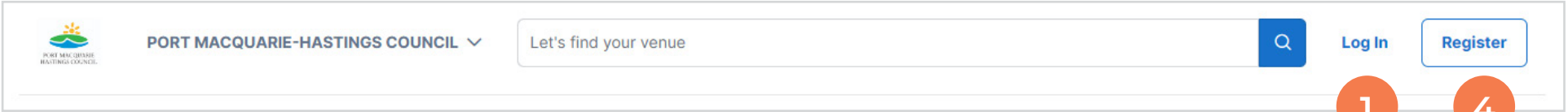
For Individual choose **Private Hirer**.

For Organisation choose between:

- **Charitable organisation:** Business registered as a charity as deemed by Australian law
- **Commercial User:** Registered Australian business
- **Community Group:** Unregistered Organisation or group that functions on behalf of the community and is not a Sports Club or Association
- **Government Department:** Federal, State or local government organisation
- **Not For Profit:** A registered organisations not run for profit or personal gain
- **School:** Educational Institution including TAFE and University
- **Sporting Club or Association:** Sporting organisation

- 7 Before completing the registration form, it is recommended that you have all information on hand including contact details, ABN, Public Liability Insurance Certificate, Incorporation Certificate and/or evidence of registration of Charity or Not-for-profit status if applicable.
- 8 Your chosen password should be a minimum of 8 characters and include at least one uppercase, one lowercase and one numeric character.

- 9 All new Organisation registrations are required to be verified by Council before being able to make a booking. Once the account is verified, an email notification will be sent to the email provided. Individual registration will be approved automatically and bookings can be made immediately.



Although you can make a booking as a **guest**, we recommend that you **register an account** with us. In a lot of cases there may be financial benefits in booking with a registered account in addition to being able to search, maintain or update bookings ongoing.

Manage your account

Once you have registered an account and login you will be able to view your booking history and account details.

MY ACCOUNT

1 Select [My Bookings](#) link or click on the named drop down (top right hand corner).

Navigate using the tabs to complete the following:

2 **My Bookings/All Bookings**

- View booking status
- Edit or cancel bookings
- Download invoice and confirmation documents
- Download calendar link (for import to Outlook or Google Calendar)
- Make payments
- Duplicate bookings

3 **My Details**

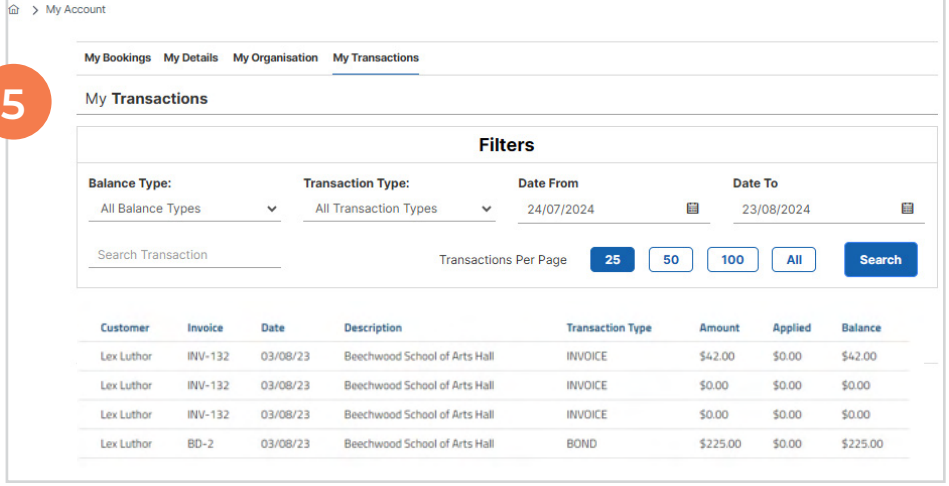
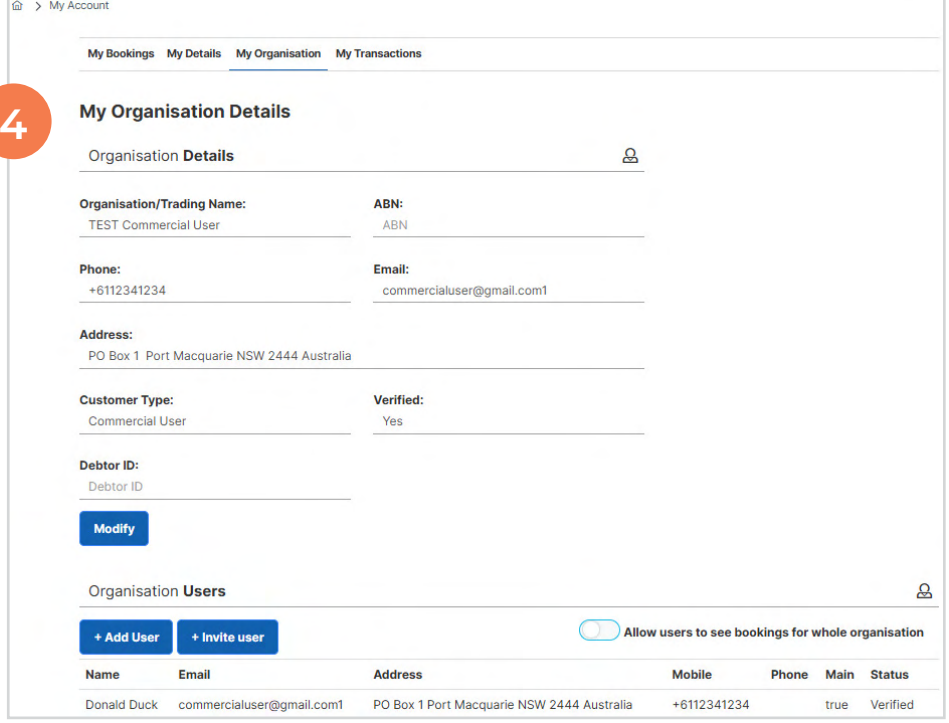
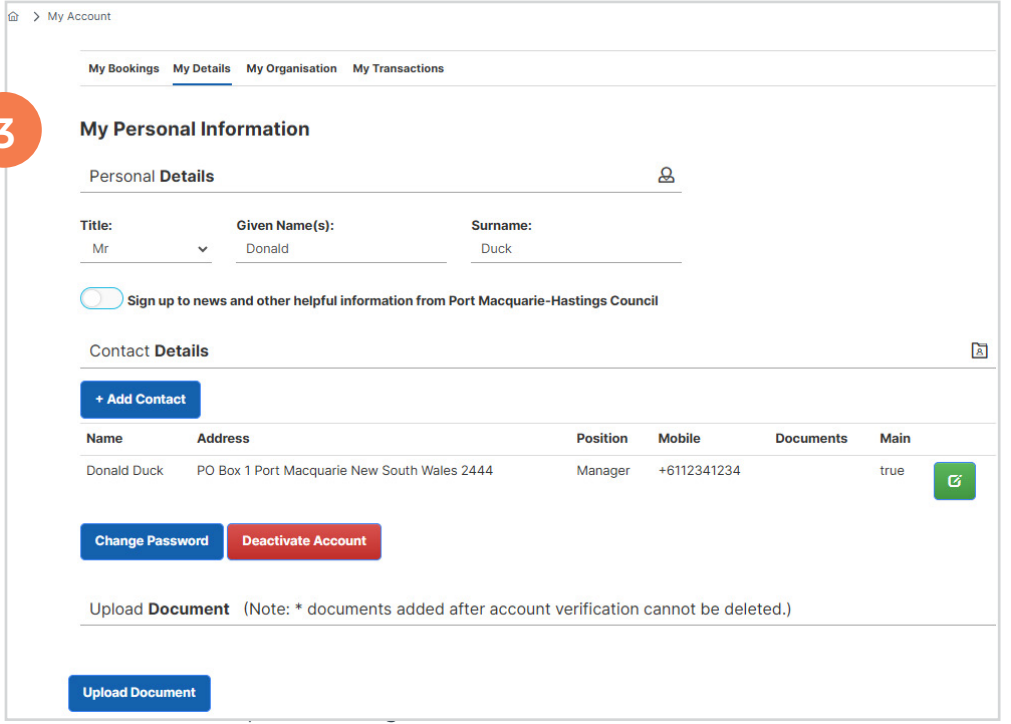
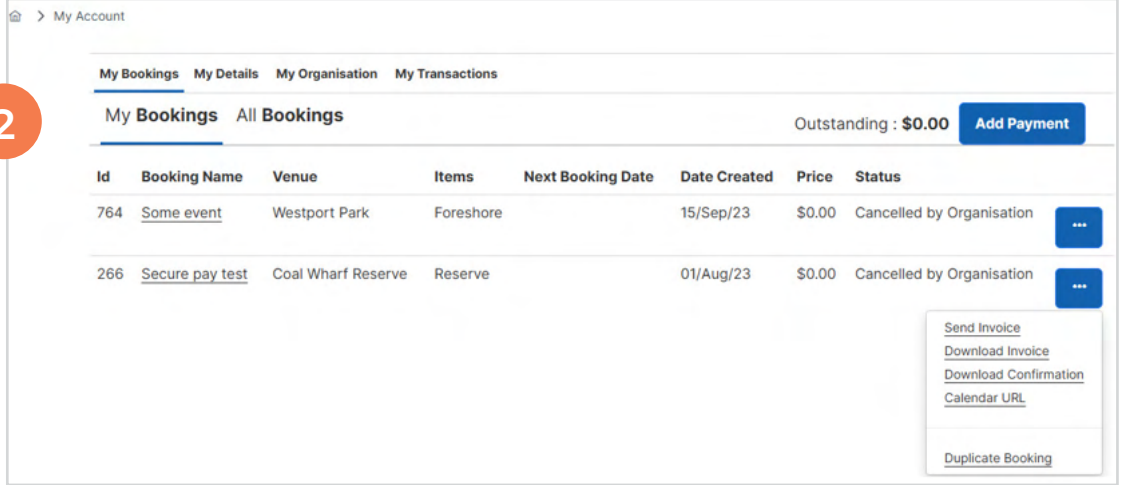
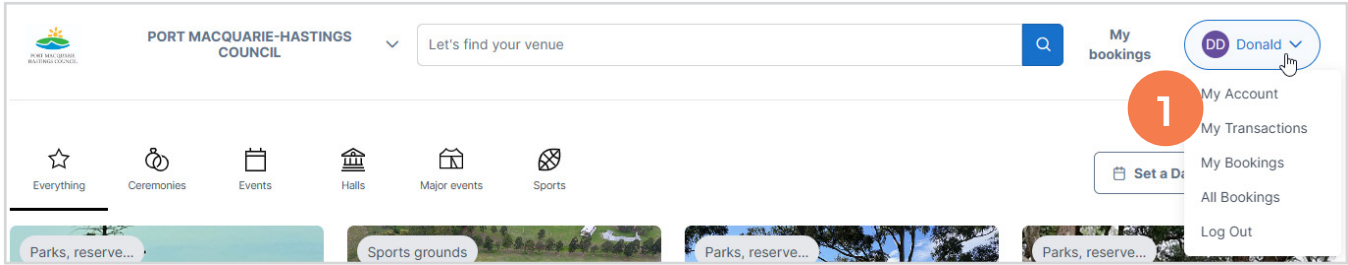
- Edit personal account details
- Add additional contacts
- Change password
- Deactivate account
- Add documents

4 **My Organisation**

- Edit organisation details
- Add or invite other members to your organisation
- Set Allow users to see bookings for whole organisation

5 **My Transactions**

- Search for and view historical booking transactions including payments and refunds



Venue availability

- 1 You can find the right venue for your needs by searching using the venue name in the top search box or by clicking on the **Set a Date** or **Filters** buttons in the top right hand corner of the homepage. You can also use the predefined category links for popular venues.
- 2 In the **Venue Filters** popup, you can search by preferred dates, venue name or suburb, category, venue type, activity type or facility features.
- 3 A list of venues matching your filter criteria will be listed as tiles on the main area of the homepage.. If no venues are listed, review your filter criteria and broaden the search scope.
- 4 By default the venues will appear in list format but you can also view the search results as map view.
- 5 Click on your chosen venue tile to load the venue information page which will also show you everything about the venue including availability.

You can view the calendar in daily, weekly or monthly views.
If a time is not highlighted (i.e. is white) then the venue is available at this time. If it is grey, there is a full or partial booking for that day and if red then the venue is unavailable for booking.

Here you can also find out more information about the venue including detailed venue description, address, contact details, hours of operation, available activities/features and images. Some venues will also include maps of the bookable areas.



In most cases we require a lead time of **7 days** for bookings.

However, for some of our Major Event venues we will require **28 days** lead time



PORT MACQUARIE-HASTINGS COUNCIL

Let's find your venue



My bookings

DD Donald

Everything

Ceremonies

Events

Halls

Major events

Sports

Parks, reserve...

Sports grounds

Parks, reserve...

Parks, reserve...

Andrews Park

Apex Park

Aqua Reserve / Lake Cathie Beach

Parks, reserve...

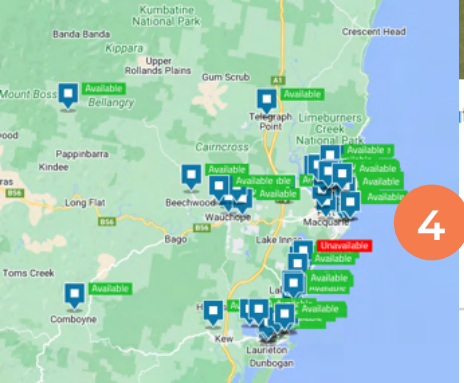
Community hall...

Sports grounds

Bartlett's Beach Reserve

Beecroft Park

More Venues



Map View →

Venue Filters

Clear All

Show Filtered Venues

Preferred Date

Venue Name or Suburb Name

Category

Everything Ceremonies Events Halls Major events Sports

Venue Type

Select venue types from the drop down

Activity Type

Select activity types from the drop down

Number of People

What Venue Facilities do you Need ?

☐ Kitchen facilities

☐ Lighting

☐ BBQ

☐ Bubbler

☐ Picnic area

☐ Canteen / Kiosk

☐ Conference / Meeting room

☐ Kitchenette / Tea and coffee facilities

☐ Shelter

☐ Tables and chairs

☐ Swimming

☐ Outdoor gym

☐ WiFi

☐ Parking

☐ Heating

☐ Accessibility friendly

☐ Change rooms

☐ Dog friendly areas

☐ Off-leash dog park

☐ Skate park

☐ Toilets

☐ Camping

☐ Seating

☐ BBQ

☐ Air conditioning

☐ Audio Visual equipment

☐ Boat ramp / Pontoon

☐ Community garden

☐ Fish cleaning table

☐ Playground

☐ Stage

☐ Walking trail

☐ Jetty

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Sancrox Reserve



Sancrox Reserve

This venue at Sancrox is utilised for Cricket and features a tennis court.

→ View venue map

Read more

Book it

Find Availability

22/08/2024

Day Week Month

Kitchen

Designations: Kitchen facilities, Main hall, Main hall / Main hall / Main hall

View all 7 facilities

Book it

Main oval

Designations: Main hall, Main hall / Main hall / Main hall

View all 8 facilities

Book it

Tennis court

Designations: Main hall, Main hall / Main hall / Main hall

View all 8 facilities

Book it

More about Sancrox Reserve

This venue at Sancrox is utilised for Cricket and features a tennis court. There is a children's playground next to the tennis court. The field is adjacent to the Hastings River and has a nearby wharf with jetty for easy boat access.

Other facilities include a large grassy reserve area suitable for small community events, toilets and a large undercover shelter with picnic tables and BBQs.

Location

Cohen Street
Sancrox
New South Wales 2445

Contact

council@sancrox.nsw.gov.au
02 6581 8111

General Hours

Monday 07:00 - 22:30
Tuesday 07:00 - 22:30
Wednesday 07:00 - 22:30
Thursday 07:00 - 22:30
Friday 07:00 - 22:30
Saturday 07:00 - 22:30
Sunday 07:00 - 22:30

Map

Satellite

Map

Ideal for

Community groups, Clubs, Schools, Businesses, etc.

Facilities

BBQ
Canteen / Kiosk
Change rooms
Kitchen facilities
Lighting
Parking
Picnic area
Playground
View 2 more facilities

Booking a venue

If you require a seasonal sports venue booking please refer to the following page (page 12).

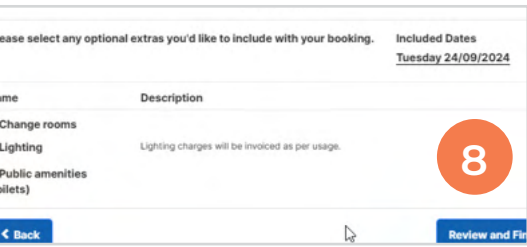
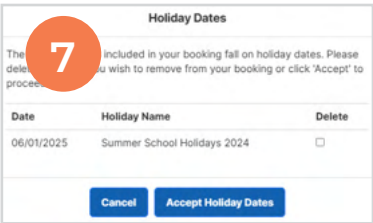
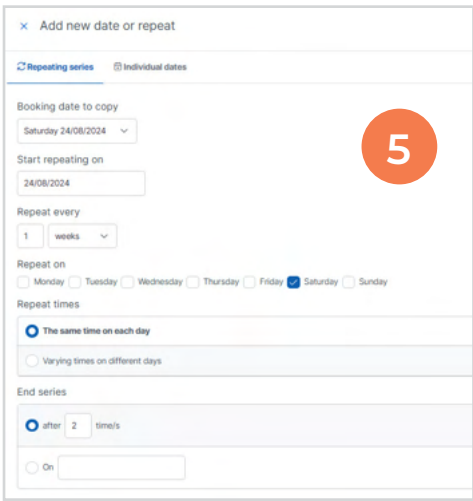
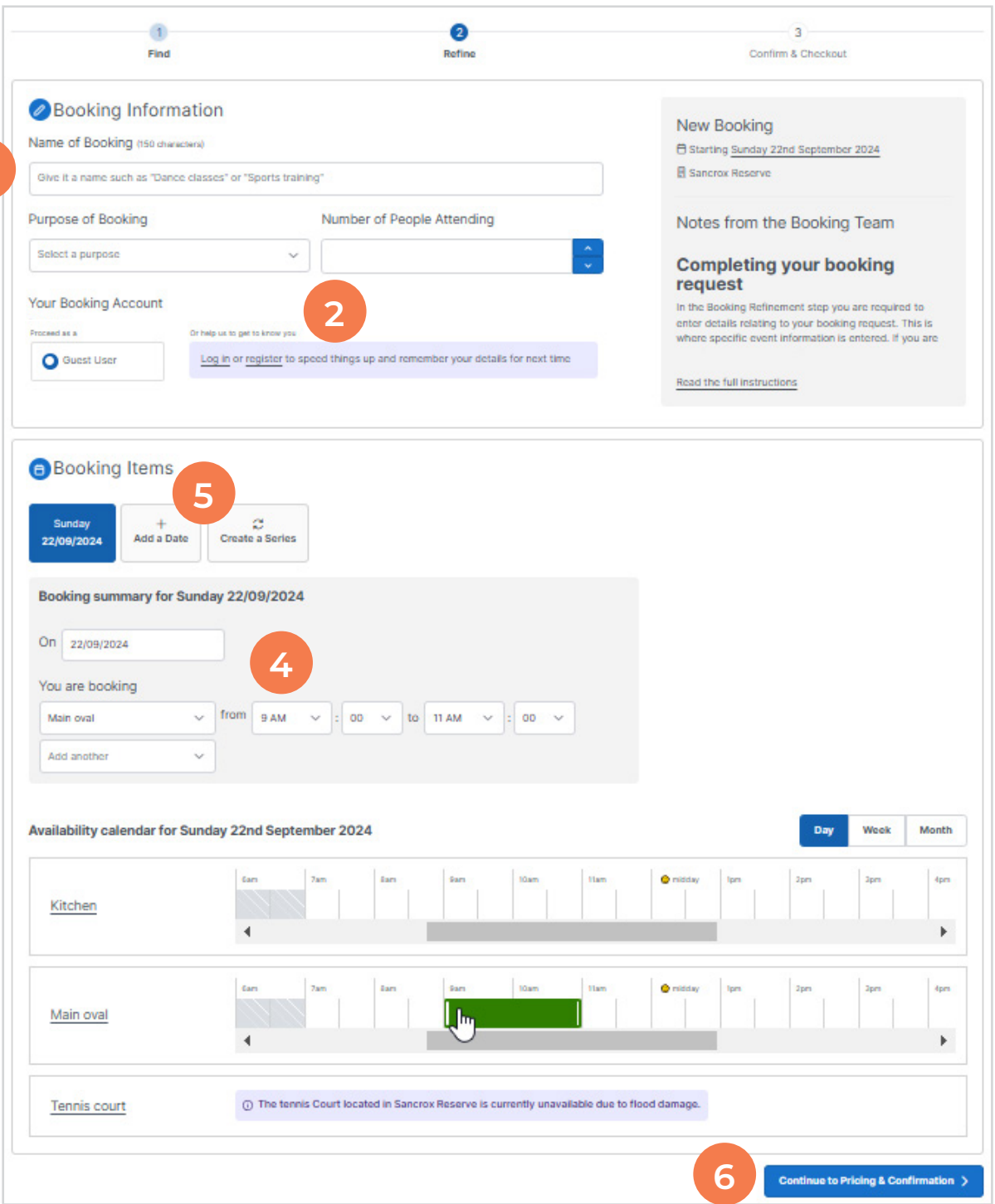
- 1
- Once you have found the date and time you would like for your booking, click on the time in the calendar view, or either of the **Book it** buttons.
- 2
- The **Booking Refinement** screen will load. If you have an account and have not yet logged in, select **Log in** at the top right hand corner. If you don't have an account you can continue the booking as a guest or register a new account.
- 3
- Fill in all booking required information including Name of Booking, Purpose of Booking and, Number of People Attending.
- 4
- Select your initial date, the area you wish to book and the **From** and **To** times. A venue may be divided into different bookable areas. Choose one or more area(s) that are applicable to your event or "All Sections" for a group of areas or entire venue.
- 5
- For multi-day or recurring bookings click on the **Add a date** and/or **Create a Series** button. Here you can add individual dates or define a daily, weekly or monthly repeating schedule.

Note: It is recommended to set your series first then add any additional individual days.



- 6
- Once you are happy with the dates and times added click the **Continue to Pricing and Confirmation** button.
- 7
- You may be prompted to review your dates if they fall within or on public or school holiday dates and you will have the option to remove or keep these dates.
- 8
- Select any extra resources you would like to include as part of your booking. These may include BBQs, kitchen facilities, lighting, toilets and power etc. Available facilities will differ per venue and may incur additional costs such as canteen, changeroom use.

The Pricing and Confirmation page will summarise your booking including pricing quote



Seasonal sports venue EOI's

Seasonal Sports allocation are open each year for both the Winter and Summer sporting seasons. All seasonal bookings must be made by completing an Expression Of Interest using a registered account.

- 1

After logging in click on the **Port Macquarie-Hastings Council** drop down in the top left hand of the homepage (next to the logo) and choose **Expressions of Interest**.
- 2

Choose the appropriate season from the list.
- 3

Select the required venue from the available Venues list under the **Book this season** now button or scroll down the page for the available venue list and click on the relevant **Book It** button.
- 4

You can get more information about a venue by clicking on the **Read more about the Venue** link. A list of available bookable areas for each venue will be listed below the venue tile. Click **View Details** to find out more about each area.
- 5

The **Seasonal Booking Refinement** screen will load. Fill in all booking required information including **Name of Submission, Purpose** of the booking (either matches or training) and **Number of People Attending**.
- If you require both matches and training please **create seperate bookings**. You will be prompted at the end of the booking process if you would like to make a further submission.
- 6

Select your **Submission Frequency** whether **On a schedule** or **With irregular dates**. You have the ability

- here to reserve different areas with different recurring dates and times. Use the **Add another repeating series** or **Add another date** for individual ad hoc dates to manage this.
- 7

Once you are happy with the dates and times added click the **Continue** button.
- 8

You will be prompted to review your dates if they fall within or on public or holiday dates and you will have the option to remove or keep these dates.
- 9

Select any extra facilities you would like to include as part of your booking. These may include lighting, toilets, canteen, changerooms and power etc. Available facilities will differ per venue. Click **Review and Finalise**.

If you have bookings for both matches and training, quotes with costs will be provided for **both**. When reviewed by council staff the costs for the training allocation will be reversed so only one set of fees will be charged for the season.

If you are only booking for one (either matches or training but not both) then you will be charged at the rate as defined in our fees and charges.

PORT MACQUARIE-HASTINGS COUNCIL

Let's find your venue

My bookings

Donald

Switch to another site

Expressions of Interest

Port Macquarie-Hastings Council

Everything

Major events

Sports

Set a Date

Filters

1

Open for submissions

Summer Season 24/25

Tuesday 01/10/2024 to Sunday 30/03/2025

Submissions close in 9 days

2

Submissions now closed

Winter Season 2024

Monday 01/04/2024 to Monday 30/09/2024

3

Available Venues and Spaces

Andrews Park

This venue in Wyndhope is used for Cricket, Netball, Rugby Union and Touch Football.

View venue map

Book It

Read more about the Venue

All Sections

View Details

Cricket nets

View Details

Grass netball courts

View Details

Main field

View Details

Picnic area

View Details

4

Blackbutt Park

This multi purpose sports ground is utilised for Rugby League for winter training and also has a number of reserved diamonds.

View venue map

Book It

Read more about the Venue

All Sections

View Details

Athletics facilities

View Details

5

Submission details

Season

Summer Season 24/25

Not the one? Select another season

Venue

Andrews Park

Not the one? Back to Venues

Name of Submission

Give it a name such as "Game classes" or "Sports training"

Purpose

Select a purpose

Number of People Attending

Your Booking Account

Powered as

Donald Duck at TSTT Commercial User (Commercial User)

Not you? Log out

6

Submission frequency

How would you like to book this season?

On a schedule - Choose repeating dates and times and override them as needed

With irregular dates - Go with ad hoc dates for bookings that don't follow a regular pattern

Schedule times

Repeat every

1 days

When would you like to start?

01/10/2024

When would you like to finish?

after 1 time/s

On 30/03/2025

Save series

Save and Add new Series

7

Refine and confirm dates

Add a date

Continue

8

Holiday Dates

The following dates included in your booking fall on holiday dates. Please delete the dates you wish to remove from your booking or click 'Accept' to proceed:

Date	Holiday Name	Delete
01/10/2024	Spring School Holidays 2024	☐

Cancel

Accept Holiday Dates

9

Select Extras

Please select any optional extras you'd like to include with your booking.

Name	Description	Included Dates
☐ Lighting	Lighting charges will be invoiced as per usage.	Tuesday 01/10/2024
☐ Power - Single Phase	Single cost refers to access fee only, power usage charges will be invoiced post event.	
☐ Public amenities (toilets)		

Back

Review and Finalise

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Booking/Submission review and confirmation

1 Once you have submitted your booking, a **Booking Confirmation and Checkout** or **Season Confirmation** page will load.

This page essentially represents an **initial quote**.

Please note that the prices displayed are an **estimate only** and may not represent the final charges you will receive in your invoice. Charges for lighting, call-out fees, cleaning etc. may be applied post event or taken out of any bond fees that have been applied.

Pricing is determined by our Fees and Charges and these are reviewed annually.

2 Please review your booking to ensure your venue, dates and times are correct. If they are not correct you can modify the booking by clicking on the **Modify Booking** link (in the grey breakout box) or the **2 Refine** link in the top progress bar and you will be taken back a screen where you can make edits.

3 You have the option to download a copy of the quote.

4 Add a **Description** and/or **Special Requirements** if desired although these are optional fields.

5 Upload required and/or optional documents. In many cases you will be required to attach a copy of your Public Liability Insurance before a booking can be processed. Additional documents for example may include a site

6 plan for an event.

You can also **Add Contacts** to a booking so they get email notifications regarding the status of the booking. If you would like someone to receive these notifications enter their details into the **Subscribe Others to the Booking Notifications** section.

7 Once all changes and contacts are added select the **Complete Booking** button.

You may be required to provide additional information as part of your booking - in this case a booking checklist will be required to be completed. The number and type of questions will vary depending on the venue and purpose of your event.

Multi-venue bookings

If your event requires booking multiple venues e.g. running festival or surf carnival, you are only required to book the primary location, then provide us with a list of additional venues as part of the checklist form. This does not apply to seasonal sports venue bookings.

9 Review and accept Council's Terms and Conditions, tick the box and select **Continue**.

10 Confirm the booking by clicking the **Checkout** button to proceed to payment process.

The screenshot shows the 'Confirm Booking Information' page. At the top, there is a progress bar with three steps: 'Find' (1), 'Refine' (2), and 'Confirm & Checkout' (3). The main form is divided into several sections: 'Confirm Booking Information' (1) with fields for 'Name of Booking', 'Purpose of Booking', 'Number of People Attending', 'Description', and 'Special Requirements'; 'Booking Breakdown' (2) showing a table of bookable items; 'Additional fees' (3) showing a table of fees; 'Documentation' (4) with sections for 'Public Liability Insurance' and 'Additional Documents'; and 'Subscribe Others to Booking Notifications' (5) with a table for adding contacts. A 'Complete Booking' button (7) is at the bottom right.

The screenshot shows the 'Additional questions' page. It has a title 'Community Hall Application' and a callout 8. The questions are: 'Is the applicant the contact for this booking?' with 'Yes' and 'No' radio buttons; 'Describe the type of activity being conducted?' with a text area; and 'Have you provided us with a copy of your Certificate of currency - public liability insurance certificate?' with 'Yes' and 'No' radio buttons. At the bottom, there is a checkbox for 'I agree to read and comply with the rules and conditions of hire associated with Port Macquarie-Hastings Council's community facilities.'

The screenshot shows a 'Terms and Conditions' modal. It has a title 'Terms and Conditions' and a callout 9. The content includes a paragraph about the use of venues and facilities, a 'Print' link, and a section for 'Specific Booking Requirements' which lists 'Public Liability Insurance' and 'No documents uploaded.' with an 'Upload Document' button. At the bottom, there is a checkbox for 'I have read and accept the Terms and Conditions.' and a 'Continue' button.

The screenshot shows the 'Checkout' page. It has a title 'Checkout' and a callout 10. The content includes a message: 'Your booking has been placed, please proceed to checkout to complete your booking.' and a 'Checkout' button.



Payments

- 1

You may be required to make full or part payment as part of your initial booking e.g. for application fees. If there are any immediate payments required you will be prompted for payment details and these will be applied once the booking is approved and confirmed.

Reminders when further outstanding payments are due will be emailed to you at that time. A payment schedule will be available in your invoice once the booking has been approved (See **Manage your account**)
- 2

To make a payment **login** to your account, choose **My Account** then **Add Payment**.
- 3

Choose a payment type from the drop down

Online Card is the preferred method. We accept both debit and credit, Visa and Mastercard payment types. A surcharge will apply to all credit card payments and is non refundable.
- 4

Expand which invoice you would like to pay by clicking on the blue down arrow button. If you have multiple invoices and would like to pay for them all, click ‘Pay’ on the right-hand side. If you would like to pay a portion of your total payment, you can enter the amount you would like to pay then click **Checkout**.
- 5

Enter your payment details, then **Submit**



We accept **cash** and **eftpos** across the counter at Council’s Customer Service Centre’s In Port Macquarie, Wauchope and Laurieton.

1

Add Payment

1. Please choose payment type:

2. Please choose payment amount:

Booking 2484 - Booking (Amount Due: \$2,650.00)

Invoice	Outstanding	Due Date	Amount
[BOND] Andrews Park General Bond - Sportsgrounds, Parks & Reserves (2023/24)	\$2,000.00		\$2,000.00
[INVOICE] Andrews Park All Sections 17/09/2024 09:00 to 17/09/2024 10:00	\$500.00		\$500.00
[INVOICE] Application Fee - General (2024/25) Application Fee - General (2024/25)	\$150.00	23/08/2024	\$150.00

Checkout

Cancel

2

My Account

My Bookings

My Details

My Organisation

My Transactions

My Bookings

All Bookings

Outstanding : \$0.00

Add Payment

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
764	Some event	Westport Park	Foreshore	15/Sep/23	\$0.00	Cancelled by Organisation	...
266	Secure pay test	Coal Wharf Reserve	Reserve	01/Aug/23	\$0.00	Cancelled by Organisation	...

Send Invoice

Download Invoice

Download Confirmation

Calendar URL

Duplicate Booking

3

Add Payment

1. Please choose payment type:

Payment Amount : \$150.00

Booking 2481 - some event (Amount Due: \$150.00)

Pay

Invoice	Outstanding	Due Date	Amount	Payment
INVOICE Application Fee - General (2024/25) Application Fee - General (2024/25)	\$150.00	23/08/2024	\$150.00	150

Booking 2484 - Booking (Amount Due: \$2,650.00)

Pay

Checkout

Cancel

5

Please input credit card details

Total Amount:

\$50.80

Card Type:

VISA

Card Number:

Card Number

Card Holder Name:

Cardholder Name

CVV:

CVV

Expiry:

MM/YY

I'm not a robot

reCAPTCHA

Privacy - Terms

Submit

Cancel



Appendix 1 - Frequently Asked Question’s

Do I have to use the online booking system?

Yes, this is our preferred way of booking our facilities. You secure your dates in a tentative status until an officer reviews the booking. If you have any issues with making a booking please contact our Customer Service.

Do I need to have an account or can I just make a booking?

Although you can make a booking as a **guest**, we recommend that you **register an account** with us. In a lot of cases there may be financial benefits in booking with a registered account in addition to being able to search, duplicate, maintain or update bookings ongoing.

Can multiple people in my organisation have an account?

Yes, you can have multiple users under one organisation.

To add users, **Login** with an existing account, access **My Account** then click on the **My Organisation** tab. You can then **Add User** or **Invite User**. You can also **Remove User** if they are no longer with your organisation.

What happens if I need to change my booking?

Once a booking has been entered it can be changed, as long as that change is completed more than 7 business days prior to the start of the booking. When you make a change your booking will no longer be “Confirmed” and will change to a “Tentative” status. The booking will then be reviewed by

Council and if approved the booking will be reconfirmed. Additional fees may be charged on amendments according to our adopted Fees and Charges.

If I need to cancel my booking will I get a refund?

In accordance with our Terms and Conditions, Council requests a minimum of 7 days notice for cancellations. A refund may be applicable if it is within our cancellation terms.

You can cancel a booking by logging in, selecting **My Account** then clicking on the booking you would like to cancel in your list of bookings. Select **Cancel Entire Booking** next to **Booking Overview**.

How do I know if my booking has been confirmed?

You will receive an email to say your booking has been confirmed. You can also **login** to your Bookable account, access **My Account** and click on your booking to check its status.

Where can I get a copy of my invoice and payment schedule?

Login to your account and select **My Account**. Select the **three dots** next to your booking then **Download Invoice**. You will be notified by email when payments are due.

How are my fees determined?

All charges are for the use of council’s parks, reserves, sports fields and community halls are levied in line with Council’s adopted Schedule of Fees and Charges

Why am I being charged an application fee?

A non-refundable application fee has been implemented to cover the costs associated with booking administration and management.

What if the time I want is booked?

Unfortunately, if the time you would like is booked out then you will need to look at hiring another venue. As per Council’s terms and conditions if the booking is for a major event Council may consider rescheduling but this is not guaranteed.

What if I forget my password?

In the login page there is a link for “Forgot Password”. Click and follow the prompts to reset your password. You can also call Council and we can reset it for you.

How do I make a payment?

Payment reminder emails are automatically generated and sent to your email address. Links in the email will take you to your account where you will then be able to select the amount you wish to pay.

Alternatively you can login to your account and **Add Payment** (See **Payments** section of this guide)

What payment methods are available?

Online Card is the preferred method, which accepts both debit and credit, Visa and Mastercard payment types. A surcharge will apply to all credit card payments.

We also accept cash and eftpos (debit or credit card) across the counter at Council’s Customer Service Centre’s In Port Macquarie, Wauchope and Laurieton.

How do I collect the key or venue access information for my booking?

You will receive an email upon confirmation of your booking, including how you can access the venue and collect your key if applicable.

Can I access the venue earlier for set up?

No – booking times must include set up, pack up, cleaning and exiting times.



FAQ's Cont.

How and when is my bond returned?

Provided that the facility is deemed to be in an appropriate condition post event or season, any bonds will be refunded back to the customer.

If there is deemed to be damage caused due to an event or group using a facility, including but not limited to additional cleaning required, waste removal or field / facility damage, charges will be taken from the bond lodged as part of the booking. Other charges that may come out of the bond include illegal unallocated use of a facility, lighting or electrical callout and unlock/lock facilities callout.

Bonds that are paid by debit or credit card will be credited back to the same card.

Bonds that are paid by cash will be refunded via Electronic Funds Transfer to a nominated bank account.

It may take up to 10 business days for funds to be credited to bank accounts.

Where can I get a copy of the adopted Fees and Charges?

The latest copy of the fees and charges can be found on our website at pmhc.nsw.gov.au/fees-and-charges.



Acknowledgement of Country

Yii Birrbay Barray

This is Birpai Country

Nyura yii-gu mara-la barray-gu, nyaa-gi, ngarra-gi

You have come here, to the country to see, listen and remember

Gathay Nyiirun Wakulda

Let's all go together as one

We acknowledge that we are on Birpai country and pay respects to all elders past, present and emerging.

We acknowledge the ongoing connection to the Traditional Owners and Custodians of the lands and waters of the Port Macquarie-Hastings Region.





Contact us

Council welcomes the opportunity to hear if you have any questions, feedback or if you require a copy of this guide.

Phone us:

6581 8111 (Monday-Friday 9am to 4pm)

Email us:

council@pmhc.nsw.gov.au

Visit us online:

pmhc.nsw.gov.au

Visit us in person:

17 Burrawan Street, Port Macquarie, NSW, 2444
(Monday-Friday 9am to 4pm)

49 High Street, Wauchope, NSW 2446
(Monday-Friday 9am to 2pm)

9 Laurie Street Laurieton, NSW, 2443
(Monday-Friday 9am to 2pm)

Mail us:

PO Box 84, Port Macquarie, NSW Australia 2444

National Relay Service:

Number: 1300 555 727

TTY number: 133 677

SMS relay number: 0423 677 767



PORT MACQUARIE
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