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Planning for communities

# Background Research Report

## Central Dandenong Community Hub Needs Analysis

Prepared for Greater Dandenong City  
Council

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## 1.0 Introduction

This report presents the background research from the central Dandenong Community Hub Needs Analysis. It is one of three documents which include this Background Research Report, a Consultation Report, and the Needs Analysis Report.

The background research included in this report is:

- A review of key strategic documents and plans, to understand the existing strategic and policy context, and any possible implications for the future provision of community infrastructure in central Dandenong.
- Information about best practice in the development of community hubs in community settings similar to or relevant to central Dandenong.
- Information and analysis the recent and longer term demographic profile of the Dandenong community, to assist in identifying the needs of the community, and the likely demand for community activities, services and facilities in central Dandenong.
- A detailed assessment of the current and future demand for community activities, services and buildings in central Dandenong, with a focus upon services and activities delivered by Council. This has formed the basis of a gap analysis.

Complementing the background research has been a program of consultation with community members, 2 community organisations, stakeholder organisations operating from Council buildings in central Dandenong and Council officers. The detailed results from the consultation program are provided in a separate Consultation Report.

## 2.0 Strategic Context

In planning for the potential future development of a community hub in the central activity area of Dandenong it is important to understand the strategic policy context. This section examines relevant strategic plans and documents developed by the City of Greater Dandenong and the regional and State context.

Key Council documents reviewed include the following:

- Council Plan 2017-2021
- Imagine 2030, The Community's Plan for Our Future 2017 (reviewed)
- Community Wellbeing Plan 2017-21
- Community Safety Plan for Greater Dandenong 2015-22
- Greater Dandenong Planning Scheme, Central Dandenong Planning Policy (Clause 22.07).

Documents that look at the regional context and needs and challenges being experienced in the region and provide perspective to Council's planning include:

- Plan Melbourne 2017-2050, Victorian State Government
- Addressing Social Isolation in the Southern Metropolitan Region of Melbourne – Southern Metropolitan Partnership, 2019

Other documents and resources examined include:

- Community Hubs Framework, 2015
- Community Development Framework, 2015
- Multipurpose Use of Community Facilities Policy – City of Greater Dandenong, 2018 (updated)
- Central Dandenong Community Infrastructure Plan - Sweet Pty Ltd, Williams Ross Architects and Interact Australia, 2012
- Market Precinct, Leisure and Community Facility Feasibility Study – Jackson Clements Burrows Architects, 2016

### 2.1 Key Council Documents

#### Council Plan 2017-2021

The City of Greater Dandenong's Council Plan is the primary planning document for the Council in setting out the community's aspirations and priorities, identifying the key challenges facing both the community and the organisation and framing strategies and actions to be pursued to deliver on the key strategic objectives.

The Plan sets out six key strategic objectives:

1. A vibrant, connected and safe community
2. A creative city that respects and embraces its diversity
3. A healthy, liveable and sustainable city
4. A city planned for the future
5. A diverse and growing economy
6. An open and effective Council.

An extensive community consultation program identified the community’s priorities and built on the outcome of Imagine 2030, Council’s community plan which was developed in 2009 after an extensive research and consultation project and which is discussed below. Key priorities identified by the community include the importance of streetscapes and public places, community participation, community hubs, youth unemployment and education.

The key strategic objectives and the proposed strategies and actions of most relevance to the consideration of the development of a community hub in the central activity area of Dandenong are listed below:

Key strategic objective	Proposed strategies and actions
1. A vibrant, connected and safe community	<ul style="list-style-type: none"> <li>• Develop safe and well-designed public spaces which encourage public access.</li> <li>• Provide quality and affordable community facilities to enable effective programs and activities for all.</li> <li>• Support agencies, schools, neighbourhood houses and community groups to work collaboratively to build resilience and social connectedness.</li> <li>• Enhance the health and wellbeing of the community through key initiatives of the Health and Wellbeing Plan.</li> </ul>
2. A creative city that respects and embraces its diversity	<ul style="list-style-type: none"> <li>• Celebrate diversity through a range of initiatives.</li> <li>• Provide programs and events for people to participate in community activities and civic life.</li> <li>• Provide opportunities for children and young people to participate in civic and community activities.</li> </ul>

Key strategic objective	Proposed strategies and actions
3. A healthy, liveable and sustainable city	<ul style="list-style-type: none"> <li>Pursue new street plantings and improvements to public places.</li> </ul>
4. A city planned for the future	<ul style="list-style-type: none"> <li>Ensure that both private and new developments are site responsive, innovative, and achieve high quality urban design and environmentally sustainable outcomes.</li> <li>Deliver a collaborative approach to creating, enhancing and managing great people focused places that respond to and respect the unique qualities of the activity centres.</li> </ul>
5. A diverse and growing economy	<ul style="list-style-type: none"> <li>Support the economic sustainability of activity centres by attracting appropriate government, business and community investment.</li> <li>Support, promote and upgrade the infrastructure of major activity centres and local shopping strips.</li> </ul>

The Council Plan directly informs planning for the potential future development of a community hub in the central activity area of Dandenong by outlining priorities for the following:

- quality, safe and sustainable public places;
- recognition of the importance of activity centres;
- a focus on opportunities to participate in community activities and civic life;
- collaboration with government, business and community; and
- recognition of Greater Dandenong’s diversity.

**[Imagine 2030, The Community’s Plan for Our Future – City of Greater Dandenong, 2017 \(reviewed\)](#)**

Imagine 2030 is the City of Greater Dandenong’s community plan which was developed in 2009 after an extensive research and consultation project. This plan outlines the community’s long-term aspirations for the city and describes the city they want to see in 2030.

As part of the development of the Council Plan 2017-21, Imagine 2030 was reviewed and updated to include additional priorities identified by the community. It is structured around three themes:

- People
- Place
- Opportunity

The themes are supported by 51 outcomes which illustrate the various dimensions of the preferred future for the Greater Dandenong community. The outcomes of most relevance to exploring the potential to develop a community hub in the central activity area of Dandenong are listed below:

Theme	Outcomes
People	<ul style="list-style-type: none"> <li>• Proud and friendly</li> <li>• Respectful and inclusive</li> <li>• Harmonious and welcoming</li> <li>• Many cultures together</li> <li>• Every age catered for</li> <li>• Each life stage supported</li> <li>• Young people nurtured</li> <li>• Lifelong learning</li> </ul>
Place	<ul style="list-style-type: none"> <li>• Revitalised activity centres</li> <li>• Dandenong – regional capital of the south east</li> <li>• Modern attractive inviting</li> <li>• Clean and safe</li> <li>• Inclusive community</li> <li>• Places designed for safety</li> <li>• Pedestrian focussed</li> </ul>
Opportunity	<ul style="list-style-type: none"> <li>• Education for jobs</li> <li>• Everyone can reach their potential</li> </ul>

The sentiments expressed in Imagine 2030 are consistent with the issues and aspirations set out in the Council Plan. Of particular relevance to the community hub proposal is the emphasis on accessible community services and facilities that meet the needs of the whole community, recognition of the diversity in the community, a focus on community safety and the role of the Dandenong activity centre.

### [Community Wellbeing Plan 2017-21](#)

The Community Wellbeing Plan was developed in the same timeframe as the Council Plan 2017-21. The Plan sets out Council’s key priorities over a four-year period for the improvement of health and wellbeing outcomes to enable community members “to live rewarding, healthy and socially connected lives”. The Plan describes the various dimensions of the current community including demographics, participation in volunteering and community activities in addition to current health and wellbeing data. The Plan identifies four key priority areas:

Priority 1. – Community infrastructure, transport and environment

Priority 2. – Learning and employment

Priority 3. – Mental and physical health

Priority 4. – Engagement, social cohesion and safety



Given the nature of the community hub proposal, all four priority areas are relevant to this Needs Analysis. The narrative for Priorities 1 and 4 is particularly pertinent and so is included below.

**Priority 1.** Appealing, accessible and appropriate community infrastructure contributes to inclusive communities, resulting in improved health and wellbeing.

**Priority 4.** Creating a community in which people can feel safe and engaged will enhance social cohesion, increase interaction among residents and improve the community's sense of wellbeing.

The Plan acknowledges that Council works in partnership with other levels of government and also community organisations in delivering on the Plan's priorities and ensuring that community health and wellbeing continues to be a focus.

The Plan envisages well designed community facilities and spaces and opportunities for people to actively participate in their community, especially vulnerable community members. It emphasises the role of learning and employment on wellbeing and spells out the collaboration and partnerships necessary to make a lasting difference in the community.

#### [Community Safety Plan for Greater Dandenong 2015-22](#)

The Community Safety Plan aims to "improve community perceptions of safety and reduce the risk of crime and anti-social behaviour". The Plan has a particular emphasis on vulnerable groups in the community including older and younger people, women, people of differing abilities, people from culturally and linguistically diverse backgrounds and Aboriginal communities. The Plan was prepared through a highly consultative process with involvement from residents, community groups, organisations and Community Safety Advisory Committee members.

The Plan is structured around four community safety principles:

1. Partnerships, cooperation and connections.
2. Design and planning of public spaces to improve safety.
3. Community development approach to community safety.
4. Promotion of community safety approaches and initiatives.

In considering the relevance of the principles to the Needs Analysis for the community hub, all principles are relevant in informing the approach to planning and designing such a facility.

- Principle 1 emphasises the importance of partnerships between stakeholders and the benefits of working together. This approach also assists the efficient use of scarce resources.
- Principle 2 addresses the design of public spaces and the Healthy by Design principles which "concentrate on improving safety and wellbeing through the design of public spaces that are accessible, walkable, liveable and attractive".

- Principle 3 emphasises the benefits of a community development approach in regard to community safety but more generally in relation to building capacity and leadership across the community.
- Principle 4 addresses the benefits of positive community information and the potential benefits to perceptions of safety and a sense of pride among residents.

The Plan recognises the challenges of supporting a very diverse community and promoting harmony. Several strategies suggest that the establishment of a community hub in the central activity area of Dandenong that houses a diversity of community programs and providers is in strong alignment with the key aspirations of the Community Safety Plan. These include:

- Creation of opportunities for culturally diverse communities to participate in civic life and influence conditions that impact on safety.
- Promotion of collaboration across sectors with stakeholders.
- Design of attractive, safe and responsive public spaces in consultation with the community.
- Undertake collaborative advocacy and service delivery.
- Utilise community development approaches to support positive lifestyle choices.

#### [Greater Dandenong Planning Scheme, Central Dandenong Planning Policy \(Clause 22.07\)](#)

The Central Dandenong Planning Policy (Clause 22.07) in the Greater Dandenong Planning Scheme is intended to specifically support the Municipal Strategic Statement objective of “promoting and further developing the Dandenong central activity district as Melbourne’s second largest retail and commercial centre”. The Policy provides the framework for future land use and development in the activity centre for the next 30 years. It acknowledges that central Dandenong is experiencing a period of significant change and is likely to be some time.

The Policy reflects a wide-ranging vision for the central activity district and envisages the following elements which are relevant to the development of the proposed community hub:

- Higher density housing development including a greater range of housing types;
- Improved public transport usage and integration;
- Improvement to the overall quality of places; and
- Equitable access to services.

Central Dandenong has long been the preeminent commercial and services centre in the region. The Policy envisages significant housing development, transformation into a pedestrian friendly environment and excellent access to a range of public transport options. The increased population base and growth in the office segment is anticipated to result in increased demand for retail services.

The Policy promotes a high standard of urban design and streetscapes will be developed which encourage pedestrian movement and “facilitate interaction”. Whilst a greater number of multi storey buildings is likely, ground levels and ground level frontages will be developed in such a way as to ensure vibrant streetscapes that add to the vitality of the precinct. Urban spaces will be developed in a way that results in safe environments suitable for people of all abilities.

The Policy specifically encourages the introduction of educational institutions in the central activity area. Proximity to enhanced public transport services and an increase in the overall level and range of housing options is anticipated to support growth in educational activities in the central activity area. The Policy recognises that community services are an important element of a “viable mixed use activity centre”. The Policy supports the retention and enhancement of community services which includes health and welfare services and places of worship.

## 2.2 Regional Context Documents

### Plan Melbourne

Plan Melbourne has been developed by the Victorian State Government to guide the long-term development of Melbourne and respond to the statewide, regional and local challenges and opportunities facing Victoria. The Plan sets out nine principles and is supported by a five-year action plan to address the following challenges:

- Managing population growth
- Growing the economy
- Creating affordable and accessible housing
- Improving transport
- Responding to climate change
- Connecting communities.

A series of outcomes are described including the objectives of Melbourne being a liveable city, the development of inclusive, vibrant and healthy neighbourhoods and the delivery of social infrastructure to support strong communities.

Greater Dandenong and the broader region feature prominently in the plan, particularly in the areas of the economy and jobs. Central Dandenong is recognised as a Metropolitan Activity Centre and the civic and administrative centre of Melbourne’s south east. The Plan aims to generate economic growth and employment opportunities in the south east and support new housing in activity centres as they offer good access to jobs, services and public transport. Central Dandenong is planned to build on its

current strengths being home to a number of State and Federal Government offices and established cultural precincts and continue to be the focus of community life in Greater Dandenong.

### [Addressing Social Isolation in the Southern Metropolitan Region of Melbourne – Southern Metropolitan Partnership, 2019](#)

This project looked at social isolation in the southern metropolitan region of Melbourne and made recommendations for government to address the factors which affect the ability of community members to access employment, education, housing, recreation and community services.

The principle barriers identified included:

- Lack of transport services and significant travel distances
- Lack of coordination of services
- Income and time constraints for socially isolated people.

The project spelt out a number of priority responses which are relevant in planning for the potential future development of a community hub in the central activity area of Dandenong including:

- Transport initiatives – expansion of public transport service routes and frequencies and support for community transport options.
- Co-location of services – in highly accessible locations support by proactive community information.
- Support for community led programs – to enhance a client focus and build community capacity.

A community hub in the central activity area of Dandenong would support these recommended responses by locating a range of complementary community facilities and services in an area well serviced by public transport. Emphasis would need to be placed on walkability of the potential community hub's immediate precinct, proximity to other services and facilities and community safety.

## **2.3 Other Relevant Council Documents and Resources**

### [Community Hubs Framework, 2015](#)

The Community Hubs Framework was developed by Council to guide the development of community hubs in key localities within the municipality. The locations identified were Dandenong, Springvale and Keysborough. The Framework outlines the vision for the hubs being welcoming and local and rather than just comprising a collection of different services and community organisations, the aspiration is for local, integrated service delivery. The Framework also outlines the community dimension of the proposed hubs, being “developed and driven with the community and for the community”. A

community development approach is proposed both for the development of the hubs and to inform ongoing decision making and management.

Council had earlier in 2014 developed a set of principles to inform the community hubs proposal. The principles outline objectives for location and accessibility, set out the vision for service integration and identify the need for flexibility and adaptability to respond to future needs.

The Framework identifies the following benefits of establishing community hubs:

- Shared use;
- Multi-functional spaces to support economies of scale;
- Reduces duplication;
- Improved opportunities for government funding; and
- Underpins viability and sustainability of services.

The Framework discusses factors to be considered in developing community hubs in Greater Dandenong including effective governance arrangements, capital funding requirements and access to complementary services including public transport.

#### [Community Development Framework, 2015](#)

The Community Development Framework sets out Council's commitment to developing a sustainable and resilient community. This aspiration is also embedded in the Council Plan and Imagine 2030.

Through the Community Development Framework, Council will seek to:

- Improve the function and confidence of the community as a whole across the municipality;
- Engage and empower the community to support and encourage local ownership through decision making on current and future needs; and
- Identify and reduce levels of disadvantage within the community by committing to, and advocating for, strong social justice outcomes.

The Framework incorporate the key components of a community development approach including:

- Building resilience by employing a strengths based approach;
- Focusing on neighbourhoods and places;
- Involving residents in finding solutions to their needs and engaging with the community early in the development of policies and facilities;
- Supporting and linking residents together; and
- Establishing partnerships and relationships with community members and organisations.

The Framework is structured around people, places and opportunity. The narrative within the places theme is relevant for the Community Hub proposal being considered for central Dandenong. The Framework discusses the range of settings and places in which community contact and relationships occur. These include schools, open spaces, neighbourhood Houses, libraries and sport and recreation facilities. Community hubs are identified as a place in which community members can gather and access services. The role and contribution of community hubs to community life is discussed including:

- A central location for residents to access local services;
- Community support structures;
- Learning options and programs;
- Opportunity to unite service providers; and
- Offering residents', a welcoming, familiar and friendly local place.

The narrative within the people theme highlights the diverse nature of the Greater Dandenong community, the social and economic challenges facing the community and the need to tailor specific responses to issues such as resettlement, housing, education and employment.

The narrative within the opportunity theme highlights the strength of the community sector in Greater Dandenong in delivering programs to isolated or marginalised members of the community. It also discusses the benefits of partnerships and constructive relationships between Council, community members, agencies and government.

Council's community development approach includes the following elements:

1. Promoting social cohesion in a diverse, multi-cultural and multi-faith community.
2. Encouraging a safe and welcoming city.
3. Coordinating information and support across the diverse community to strive for equity and access for all.
4. Working with organisations to support lifelong education, learning and leadership.
5. Promoting health and wellbeing.
6. Supporting and developing volunteers.
7. Council planning.

#### **[Multipurpose Use of Community Facilities Policy – City of Greater Dandenong, 2018 \(updated\)](#)**

Council first adopted this Policy in 2008 and it has been reviewed on several occasions since that time. The Policy reflects Council's awareness of the necessity to maximise the use of scarce resources (community buildings and facilities) and outlines a range of strategies to support use of a facility by more than one group, for a range of activities and/or at different times, and for facilities to be located

in a community precinct or be joint use or a co-located facility. The policy reflects the growing demand for community facilities and increased flexibility and adaptability of buildings. It also recognises that multipurpose facilities promote social inclusion and partnerships between organisations and groups. The Policy covers early years, recreation and sport, older adults programs facilities and neighbourhood houses.

The Policy outlines that new and redeveloped Council owned community facilities are to be planned and operated through agreements on a multipurpose use basis and that Council will only provide funding for community facilities which are developed and operated on a multipurpose use basis.

### [Central Dandenong Community Infrastructure Plan - Sweet Pty Ltd, Williams Ross Architects and Interact Australia, 2012](#)

Existing facilities considered and assessed through the study were:

- Council Civic Offices (39 Clow Street)
- Y-Stop Youth Services (39a Clow Street)
- Dandenong Neighbourhood House
- Dandenong Toy Library
- Dandenong Maternal and Child Health Services (MCH)
- Palm Plaza Meeting Room
- Dandenong Senior Citizens Centre
- Tom Houlahan Centre
- Dandenong Kindergarten.

### **Demand / Community Needs Findings from Demographic Analysis**

The demographic analysis examined the following:

- Age profile and composition
- Ancestry
- Language
- Religion
- Family composition
- Education and attendance
- Employment
- Occupations
- Income levels (personal and household)

- The need for assistance
- Car ownership

Key characteristics identified were:

- Dandenong's 2011 resident population consists of 24,919 persons, which represents an increase of approximately 8,192 persons – or a growth of approximately 49% - since 2006. Dandenong is experiencing declining percentages of residents aged over 65 years, falling from 16.8% in 2006 to 13% as at 2011
- As at 2011, Dandenong is experiencing increasing levels of migration from overseas, with the increased levels of migration from India (12.1% of residents identified as of Indian descent in 2011, whereas the 2006 percentage of 5.1%) and Sri Lanka (6.7% of residents in 2011, with a 2006 figure of 5.5%) partly attributable to this
- Although 44% of Dandenong residents identify as Christian as at 2011, 26.4% of residents identify as practicing Islam (2006 national average is 1.7%)
- Dandenong is a disadvantaged community, with Dandenong's 2011 median individual weekly income significantly lower than the national average (\$315/person/week as opposed to the national average of \$466)
- As at 2011, blue-collar industries were the predominant resident employment sector with labourers and plant operators exceeding managers and professionals in terms of workforce percentage.

Key findings were very high level and made minimal contribution to a robust assessment of community need. These were:

- Dandenong's population has experienced a sharp increase over recent years – partly due to the implications of the Revitalising Central Dandenong initiative. Dandenong is also home to a diverse and growing multicultural community with significant levels of disadvantage in terms of employment and education opportunities. Language barriers, cultural barriers and access to services and employment/education opportunities contribute to this.
- Whilst the composition of Dandenong's residents is roughly comparable to that of the national average, factors such as migration levels, cultural and religious identity, population growth rates and the socio-economic backgrounds of Dandenong residents are all key critical considerations in the development of integrated community service facility models for Central Dandenong.

### **Demand / Community Needs Findings from Consultation**

- Many organisations are operating from ageing infrastructure that is either too small or has inappropriate design features to meet current and future community demand.



- While some of the facilities (such as the Senior Citizens Centre and the Palm Plaza Meeting Room) are very well located, they operate as stand-alone facilities without any real community integration.
- All of the facilities are at maximum capacity during operational hours except for the **Palm Plaza and Dandenong Toy Library**. Both of these facilities are of the poorest quality, which may contribute to their lack of use.
- All facilities (except the Senior Citizens Centre) have poor disability access and many have significant OH&S issues
- **The Dandenong & District Historical Society** has experienced significant growth in volunteer numbers and school/community requests over the past three years, and current indicators demonstrate increased demand from schools and individuals seeking personal ancestry information.
- **The Dandenong Maternal & Child Health Service** has seen significant increase in birth notices over the past 5 years, and the service is currently just meeting the demand. The service has had 120 – 130 annual birth notices in the 2011/2012 financial year and is seeing more 2-4 year olds particularly from newly arrived and refugee communities.
- **The Dandenong Neighbourhood House** has also experienced growth over the past 3 years and the organisation is constrained by the size of their current building which is utilised at maximum capacity Monday to Friday and also some weekends.
- **Dandenong Park Kindergarten** has added additional groups and an extra teacher in order to meet increasing demand for services. The service is currently at capacity with a waiting list. The service has a high turnover as new families tend to move out of the area after a few years.
- The **Dandenong Senior Citizens Centre**, while well located and utilised during weekdays is not geographically connected to the community and would benefit from a more integrated approach. The centre has a number of senior groups utilising the space including the Dandenong Central Senior Citizens Club, the Spanish Latinos group, the South East Regional Chinese Friendship Association, University of the Third Age, church groups and the Italian Seniors Group. Dandenong Senior Citizens Centre also has poor entry. Disability access is only accessible from the rear of the building, as there is a step at the front entry. The facility has heavy, manual doors.
- **The Dandenong Toy Library** has experienced membership fluctuation as new arrivals and the refugee population do not tend to stay in the area for more than a few years. Overall membership has decreased from approximately 80 members two years ago to 41 members currently. The service has potential for growth if the facility was more welcoming and more effectively publicised.
- Demand for services provided by the Dandenong Community Advice Bureau has increased over the past three years and the **Tom Houlahan Centre** is very well utilised by current services and co-tenants. The CAB assists more than 125 individuals and families per week. The meeting room is well utilised with over 60 bookings per year.

- The **Palm Plaza Meeting Room** is used by community groups and general hirers. The space is unattractive and also functions as a stand-alone facility.
- **All agencies would benefit from a significant upgrade** or a relocation into a community hub environment with increased space, improved facilities and more opportunity for collaboration and integration between services.

Clustering of Community Services with similar purpose / values was recommended. Services could all be located in one building but clustered as follows:

- Children and family services
- Learning and activity programs
- Community & multicultural services
- Youth specific services.

Shared / communal spaces could include:

- Interview rooms with sound proofing
- Meeting rooms of different sizes
- Multipurpose rooms that can open up to create a large event/function space
- Commercial kitchen
- Specialist art or music spaces
- Exhibition space.

### **Criteria for Evaluation of Sites**

#### *Service Base and Impacts (40%)*

- Adequacy of current service levels
- Importance of services to users / local community
- Importance of services to Council
- Level of ongoing identified service need
- Future of user groups
- Ability to relocate/amalgamate.

#### *Adequacy of Existing Assets (30%)*

- Overall Building Condition
- Location

- Supply of on-site car parking
- Accessibility / Transport
- Compliance Considerations
- Land management / future flexibility.

*Financial Considerations (20%)*

- Capital Cost to Council
- Economic Multipliers (proximity to retail, services.

*Strategic Considerations (10%)*

- Revitalising Central Dandenong compliance
- Strategy compliance
- Policy compliance
- SPPF,LPPF compliance
- Political will / sensitivity.

**Site Evaluation Outcomes**

The top 3 sites for the development of a hub are:

1. Dandenong Civic Offices (81.2% compliance with criteria)
2. Y Stop (76.3% compliance with criteria)
3. Tom Houlahan Centre (62% compliance with criteria)

The remainder received the following scores

4. Dandenong MCH (61.2%)
5. Dandenong Toy Library (52.5%)
6. Dandenong Park (48%)
7. Dandenong Neighbourhood House (56.1%)
8. Dandenong Senior Citizens (47.6%)
9. Palm Plaza (46.7%)

Facility	Strengths	Weaknesses	Notes RE Suitability as Community Hub or for Service Aggregation
Dandenong Civic Office 39 Clow Street Dandenong	Site is strategically located, with good accessibility and access to transport. The site is also has high future flexibility, and is a large allotment.	The current building has poor compliance with building regulations and disabled accessibility, is poorly maintained and is not identified under RCD initiatives.	Preferred location for development of community hub due to overall compliance with criteria.
Y-Stop 39a Clow Street, Dandenong	Y Stop is an important community service with a strong future. The facility itself is comparatively modern and centrally located. Site is flexible and accessible.	Y Stop is becoming somewhat outgrown by service providers, and would benefit from expansion / upgrade	Have indicated through consultation a willingness to be part of a 'community precinct' provided that a personal sense of address is maintained.  After the Civic Offices, this is the next most preferred site for the aggregation of services because of the space available, its location and its relationship to other sites in the precinct.
Dandenong Maternal and Child Health Centre (MCH) 43 Stuart Street, Dandenong	The Dandenong MCH is well located with good access to services, transport and car parking. There is a considerable degree of future flexibility with the site.	The Dandenong MCH is poorly maintained, with poor DDA compliance. The adequacy of existing service levels is minimal.	Consultation has identified a willingness to relocate. Ability exists to be part of a wider 'community precinct'. Strong equity release potential. Site has been identified for high density housing.  Unsuitable for service aggregation because of the size of the site and its designation for high density residential development.
Dandenong Toy Library 43 Stuart Street, Dandenong	The Dandenong Toy Library – like the MCH – is well located in terms of services and accessibility, with a good degree of future flexibility for the site.	The importance of the service provided by the Toy Library, combined with the overall building condition and compliance considerations, are the toy library's weaknesses.	Consultation has identified a willingness to relocate. Ability exists to be part of a wider 'community precinct'. Strong equity release potential. Site has been identified for high density housing.  Unsuitable for service aggregation because of the size of the site and its designation for high density residential development.

Dandenong Park Kindergarten Lonsdale Street, Dandenong	The Dandenong Park kindergarten's user group and identified need for services is a strength.	The service has outgrown the building, which in itself is poorly maintained. The site is isolated, inaccessible and identified as ancillary under the Park Masterplan	<p>Immediate short- and long-term attention required to address overcrowding and service deficiencies. Poor location for community hub.</p> <p>Poorly maintained and isolated facility, with very limited capacity for expansion and development due to the surrounding parkland. The size of the facility, the advocacy for its removal under the Dandenong Park Master Plan, and the poor service provision status of the kindergarten make it unsuitable for service aggregation.</p>
Dandenong Neighbourhood House 34 King Street, Dandenong	The Dandenong Neighbourhood House provides an important service based on an ongoing identified need.	The Neighbourhood House is operating of an inappropriately sized and located building, is isolated and is poorly maintained.	<p>Consultation has identified a requirement for larger and more appropriate facilities. Site has been identified for high density housing.</p> <p>Unsuitable for service aggregation because of the size of the site and its designation for high density residential development.</p>
Tom Houlahan Centre 174-182 Foster Street East, Dandenong	The Tom Houlahan Centre rated strongly, with good proximity to services, service provision need, future of services provided and large comparative allotment size	There is little room for expansion of the current facility, which in itself is overcrowded and difficult to locate. Additionally, the building fails to sufficiently comply with disability access standards	<p>There may be potential to utilise the Tom Houlahan Centre as a children/family or learning/activity hub due to surrounding context and site size. However, this is not a preference.</p> <p>Potentially capable of accommodating a number of community services – particularly those focused on Child/Early Years or Learning and Activity Services, as a means of complimenting the function of the abutting primary school. The physical size of the existing structure and lot also supported the case for community service aggregation. However, the isolation of the site combined with the difficulty in accessing the site (as well as the difficulty in future site expansion due to the nature of surrounding land uses) highlighted the deficiencies of the Tom Houlahan Centre in accommodating an intensified integrated community service hub.</p>

			Despite this, it is possible – though not recommended – that the Tom Houlahan Centre is able to serve a secondary child/early years or activity/learning community centre.
Dandenong Senior Citizens Centre 10 Langhorne Street, Dandenong	The Dandenong Senior Citizens Centre is a centrally located facility that provides a critical service to the wider community	The service’s facilities are inadequate in terms of accessibility, size and condition	Consultation has identified an open-ness to relocate. The facility presents an excellent opportunity for equity release. Although centrally located with excellent access to transport and services, the Dandenong Senior Citizens Centre is of a size and condition that make it unsuitable for service aggregation.
Palm Plaza Meeting Room 4 Palm Plaza, Dandenong	The Palm Plaza meeting room is a centrally located and accessible facility with excellent economic multipliers as a result of its location	The meeting room is poorly maintained and presents a safety hazard to utilisers due to the design combined with the incorporation of public toilets	Poor location for establishment of any community service without first addressing safety concerns/issues (currently occurring). Centrally located with excellent access to transport and services but is of a size and condition that make it unsuitable for service aggregation. There are also a number of identified safety concerns surrounding the site (due to the public toilets) that make it unsuitable for community uses.

## Key Reasons for Selecting Civic Offices and Y-Stop for Service Aggregation

- It is the project team's understanding that Council will relocate its current staff and service base to a purpose-built Council facility on Walker Street within the medium term. The adaptive reuse of the existing Clow St structure for a community services hub would be an appropriate use of the existing infrastructure in a manner that reduces the physical financial cost of hub development
- The precinct consists of a range of Council-owned landholdings that are capable of accommodating an appropriately sized community hub
- The location of the precinct entails that the site is readily accessible by a variety of transport modes, and as such is accessible by a range of socio-demographic backgrounds
- The size and location of the civic precinct entails a high level of future flexibility for the physical development of a community services hub. The size of the site allow for integration and differentiation of compatible service clusters as required (although there is also a need to ensure that the land can be redeveloped in a staged manner around the proposed tenants)
- The location of the civic precinct 'bookends' Palm Plaza, and serves as a 'destination' at the northern end of Central Dandenong that – through the development of a regionally significant community centre – is capable of assisting in the regeneration of Central Dandenong (and the Dandenong Market) in accordance with the provisions of Revitalising Central Dandenong
- The use of the civic site for a multipurpose community facility is a key recommendation within Council policy and strategy, including Suter's review and update of Capire's Municipal Wide Early Years Infrastructure Plan.

## Development Scenarios Explored

- **Redevelopment of the existing Council services building** in a manner that makes adaptive reuse of the building once Council officers have relocated. The redevelopment would develop a hub that maintains the existing connectivity with the existing Y-Stop building;
- **Development of a community hub on the vacant land surrounding the existing Council services building**, including vacant land surrounding the library and the Dandenong Market. This option would be of particular relevance should it be more feasible to demolish the existing Council services building (due to building condition and disabled access compliance requirements) and utilise the existing Council building land in a development scenario; or
- **Develop an integrated community services building on the existing Council owned land on Stuart Street** (currently utilised for a car park). Should Council seek to release equity from the existing civic building through a sale of the site, the development of a civic hub on the existing Stuart Street car park site may be necessary (although it is noted that this may not be supported by some Council officers due to the site's designation for higher density residential development).

## Floorspace Allowances For Civic Centre Site

Community / Learning and Activity DCAB and Co-Located Agencies Dandenong Neighbourhood House Dandenong Historical Society U3A Seniors Groups Shared Learning and Activity spaces	2,700m <sup>2</sup>
Children, youth and family Dandenong M&CH Service Dandenong Park Kindergarten (2 kinder rooms) Dandenong Toy Library CGD Child and Family Staff Occasional Care External youth services Shared facilities e.g. staff amenity and kitchen facilities	2,414m <sup>2</sup>

### [Market Precinct, Dandenong Leisure and Community Facility Feasibility Study, November 2016](#)

In 2016 Council commissioned Jackson Clements Burrows Architects to undertake a feasibility study for a leisure and community hub in the Dandenong Market precinct at the corner of Clow and Stuart Streets, Dandenong. The proposed hub comprised of leisure and aquatic facilities, community facilities and office accommodation across a five-storey development.

The feasibility proposed that multiple community services and leisure facilities be integrated with the aim of facilitating community activity and interaction in Central Dandenong i.e. by locating these facilities in the Market Precinct, foot traffic and activity levels in the precinct will be increased. The WaterMarc development in Greensborough was identified as a key example of community infrastructure being used as a lever to increase activity in the business activity centre.

Community facilities proposed include:

- Ground Floor - Water space (50m pool, warm water pool, leisure pool, learn to swim pool)
- Level 1 - Health and fitness facilities (gym, program rooms, wellness facilities)
- Level 2 - Children, youth and family facilities (kinder, youth services, play facilities)
- Level 3 - Community learning and activity centre (activity rooms, community room, office spaces)

Commercial office space was proposed on levels 4 and 5 and basement car parking.



## Floorspace Allowances

Total floorspace for the proposed Leisure and Community Facility	33,895m2 (\$99,426,531 estimated cost)
Level 2 Floorspace - Children, youth and family facilities (Including outdoor play facilities and courtyard)	5,358m2
– Level 2 Indoor space	2,486m2
– Level 2 Play and kinder play space	1,732m2
– Level 2 Courtyard	149m2
Level 3 Floorspace - Community Learning and Activity spaces	2,634 m2
Level 4 offices	1,449m2
Level 5 offices	1,449m2

## 3.0 Approaches to Developing Community Hubs in Australia

### National Community Hubs Program

The National Community Hubs Program was established in 2013 and is funded by the Australian Government. Hubs established under the Program are located in many communities across Australia and the Program has recently expanded to South Australia and regional Victoria. The Program has a specific focus on families, schools and communities. In response to local needs and challenges some hubs have been delivered in partnership with Councils, philanthropic and community organisations.

### Victorian Planning Authority

The Victorian Planning Authority (VPA) is a State Government agency with the role to work with all levels of government, local communities, landowners and developers to plan for strategically important precincts in inner and middle ring Melbourne, the growth areas and regional cities.

Planning for community infrastructure is an integral part of the land use planning process for areas experiencing growth and the VPA and its predecessors have undertaken significant planning and policy work regarding the provision of community infrastructure, particularly in growth areas. Models advocated recommend a whole of government or “joined-up” approach. A minimum level of facility and service provision is foreshadowed, based on the number of dwellings and resident population to ensure the ‘liveability’ of neighbourhoods.

The recommended approach is to develop integrated community infrastructure, located in accessible activity centres and reflecting a networked system that does not pose the limitations of the past silos of service provision. Community hubs or precincts ensure that community infrastructure is effectively and efficiently configured so that service providers can respond to changing local community needs flexibly over a long time period.

The development of hubs or precincts of community facilities with the inclusion of community meeting spaces, strongly integrated service provision and the inclusion of relevant community organisations, is believed to lead to enhanced community pride and belonging and more liveable communities.

### City of Hume, Victoria

The City of Hume has established community hubs in 12 locations, and they are located in Primary Schools. The hubs have a focus on early years services, support for multicultural communities and promoting community connectedness. The hubs are part of the National Community Hubs Program and are funded by the Department of Social Services.

The Hubs support families in their children’s learning and development, provide knowledge and training opportunities for parents and act as a gateway to services, information and learning and the

broader networks in Hume. Linkages are available to specialist services including GPs, Maternal and Child Health Nurses and counselling resources.

### **City of Ryde, New South Wales**

The City of Ryde has undertaken a detailed review of community hub models both in Australia and overseas as part of a strategy to address challenges being experienced in meeting the local need for community services. Council is implementing an approach that involves moving beyond co-location to service integration, and meets the significant challenges of:

- responding to community needs;
- managing the costs of establishing, maintaining and renewing infrastructure; and
- establishing governance structures that maximise operational efficiencies and facilitate partnerships to deliver holistic services with the community without new funding or new staff.

A network of community hubs is being established across the municipality.

### **City of Stirling, Western Australia**

The City of Stirling has established four community hubs across the municipality that offer a range of facilities and spaces for community activities. The hubs offer library services, early years services, mental health services, multicultural services and also house a range of community organisations. The hubs have been developed to achieve economies in infrastructure provision, enhance access to community services by community members and promote interaction between services.

### **Queensland Community Hubs Program**

Access is the coordination and support agency for the Queensland [Community Hubs](#) Program. This program brings local education, health, community and settlement services together in a familiar and welcoming environment to make it easier for newly arrived families to access the services and assistance they need. The hubs provide families with a sense of belonging and facilitate the development of friendships and support networks. Services include settlement, employment, training, youth support services, housing and social enterprises, opportunities for migrants, refugees and Australian borne clients.

Access currently operates the Community Hubs program in the south east of Queensland including City of Logan, City of Ipswich and City of Gold Coast.

To inform the planning and delivery of hub-based services, a number of research collaborations have been undertaken to provide an evidence base to inform service planning and delivery. This intelligence is now being applied in implementing hubs in new community settings.

## 4.0 Demographic Profile

### Residential Population Size and Growth

The total residential population in the suburb of Dandenong at the 2016 Census was 30,934 and in 2019 was estimated to be 34,982, representing growth of 13.1 percent. This is higher than across Greater Dandenong Local Government Area (LGA) which recorded growth of 8.1 percent.

Population forecasts indicate similar levels of growth will continue in the suburb of Dandenong with the population projected to increase by 50.8 percent by 2031 to reach 52,742, while across Greater Dandenong LGA, the population is expected to grow by 24.4 percent. It is important to acknowledge the proposed residential development of Dandenong Plaza is not included in the current population projections for Dandenong. When completed, the development is expected to house up to 10,000 residents, however the timing of the development remains unclear and consequently is not included in the projection data.

	2016	2019	2031	Population Change 2016 - 2019		Population Change 2019 - 2031	
<b>Dandenong</b>	30,934	34,982	52,742	4,050	13.1%	17,760	50.8%
<b>Greater Dandenong</b>	157,733	170,454	212,093	12,721	8.1%	41,639	24.4%

Table 4.1: Actual and Projected Population Growth, Greater Dandenong and the suburb of Dandenong, 2016 - 2031<sup>1</sup>

By comparison to other parts of Greater Dandenong LGA, the suburb of Dandenong will experience substantial growth with only the population growth projected for the proposed Sandown development, expected to be of a similar scale. The surrounding areas of Keysborough and Dandenong North are projected to experience more modest population growth of 11 percent while Noble Park is expected to be somewhat higher at 27 percent.<sup>2</sup> The extent of growth in the surrounding communities is important to understand because people living in the surrounding areas access services and facilities in central Dandenong. It is a service hub with retail offerings such as Dandenong Plaza and Dandenong Market and specialist support services such as the Centre for Multicultural Youth and Southern Migrant Refugee Centre. It is also understood people from outside Greater Dandenong access these service offerings because they are not available in their local community. While the focus of the Needs Analysis the Greater Dandenong community, it is important to acknowledge the role of central Dandenong as a service hub for the wider region

### Age Profile

<sup>1</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

<sup>2</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

A person's age will impact upon how they make use of services and facilities provided Council and other agencies. The high population growth projected for the suburb of Dandenong between 2019 and 2031 will increase the demand for services and supports across all age cohorts, but particularly for the following age cohorts which are expecting the largest population growth:

- 5 – 9 years (87.5 percent)
- 10 – 14 years (98.2 percent)
- 35 – 39 years (69.3 percent)
- 40 – 44 years (82.5 percent)
- 45 – 49 years (78.1 percent).<sup>3</sup>

This is generally consistent with changes projected to occur in the age profile of Greater Dandenong LGA, however the extent of growth in Dandenong is significantly higher than Greater Dandenong.

The lowest growth is projected in those aged:

- 25 – 29 years (8.3 percent)
- 85 plus (17.1 percent)
- 20 – 24 years (22 percent)
- 80 – 84 years (27.6 percent)
- 60 – 64 years (27.7 percent).<sup>4</sup>

This differs somewhat by comparison to Greater Dandenong LGA where the number of people aged 20 – 24 years is projected to decline slightly, and very low levels of growth are projected in those aged

	2019		2031		Change 2019 - 2031	
	No.	%	No.	%	No.	%
0- 4	3,318	9.4%	4,923	9.3%	1,605	48.4%
5- 9	2,293	6.5%	4,299	8.2%	2,006	87.5%
10-14	1,786	5.1%	3,540	6.7%	1,754	98.2%
15-19	1,679	4.8%	2,819	5.3%	1,140	67.9%
20-24	2,626	7.5%	3,204	6.1%	578	22.0%
25-29	3,768	10.7%	4,080	7.7%	312	8.3%
30-34	3,816	10.9%	4,983	9.4%	1,167	30.6%
35-39	3,186	9.1%	5,395	10.2%	2,209	69.3%

<sup>3</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

<sup>4</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

40-44	2,332	6.6%	4,255	8.1%	1,923	82.5%
45-49	1,873	5.3%	3,335	6.3%	1,462	78.1%
50-54	1,589	4.5%	2,471	4.7%	882	55.5%
55-59	1,533	4.4%	2,067	3.9%	534	34.9%
60-64	1,363	3.9%	1,741	3.3%	378	27.7%
65-69	1,102	3.1%	1,581	3.0%	479	43.4%
70-74	855	2.4%	1,373	2.6%	518	60.6%
75-79	714	2.0%	1,090	2.1%	376	52.7%
80-84	613	1.7%	782	1.5%	169	27.6%
85+	685	1.9%	802	1.5%	117	17.1%
<b>Total</b>	<b>35,131</b>		<b>52,742</b>		<b>17,611</b>	<b>50.1%</b>

Table 4.2: Actual and Projected Age Profile, the suburb of Dandenong, 2019 - 2031<sup>5</sup>

	2019		2031		Change 2019 - 2031	
	No.	%	No.	%	No.	%
0- 4	12,653	9.4%	16,342	9.4%	3,689	29.2%
5- 9	10,152	6.5%	14,631	6.5%	4,479	44.1%
10-14	8,810	5.1%	12,410	5.1%	3,600	40.9%
15-19	9,176	4.8%	10,984	4.8%	1,808	19.7%
20-24	12,868	7.5%	12,570	7.5%	-298	-2.3%
25-29	16,051	10.7%	16,316	10.7%	265	1.7%
30-34	15,866	10.9%	19,666	10.9%	3,800	24.0%
35-39	13,693	9.1%	20,265	9.1%	6,572	48.0%
40-44	10,700	6.6%	16,225	6.6%	5,525	51.6%
45-49	9,757	5.3%	13,524	5.3%	3,767	38.6%
50-54	9,250	4.5%	10,457	4.5%	1,207	13.0%
55-59	8,881	4.4%	9,376	4.4%	495	5.6%
60-64	8,225	3.9%	8,809	3.9%	584	7.1%
65-69	7,248	3.1%	8,077	3.1%	829	11.4%
70-74	6,035	2.4%	7,273	2.4%	1,238	20.5%

<sup>5</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

75-79	4,492	2.0%	6,093	2.0%	1,601	35.6%
80-84	3,294	1.7%	4,818	1.7%	1,524	46.3%
85+	3,304	1.9%	4,255	1.9%	951	28.8%
<b>Total</b>	<b>170,455</b>		<b>212,091</b>		<b>41,636</b>	<b>24.43%</b>

Table 4.3: Actual and Projected Age Profile, Greater Dandenong, 2019 - 2031<sup>6</sup>

### Cultural Diversity and Language

Greater Dandenong LGA is one of Victoria's most culturally diverse communities, with residents from 157 different birthplaces and 64 percent of the population born overseas.<sup>7</sup> This diversity is also very evident in the suburb of Dandenong with just over 70 percent of residents born outside of Australia at the 2016 Census. The top countries of birth were Afghanistan (11.7 percent), India (10.5 percent), Sri Lanka (6.2 percent), Pakistan (3.5 percent) and China (2.8 percent). Consistent with this, a high proportion of the community speak a language other than English at home (67.3 percent).<sup>8</sup>

In total 0.5% of the local resident population in the suburb of Dandenong identify as Indigenous Australians (138 persons). This is slightly higher than Greater Dandenong LGA (0.3 percent).<sup>9</sup>

### Religion

Greater Dandenong LGA is home to a diverse faith-base, with the residents comprising of a range of religions and followings. At the 2016 Census, Catholicism was the most predominant faith practiced, with 19.9 percent of the local resident population identifying as Catholic, followed by Buddhism (14.8 percent) and Islam (12.5 percent).<sup>10</sup> This differs somewhat from the suburb of Dandenong where Islam was identified as the most predominant faith practiced (30.1 percent), followed by Catholicism (13.9 percent) and Hinduism (8.6 percent).<sup>11</sup>

In total 11.6 of residents of the suburb of Dandenong do not practice any religion compared with 16.9 percent for the Greater Dandenong LGA.<sup>12</sup>

### Family Composition

<sup>6</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

<sup>7</sup> City of Greater Dandenong, 2019, Profile of Health and Wellbeing – Greater Dandenong.

<sup>8</sup> ABS, 2016 Census QuickStats – Dandenong State Suburb. Accessed online 28/4/20:

[https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/quickstat/SSC20702?opendocument](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/SSC20702?opendocument)

<sup>9</sup> City of Greater Dandenong, 2019, Profile of Health and Wellbeing – Greater Dandenong.

<sup>10</sup> ABS, 2016 Census QuickStats – Greater Dandenong LGA. Accessed online 28/4/20:

[https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/quickstat/LGA22670?opendocument](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/LGA22670?opendocument)

<sup>11</sup> ABS, 2016 Census QuickStats – Dandenong State Suburb. Accessed online 28/4/20:

[https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/quickstat/SSC20702?opendocument](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/SSC20702?opendocument)

<sup>12</sup> ABS, 2016 Census QuickStats – Dandenong State Suburb and Greater Dandenong LGA. Accessed online 28/4/20:

[https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/quickstat/SSC20702?opendocument](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/SSC20702?opendocument)

As at the 2016 Census, the suburb of Dandenong consisted of 6,694 families comprising:

- 49.7 percent (3,327) two-parent families
- 28.7 percent (1,920) couples with no children
- 18.6 percent (1,248) single parent families and of these families, 85 percent were female single parents.
- 3 percent (199) other family composition.<sup>13</sup>

In total 2,268 households identified as lone-person households, representing 24.3 percent of all households. This is higher than Greater Dandenong LGA where 21 percent of households were single person households.<sup>14</sup>

### Disadvantage and Wellbeing

	Dandenong	Greater Dandenong LGA	Victoria
SEIFA	835	896	1,010
Unemployment Rate	13.1%	10.3%	6.9%
Low Income Households (Less than \$650 per week)	28.4%	24.1%	20.3%
Internet access at home	75.2%	79.3%	79.6%
Need for assistance	6.7%	6.3%	5.10%
No motor vehicle in a household	13.0%	8.6%	7.9%
1 motor vehicle household	41.5%	35.4%	34.2%

Table 4.4: Indicators of disadvantage and wellbeing, Dandenong, Greater Dandenong and Victoria, 2016<sup>15</sup>

Year	Vulnerability	Dandenong	Greater Dandenong LGA	Victoria
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<sup>13</sup>ABS, 2016 Census QuickStats – Dandenong State Suburb. Accessed online 28/4/20:

[https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/quickstat/SSC20702?opendocument](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/SSC20702?opendocument)

<sup>14</sup>ABS, 2016 Community Profiles – Dandenong State Suburb and Greater Dandenong LGA. Accessed online 28/4/20:

[https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/communityprofile/LGA22670?opendocument](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/communityprofile/LGA22670?opendocument)

<sup>15</sup>ABS, 2016, Local Government Area, Indexes, SEIFA 2016. Accessed online 28/4/20:

<https://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/2033.0.55.0012016?OpenDocument>

ABS, 2016 Census QuickStats – Dandenong State Suburb and Greater Dandenong LGA. Accessed online 28/4/20:

[https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/quickstat/SSC20702?opendocument](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/SSC20702?opendocument)

ABS, 2016 Community Profiles – Dandenong State Suburb and Greater Dandenong LGA. Accessed online 28/4/20:

[https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/communityprofile/LGA22670?opendocument](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/communityprofile/LGA22670?opendocument)



<b>2012</b>	Vulnerable on 1 or more domain	34.6	37.1	19.5
	Vulnerable on 2 or more domains	14.7	19.8	9.5
<b>2018</b>	Vulnerable on 1 or more domain	31.8	27.7	19.9
	Vulnerable on 2 or more domains	18.1	13.3	10.1

Table 4.5: Australian Early Development Census, Dandenong, Greater Dandenong, 2012 - 2018<sup>16</sup>

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<sup>16</sup> Australia Early Development Census, 2019, Data Explorer. Available online: <https://www.aedc.gov.au/data/data-explorer?id=135279>

## 5.0 Demand Analysis

### 5.1 Early Years Services

#### Maternal and Child Health

Maternal and child health services tend to have a very local catchment and consequently the service demand analysis for maternal and child health services in central Dandenong is focused upon the existing maternal and child health consulting suites located at Dandenong Primary School (2 suites) and at 39 Clow Street (2 suites). A further consulting suite is available at 39 Clow Street, but this is currently used as a counselling room.

The Primary School site delivers universal maternal and child health services while the Clow Street site delivers both universal and enhanced maternal and child health services. The enhanced service tends to draw families from a wider catchment but largely the service is delivered in the home rather than at Clow Street.

#### *Current and Historical Demand*

Birth notification and MCH consultation data for the Dandenong Primary School and Clow Street sites shows:

- Birth notifications increased by 10.9 percent between 2016/2017 and 2018/2019, although they were somewhat lower in 2017/2018. For CGD, birth notifications declined slightly during this time.
- The number of consultations increased by 7.0 percent between 2016/2017 and 2018/2019, although consistent with lower birth notifications they were lower in 2017/2018. For CGD, consultations declined by 6.1 percent.

Currently MCH services are not being delivered from the Dandenong Primary School site due to staff shortages. This means all consultations are taking place the Clow Street site. Council officers have indicated it has been possible to meet existing demand for the service in central Dandenong by operating from the Clow Street site only.

Year	Birth Notifications		Consultations	
	CGD	Central Dandenong	CGD	Central Dandenong
2016/2017	2453	202	20,541	1440
2017/2018	2449	165	19,842	1379
2018/2019	2432	224	19,297	1541
Change – No.	-21	22	-1244	101
Change - %	-0.9%	10.9%	-6.1%	7.0%

Table 5.1: Birth notification and MCH consultation data CGD and central Dandenong – 2016/2017 – 2018/2019

### Projected Demand

The demand for maternal and child health services and infrastructure is assessed by examining the projected number of 0 aged children. This is because 7 of the 10 key ages and stages MCH visits occur before a child turns 1.

Using Council population projections, the number of children aged 0 years in the suburb of Dandenong was expected to be 663 in 2019 and is projected to reach 988 by 2031 representing growth of 49 percent<sup>17</sup>. These figures, however, cover a geographic area larger than central Dandenong and can only partially be used as the basis for assessing demand. Birth notifications attributed to the Dandenong Primary School and Clow Street maternal and child health centres show demand is much lower than this for central Dandenong (202 in 2016/2017 and 224 in 2018/2019).

By applying the same growth percentage as is projected for the larger catchment of Dandenong (49 percent), then the number of 0 age children likely to be accessing MCH services in central Dandenong in 2031 is 334. This growth percentage is also consistent with the overall population growth projected for Dandenong (50.8 percent) between 2019 and 2031.<sup>18</sup>

### Gap Analysis

An assessment of current and projected demand has identified Council has more than sufficient MCH consulting suites in central Dandenong to support the existing and future demand for MCH infrastructure. The Growth Area Council Service Standards indicate less than 1 dual (2 consulting rooms) MCH facility is needed to support the existing population, and just over 1 dual facility will be required to support the population in 2031. Currently Council has 2 dual MCH facilities.

Current Provision	Future Provision	Under or Oversupply
2 dual facilities (4 consulting rooms)	1.2 dual facilities (2.4 consulting rooms)	Oversupply of 0.8 dual facilities (1.6 consulting rooms)

Table 5.2: Gap analysis MCH consulting suites in central Dandenong, May 2020

Discussions with Council officers confirmed that existing demand is being met fully by the 2 consulting rooms at the Clow Street site, however, it will be important to have flexible consulting spaces that can adapt to meet the demand generated by future population growth, both for MCH services and allied health services.

<sup>17</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

<sup>18</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

			2019		2031	
Demand Assessment Tool	Service or Infrastructure	Benchmark	Population	Service Requirement	Population	Service Requirement
<b>CGD service demand estimation</b>	EFT for MCH nurses	1 EFT for every 130 births each year.	224	1.7 EFT MCH nurses	334	2.6 EFT MCH Nurses
<b>Growth area council service standard</b>	Consulting rooms	1 dual maternal and child health facility for every 280 children aged 0 years of age.	224	0.8 dual room facilities	344	1.2 dual room facilities

Table 5.3: Demand assessment, maternal and child health infrastructure for central Dandenong, 2019 - 2031

## Kindergarten

In considering kindergarten services it is important to understand the demand for both 3 and 4-year-old kindergarten. Currently 4-year-old kindergarten operates 15 hours per week and receives federal funding which means the cost for families to access the service is low. By comparison, 3-year-old kindergarten does not receive any state or federal funding which means it is costly to access and is usually only available for limited hours e.g. 3 hours once a week. The Victorian State government has committed to deliver 15 hours of funded 3-year-old kindergarten, with a staged roll out of the initiative over 10 years. A minimum of 5 hours a week will be available across Victoria from 2022 with the full 15 hours available from 2029. This initiative will substantially change the demand for kindergarten in Greater Dandenong.

As with maternal child health services, families typically prefer to access kindergarten services close to their home, however there are a number of factors which impact upon this preference including:

- The kindergarten central enrolment service operated by Council. Through this service, families are asked to nominate 3 kindergartens in priority order that they would like their child to attend. Allocations to the kindergartens are made based upon priority of access guidelines which in simple terms means a family may receive a place at their first, second or third priority, depending upon the demand for places at the kindergartens. Ultimately this means a family may not receive a place at the kindergarten closest to their home.
- Families choosing to access kindergarten programs integrated with childcare services as they require access to longer days of care for their child perhaps because parents are working or studying. This may mean a family chooses to access a service closer to where parents work or study or may not be able to access a kindergarten program integrated with long daycare close to their home.

For these reasons, the service catchment area for kindergarten in central Dandenong is considered to be larger than for maternal and child health services.

In total there are 6 Council owned or managed sites delivering funded 4-year-old kindergarten programs in central Dandenong including:

- Dandenong Primary School Kindergarten
- Dandenong North East Kindergarten
- Dandenong West Primary School Kindergarten
- Dandenong South Primary School Kindergarten
- Dandenong South Pre School
- Dandenong Day Nursery (long day childcare provider).

In addition, there are 3 commercial childcare service providers delivering funded 4-year-old kindergarten programs including Goodstart Early Learning Centre Dandenong, Canberra Avenue Childcare and Kinder, and Little Dreamers Early Learning Centre, and one community operated childcare service provider - Fifth Avenue Childcare Centre.

None of the services deliver 3-year-old kindergarten programs as without government funding, the program cannot be offered at a cost which is affordable for families.

### *Current and Historical Demand*

Enrolment data for funded 4-year-old kindergarten has been sourced from Council's kindergarten central enrolment data (2017 – 2020) and the Greater Dandenong Early Learning Profile prepared annually by the Department of Education and Training (2015 – 2018). The data shows:

- Enrolments at services participating in Council's kindergarten central enrolment schemes declined slightly between 2017 and 2020 with Dandenong West Primary School Kindergarten experiencing the largest decline (11.4 percent). However, during the same timeframe, enrolments increased by 26 percent at Dandenong South Primary School Kindergarten.
- Enrolments at services where kindergarten is integrated with long day childcare services increased by a modest amount (6.3 percent) between 2015 and 2018.
- Enrolments in 4-year-old kindergarten programs integrated with long day childcare services have remained very stable between 2015 and 2018 (26 percent in 2015 and 27 percent in 2018). This differs from many other local government areas in Melbourne where there has been a steady increase in the proportion of children participating in funded kindergarten programs integrated with long day childcare.

Council officers advise, Council's kindergarten central enrolment scheme experiences consistent demand for 4-year-old kindergarten services that are not integrated with long day childcare services, because the community has limited capacity to pay. Where funded 4-year-old kindergarten is integrated with long day childcare services, families continue to pay the daily childcare fee. With high levels of socioeconomic disadvantage in the community, families are often not able to afford the daily childcare fee and instead choose to access kindergarten through a standalone kindergarten service where the fee is much lower. Data from the 2018 Greater Dandenong Early Learning Profile supports this, with well over half of all children participating in funded 4 year old kindergarten in 2018 at Dandenong Primary School Kindergarten, Dandenong North East Kindergarten, Dandenong West Primary School Kindergarten, Dandenong South Primary School Kindergarten and Dandenong South Pre School receiving kindergarten fee subsidies.<sup>19</sup>

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<sup>19</sup> Victorian State Government Department of education and training, 2018, Greater Dandenong (C) Early Learning Profile

Council's 2017 Early Years Infrastructure Plan highlights that substantial infrastructure improvement works have been completed in recent years significantly increasing the capacity of the service system to cater for demand. Key improvements have been moving from single to double room kindergartens as occurred at Dandenong North East Kindergarten. In addition, new double room kindergartens have been built at Dandenong Primary School (relocation and expansion from another site), Dandenong West Primary School Kindergarten (relocation and expansion from another site) and Dandenong South Primary School.

Service	Rooms	Licensed Capacity	Est. Maximum Capacity*	2017	2018	2019	2020	Change
<b>CGD Central Enrolment Scheme</b>								
Dandenong Primary School Kindergarten	2	66	132	99	103	97	102	3
Dandenong North East Kindergarten	2	54	108	71	63	61	62	-9
Dandenong West Primary School Kindergarten	2	66	132	80	70	66	62	-18
Dandenong South Primary School Kindergarten	2	50	100	50	63	63	63	13
Dandenong South Preschool	2	62	124	73	71	64	68	-5
<b>Subtotal</b>	<b>10</b>	<b>298</b>	<b>596</b>	<b>373</b>	<b>370</b>	<b>351</b>	<b>357</b>	<b>-16</b>

Kindergarten Integrated with Long Day Childcare				2015	2018	2019	2020	
Dandenong Day Nursery	Unknown	54	N/A	10	11	Not available	Not available	1
Goodstart Early Learning Centre Dandenong	Unknown	150	N/A	10	19	Not available	Not available	9
Canberra Avenue childcare and kinder	Unknown	73	N/A	5	21	Not available	Not available	16
Little Dreamers Early Learning Centre	Unknown	49	N/A	Not available	Not available	Not available	Not available	
Fifth Avenue Childcare Centre	Unknown	46	N/A	13	13	Not available	Not available	0
<b>Subtotal</b>	Unknown	<b>372</b>		<b>38</b>	<b>64</b>			<b>26</b>
<b>Total</b>				<b>411</b>	<b>434</b>			<b>10</b>

Table 5.4: Funded 4-year-old kindergarten enrolments central Dandenong, 2018 - 2020<sup>20</sup>

\*Note: Maximum capacity assumes 2 x 15-hour kindergarten programs can be delivered. For example, Dandenong Primary School Kindergarten has a licensed capacity of 66 children across 2 rooms. Under this assumption 2 x 15 hour programs could be delivered in both rooms catering for a maximum of 132 children.

<sup>20</sup> City of Greater Dandenong Kindergarten Central Enrolment Data, May 2020 and Victorian State Government Department of Education and Training, 2015 and 2018, Greater Dandenong (C) Early Learning Profile



### Projected Demand

The demand for kindergarten services and infrastructure is assessed by examining the projected number of children aged 3 and 4 years old.

Using Council population projections:

- The number of children aged 3 years in the suburb of Dandenong was expected to be 665 in 2019 and is projected to reach 985 by 2031, representing growth of 48 percent.
- The number of children aged 4 years in the suburb of Dandenong was expected to be 664 in 2019 and is projected to reach 985 by 2031 representing growth of 48 percent<sup>21</sup>.

With the introduction of 15 hours of funded kindergarten for 3-year-old children, this means that by 2031, the number of children requiring access to 3 and 4-year-old kindergarten in Dandenong will have increased from 665 to 1,970 children.

While it is acknowledged the population projections for Dandenong cover a broader area than central Dandenong, this information, along with the introduction of funded 3 year old kindergarten provide critical guidance about how significantly the demand for kindergarten will change between 2019 and 2031.

By applying the same growth percentage as is projected for the larger catchment of Dandenong (48 percent), then the number of 3 and 4-year-old children likely to be accessing stand-alone kindergarten services in Council owned or managed sites in Dandenong in 2031 is 1,094 compared with 370 in 2019.<sup>22</sup>

	2019	Change	Projection 2031
4-year olds attending kinder in stand-alone services	351	Population growth of 48%	519
3-year olds attending kinder in stand-alone services	0	Population growth of 48% 15 hours of funded kinder	519
	<b>351</b>		<b>1,038</b>

Table 5.5: Current versus projected demand for 3 and 4-year-old kindergarten in central Dandenong, 2019 - 2031

<sup>21</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

<sup>22</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

### Gap Analysis

An assessment of current and projected demand has identified the standalone kindergartens located in central Dandenong have sufficient capacity to cater for the current population, but with population growth and the introduction of 15 hours of funded 3-year-old kindergarten, there will be a significant shortfall by 2031. See table 6.6 below.

Current Utilisation	Current Capacity	Future Capacity Required	Shortfall
351 (2019 data)	596 places Estimated Max. Capacity	1,038 places	442 places
10 rooms	10 rooms	17.3 rooms	7.3 rooms

Table 5.6: Summary of current and projected demand for 3 and 4-year-old kindergarten in central Dandenong, 2019 - 2031

More detailed information about the demand and capacity assessment can be found in table X below. Note, this uses the population data for the whole of Dandenong and not just the area captured as part of this needs analysis. It shows that:

- Council's service demand tool will need to be updated to accommodate the roll out of funded 3 years old kindergarten. Currently the tool assumes 20 percent of children will attend 3-year-old kindergarten and this will need to increase to the same level as 4-year-old kindergarten (100 percent).
- The Growth Area Council Service Standards show an increased number of double room kindergarten facilities will be required to support both population growth and the roll out of funded 3-year-old kindergarten.

Discussions with Council officers confirmed there is currently an oversupply of kindergarten infrastructure, but this will be fully absorbed and exceeded with the roll out of funded 3-year-old kindergarten.

			2019		2031	
Demand Assessment Tool	Service, Infrastructure or Places	Benchmark	Population	Service Requirement	Population	Service Requirement
<b>4-Year-Old Kindergarten</b>						
CGD service demand estimation	Places required	100 percent of 4-year-old children attending kindergarten	664	664 places	985	985 places
Growth area council service standard	Kindergarten rooms	1 double room (60 children) for every 150 4-year olds	664	4.4 double rooms (8.8. rooms in total)	985	6.6 double rooms (13.2 rooms in total)
<b>3-Year-Old Kindergarten</b>						
CGD service demand estimation	Places required	20 percent of 3-year-old children attending kindergarten in 2019 and 100 percent in 2031	665	133 places	985	985 places
Growth area council service standard	Kindergarten rooms	1 room additional to double room allowed for 4-year-old kindergarten for 2019. In 2031 the standard for 4-year-old kinder will be applied 1 double room (60 children) for every 150 4-year olds	665	4.4 rooms	985	6.6 double rooms (13.2 rooms in total)

Table 5.7: Demand assessment, Kindergarten infrastructure for the suburb of Dandenong, 2019 - 2031

## Childcare – Long Daycare, Occasional Care, Family Daycare

In considering childcare services it is important to understand the demand for centre based long daycare, occasional care and family daycare, all of which are available in central Dandenong.

The catchment area for these services is considered to be similar to kindergarten, as families typically prefer to access childcare services close to their home. However, this can be impacted by where parents work, the hours they work (i.e. centre based care may not suit parents who undertake shift work), the availability and cost of childcare places, and personal preferences about the quality of the services.

Community operated centre based long day care services in central Dandenong include Dandenong Day Nursery and Fifth Avenue Childcare Centre. Commercial centre based childcare providers include Goodstart Early Learning Centre Dandenong, Canberra Avenue Childcare and Kinder, Little Dreamers Early Learning Centre and Crest Children’s Sanctuary. A list of these services and their licensed capacity is provided in table 6.8 below.

Occasional childcare is delivered by the Market Street Occasional Childcare Centre. This site is owned by Council and operated by a community provider. A family daycare program is operated by Council in Dandenong and across the CGD. A number of other family daycare programs also operate in central Dandenong including Casey Hope Family Day Care, New Generations Family Day Care, and Excel Family Day Care.

<b>Centre Based ChildCare Services</b>	<b>Licensed Capacity</b>
Dandenong Day Nursery	54
Fifth Avenue Childcare Centre	46
Goodstart Early Learning Centre Dandenong	150
Canberra Avenue childcare and kinder	73
Little Dreamers Early Learning Centre	49
Crest Children’s Sanctuary	111
<b>Subtotal Long day Childcare</b>	<b>483</b>
Market Street Occasional Care	41
<b>Total</b>	<b>524</b>

*Table 5.8: Centre based long day and occasional childcare providers, central Dandenong, May 2020*

### Current and Historical Demand

As noted previously, Council provides facilities that support centre based long day childcare and occasional childcare services but does not directly deliver these services. As a consequence, it has not been possible to access data about these services. However, Council officers have indicated the number of commercial centre-based childcare providers has increased substantially in recent years, resulting in community providers such as Market Street Occasional Care experiencing lower demand.

In relation to the family daycare program co-ordinated by Council, the data shows the number educators in the suburb of Dandenong has decreased by 1 between June 2018 and May 2020, but the number of children accessing the service has increased by nearly 50 percent. Council officers advise there is consistent demand for family daycare. It is preferred by the community because of the cultural profile of the community and the high number of parents undertaking shift work and requiring access to childcare outside the hours available through centre-based care.

No information is available about the number of children or educators involved with other family daycare services operating in central Dandenong or the wider City of Greater Dandenong.

Family Daycare Services	30 June 2018	30 June 2019	May 2020	Change
Number of Educators	8	9	7	-1
Number of Children	64	73	94	30

Table 5.9: Family daycare educators and children, Dandenong, 2018 - 2020

### Projected Demand and Gap Analysis

The demand for childcare services and infrastructure is assessed by examining the current and projected number of children aged 0 – 4 years of age. Using Council's population projections, the number of children aged 0 - 4 years in the suburb of Dandenong was expected to be 3,318 in 2019 and is projected to reach 4,923 by 2031, representing growth of 48.3 percent.<sup>23</sup> With limited information available about the supply and demand for childcare services in central Dandenong, the population projections for the wider suburb of Dandenong, along with information from Council officers provides important guidance as to the likely extent of the increased demand.

In relation to **centre based long day childcare**, there are currently 483 places available in central Dandenong. Council's service demand assessment tool indicates in the suburb of Dandenong (note this is a wider catchment than central Dandenong), 720 places were required in 2019 and 1,068 places will be required in 2031. The Growth Area Council Service Standards are somewhat lower than this, indicating 526 places were required in 2019 and 791 places will be required in 2031. As noted previously, Council officers have advised the number of commercial centre-based long day childcare

<sup>23</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

providers has increased substantially across the CGD in recent years, and the market is at saturation point.

Overall, the information suggests there is currently there is an oversupply of centre-based long day childcare places in central Dandenong, but this is likely to be absorbed through population growth requiring additional places to be made available in the future. Given the growth in commercial operators, it is likely the commercial childcare sector will respond to increased demand.

In relation to **occasional childcare**, there is only one provider of this service in central Dandenong (Market Street Occasional Care) and they have been experiencing a decline in demand. Factors believed to be impacting this are the increased number of commercial long day childcare providers operating in the area, and the increased level of certainty many families require when accessing childcare. Families with ongoing work and study commitments usually require access to long day childcare on set days and occasional care services are not generally able to provide this certainty.

The Growth Area Council Service Standards indicates in the suburb of Dandenong (note this is a wider catchment than central Dandenong), 10 places were required in 2019 and 15 places will be required in 2031. Currently the Market Street Occasional Care service offers 41 places which is well above the service standard recommended for the suburb of Dandenong.

Overall, the evidence indicates there is currently an oversupply of occasional childcare services in central Dandenong and the wider suburb of Dandenong, and if the existing places remain there will continue to be an oversupply into the foreseeable future.

In relation to **family daycare**, Council's service demand assessment tool indicates in the suburb of Dandenong (note this is a wider catchment than central Dandenong), 133 places were required in 2019 and 197 places will be required in 2031. This is in direct response to the population growth projected for the suburb of Dandenong. There is no service standard for family daycare outlined in the Growth Area Council Service Standards. This is because the service standards focus upon services requiring public infrastructure.

As noted previously, there are currently 94 children accessing family daycare services in the suburb of Dandenong. While this is lower than the number projected through Council's service demand assessment tool, there is clear evidence demand for the service in Dandenong is growing with the number of children accessing the service increasing by 50 percent in the past 3 years. This combined with the strong community preference for family daycare (as advised by Council officers) and the prevalence of other family daycare providers in central Dandenong indicates that demand for the service will remain strong and is likely to increase further with population growth.

			2019		2031	
Demand Assessment Tool	Service, Infrastructure or Places	Benchmark	Population	Service Requirement	Population	Service Requirement
<b>Centre Based Long Day Childcare</b>						
CGD service demand estimation	Places required	21.7 per 100 children aged 0 – 4 years	3,318 (0 – 4 years)	720 places	4,923 (0 – 4 years)	1,068 places
Growth area council service standard	Places required	120 places per 8,000 – 10,000 people	35,131 (total population)	526 places (assumes 120 every 8,000)	52,742 (total population)	791 places (assumes 120 every 8,000)
<b>Occasional Care</b>						
CGD service demand estimation	None provided					
Growth area council service standard	Places required	3 places per 1,000 children aged 0 – 4 years	3,318	10 places	4,923	15 places
<b>Family Daycare</b>						
CGD service demand estimation	Places required	40 places per 1,000 children aged 0 – 4 years	3,318	133 places	4,923	197 places
Growth area council service standard	None provided					

Table 5.10: Demand assessment, childcare services for the suburb of Dandenong, 2019 - 2031

## Playgroups

Playgroups tend to have a very local catchment with families preferring to access them close to where they live. For the purpose of this analysis, information has been considered for central Dandenong and the wider suburb of Dandenong.

There are broadly 2 types of playgroups. One is a community playgroup where parents run the playgroup having responsibility for planning and setting play experiences, supervision and packing up. The second is a supported playgroup where an early year's worker facilitates the playgroup and supports parents to become involved in the playgroup process and engage their children during play.

### *Current and Historical Demand*

In total there are 17 playgroups operating in central Dandenong, consisting of 4 supported playgroups and 13 community led playgroups. While historical data is not available about the number of playgroups, Council officers advise the number of groups generally remains consistent and supported playgroups are established subject to community need and funding.

<b>Playgroups</b>	<b>Supported Playgroups</b>	<b>Community Playgroups</b>
Central Dandenong	4	13
Dandenong West	1	2
Dandenong South	2	1
Dandenong North	4	13
<b>Total in Dandenong</b>	<b>11</b>	<b>29</b>
<b>CGD Total</b>	<b>20</b>	<b>59</b>

*Table 5.11: Number of playgroups operating in central Dandenong, surrounding areas and CGD, May 2020*

### *Projected Demand*

The demand for playgroups is assessed by examining the projected number of children aged 0 – 4 years. Using Council's population projections, the number of children aged 0 - 4 years in the suburb of Dandenong was expected to be 3,318 in 2019 and is projected to reach 4,923 by 2031, representing growth of 48.3 percent.<sup>24</sup> This indicates overall the demand for playgroups is likely to increase between now and 2031. In addition, the high levels of disadvantage in the Dandenong community suggests the need for supported playgroups will persist, particularly in central Dandenong where critical services supporting migrant, refugee and asylum seeker families are located.

<sup>24</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031



### *Gap Analysis*

An assessment of current and projected demand has identified the suburb of Dandenong currently has more playgroups than both Council's service demand tool and the Growth Area Council Service Standards indicate are required. Further, the number of existing playgroups is slightly higher than the demand assessment tools indicate are required for the future population size. Despite this, the value of playgroups as a way of reducing social isolation and supporting parents and children to understand about the value of play cannot be underestimated. Continued support for playgroups is a key way of helping families who are new to the community to meet other families, building community connections and resilience.

			2019		2031	
Demand Assessment Tool	Service, Infrastructure or Places	Benchmark	Population	Service Requirement	Population	Service Requirement
CGD service demand estimation	Playgroups required	1 playgroup for every 182 children aged 0 – 4 years	3,318 (0 – 4 years)	18 playgroups	4,923 (0 – 4 years)	27 playgroups
Growth area council service standard	Playgroups required	2 playgroups every 1,000 children aged 0 – 4 years OR 1 playgroup for every 5,000 people	3,318 (0 – 4 years) 35,131 (total population)	6.6 playgroups OR 7 playgroups	4,923 (0 – 4 years) 52,742 (total population)	9.8 playgroups OR 10.5 playgroups

Table 5.12: Demand assessment, playgroups for the suburb of Dandenong, 2019 - 2031

## 5.2 Youth and Family Services

Council's role in Youth and Family Services focuses upon counselling and case management services for families, children and young people, and a range of events, engagement and capacity building programs for young people. Family support services are targeted towards families with children and young people aged between 0 and 18 years, while youth services are targeted towards young people aged 12 – 25 years. The service is open to all families, children and young people who live, work, study or have a significant connection to the municipality.

The Youth and Family Services team is based at 39A Clow Street Dandenong. Services and programs are largely delivered from this site or next door at 39 Clow Street. Youth programs are also delivered from other sites such as Dandenong library, The Castle and Noble Park Skate Park.

It is important to acknowledge a range of agencies deliver services to families and young people in central Dandenong. A number of them have a very specific focus such as working with migrants and refugees while others are open to all families and young people.

### *Current and Historical Demand*

Table 5.13 on the following page provides information about the current and historical demand for family and youth services operated by Council across the City of Greater Dandenong. It shows:

- There has been a substantial increase in the number of family support contact hours delivered and the intake enquiries received. This increase is related to additional funding Council has received from the State Government to deliver this program.
- The number of contacts with young people through programs, workshops and events has increased while the number of events and programs delivered has decreased. This shows more young people are being reached with less programs and events. The decrease in program contacts in 2017/2018 was due to an internal restructure which saw the roll out of some programs delayed.

Separate data is not available for central Dandenong or the suburb of Dandenong.

	2016/2017	2017/2018	2018/2019	Change
<b>Youth and Family Support Services</b>				
Total contacts - families engaged in family support	300	275	299	-1
Total contacts - children engaged in family support	761	655	707	-54
Contact hours - family support	7483	9418	9782	2299
Intake Enquiries	101	165	229	128
<b>Youth Programs and Events</b>				
Total contacts - youth events delivered by Council	12831	14945	16,264	3,433
Total contacts - programs	5326	3836	5416	90
Total contacts - workshops	267	697	1,374	1,107
Events delivered	22	21	21	-1
Programs delivered	46	33	37	-9
Workshops delivered	5	10	16	11

Table 5.13: Youth and family services program data, City of Greater Dandenong 2016/17 – 2018/19

### Projected Demand

The demand for youth and family services is assessed by examining the projected number of children and young people aged 0 – 24 years. Using Council’s population projections, the number of children and young people aged 0 - 24 years in the suburb of Dandenong was expected to be 11,702 in 2019 and is projected to reach 18,785 by 2031, representing growth of 60 percent.<sup>25</sup> Particularly high levels of growth are projected in the number of children aged 5 – 9 years (87.5 percent) and 10 – 14 years (98.2 percent), followed by 15 – 19 years (67.9 percent). Lower levels of growth are projected in the number of young people aged 20 – 24 years (22 percent). Overall, this suggests there will be increased demand for youth and family services in Dandenong, but particularly for children and young people aged between 10 and 19 years. In addition, the high levels of disadvantage in the Dandenong community suggests the need for these services will remain strong, particularly in central Dandenong where critical services supporting migrant, refugee and asylum seeker families are located.

### Gap Analysis

Council’s service demand assessment tool indicates the suburb of Dandenong should have 0.4 of a youth resource centre to support the current population and this will increase to 0.6 by 2031. For the CGD, the demand assessment tool indicates the municipality should have 2.2 youth resource centres to support the current population and will require 2.4 to support the population in 2031.

<sup>25</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

The Growth Area Council Service Standards look at the need for both youth friendly spaces and youth resource centres. In relation to youth friendly spaces, the service standards indicate the suburb of Dandenong currently requires 2.2 – 4.4 youth friendly spaces in small to medium scale multipurpose community centres, by 2031 this will have increased to 3.3 – 6.5. In relation to youth resource centres, the study team has assessed the demand for these for the whole of the CGD rather than the suburb of Dandenong. the service standards indicate the CGD currently requires 2.8 – 5.6 youth resource centres incorporated as part of large-scale multipurpose community centres and by 2031 this will have increased to 3.5 – 7.1

Overall, Dandenong and more widely the CGD has an undersupply of spaces to support young people. There are limited spaces to deliver youth programs, and generally limited spaces that are welcoming for young people. It is important to acknowledge however, that some community facilities such as Dandenong Library, provide attractive and welcoming spaces for young people and support programs such as Council’s holiday program.

While there are no service demand tools to assess the need for small interview rooms / spaces to youth and family support services, these types of spaces are a critical part of delivering these services. The current facilities are limited and unwelcoming with service users required to sign in at one building (39 Clow Street) and then wait for a staff member to meet them to walk over to 39A Clow Street. Assuming Council continues to deliver youth and family support services, more suitable interview rooms / spaces must be developed to meet both current and future needs of people accessing the service.

Demand Assessment Tool	Service, Infrastructure or Places	Benchmark	Population	Service Requirement	Population	Service Requirement
CGD service demand estimation	Facility	1 youth resource centre every 10,000 persons aged 15 – 24 years	4,305 (Dandenong) 22,044 (CGD)	<u>Dandenong</u> 0.4 of a facility <u>CGD</u> 2.2 facilities for CGD	6,023 (Dandenong) 23,554 (CGD)	<u>Dandenong</u> 0.6 of a facility <u>CGD</u> 2.4 facilities
Growth area council service standard	Facility	Youth friendly spaces as part of a level 1 or 2 multi-purpose Council community centre – small to medium scale centres to support 8,000 – 16,000 people OR Youth resource centre incorporated as part of level 3 multipurpose community centre – large scale centre to support 30,000 – 60,000 people.	35,131 (Dandenong) 170,454 (Total CGD population)	<u>Dandenong</u> 2.2 - 4.4 youth friendly spaces in small to medium scale multipurpose facility <u>CGD</u> 2.8 - 5.6 youth resource centres incorporated in large scale community centres	52,742 (Dandenong) 212,093 (Total CGD population)	<u>Dandenong</u> 3.3 – 6.5 youth friendly spaces in small to medium scale multipurpose facility <u>CGD</u> 3.5 – 7.1 youth resource centres incorporated in large scale community centres

Table 5.14: Demand assessment, youth friendly spaces and youth resource centres for the suburb of Dandenong and the CGD, 2019 - 2031

### 5.3 Aged and Disability Services

Council's role in aged and disability services focuses upon community transport, supporting seniors clubs and ethnic and cultural groups, and community care services which support older adults and people with a disability to people to live independently in their home and community. In addition, there are many other agencies who deliver community care services to older adults and people with a disability throughout the CGD.

Spaces that are currently used largely for activities or programs for older adults in Dandenong include:

- Memorial Hall (capacity 140)
- Dandenong North Senior Citizens Centre (capacity 140)
- Latham Crescent Senior Citizens Centre (capacity 90).

#### *Current and Historical Demand*

Limited quantitative data is available in relation to aged and disability services in central Dandenong or the wider suburb of Dandenong. Key information provided by officers and other stakeholders includes the following:

- People with a disability access services in central Dandenong as there are many agencies and facilities located in the area. For example, Dandenong Neighbourhood Community Learning Centre advise that around 30 percent of their clients / participants are people with a disability. Council officers also advise they are aware 3 – 4 disability groups meet in Harmony Square weekly.
- Council does not deliver planned activity groups in either central or the wider suburb of Dandenong.
- A number of senior's clubs and ethnic and cultural groups supporting older members of the community meet weekly at the Memorial Hall. This includes Dandenong University of the Third Age (U3A) which is primarily based at the Paddy O'Donoghue Centre in Noble Park but delivers programs from the Memorial Hall.

#### *Projected Demand*

The demand for programs and supports for older adults and people with a disability in central Dandenong has been assessed by examining the current and projected population size and profile for the suburb of Dandenong. The population in Dandenong in 2019 was expected to be 35,131 and it is projected to reach 52,742 by 2031 representing growth of 50 percent.<sup>26</sup> However, growth in the number of people aged 60 years or older is expected to be somewhat lower (38 percent), with growth

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<sup>26</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

in the number of people aged 80 years or older expected to be lower again (22 percent).<sup>27</sup> Overall, this indicates demand for programs and supports for older adults will increase, but not as substantially as other age cohorts.

In relation to people with a disability, projection data does not look specifically at how the rates of disability may change in a community. To develop some understanding of this, we are able to examine overall population size and age profile projections, along with current data about the number of people who experience a need for assistance in their daily life.

There is a strong correlation between age and disability i.e. as people age, they are more likely to require assistance with their daily life and experience a disability. At the 2016 Census in the suburb of Dandenong, 6.7 percent of people reported they had a need for assistance in their daily life. This is higher than the City of Greater Dandenong (6.3 percent) and Victoria (5.3 percent).<sup>28</sup> The projected population growth in Dandenong is likely to result in an increased number of people living in the community who experience a disability, although because of the correlation between age and disability, this growth is not likely to be as high proportionally as the overall increase in the population size i.e. growth in the number of people aged 60 years and older is not expected to be as high as other age cohorts in the community, therefore growth in the number of people with a disability is also likely to be lower.

### *Gap Analysis*

Council's service demand assessment tool indicates the Suburb of Dandenong should have 0.9 of a room to support planned activity groups for the current population and by 2031 will need 1.3 rooms. The Growth Area Council Service Standards indicate a similar level of provision i.e. that 0.6 – 0.9 rooms are required need to meet the needs of the current population and 0.9 – 1.3 rooms will be required to meet the needs of the population in 2031. However, Council does not currently operate planned activity groups in Dandenong, and unless Council proposes to commence offering this program in the suburb, there is unlikely to be a need for the room / space.

The Growth Area Council Service Standards also indicate access is required to large multipurpose meeting spaces to support programs and activities for older adults. The standard indicates the suburb of Dandenong should have access to 3.5 – 4.4 rooms to meet the needs of the current population and will require 5.3 – 5.6 rooms to meet the needs of the future population. As noted previously, currently Council has 3 halls that are largely used for activities or programs for older adults which indicates provision is currently slightly below the recommended standard and additional facilities will be required to meet the needs of the future population.

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<sup>27</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

<sup>28</sup> ABS, 2016 Census QuickStats – Dandenong State Suburb and Greater Dandenong LGA. Accessed online 28/4/20:  
[https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/quickstat/SSC20702?opendocument](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/SSC20702?opendocument)



			2019		2031	
Demand Assessment Tool	Service, Infrastructure or Places	Benchmark	Population	Service Requirement	Population	Service Requirement
CGD service demand estimation	Room	1 room for every 40,000 people to support planned activity groups	35,131 (Dandenong)	0.9 rooms	52,742 (Dandenong)	1.3 rooms
Growth area council service standard	Group Meeting space	1 planned activity group per 40 – 60,000 people AND Access to 1 large multipurpose meeting space per 8,000 – 10,000 people (For seniors groups)	35,131 (Dandenong)	0.6 – 0.9 rooms for planned activity groups AND 3.5 – 4.4 large meeting rooms	52,742 (Dandenong)	0.9 – 1.3 rooms for planned activity groups AND 5.3 – 6.6 large meeting rooms

Table 5.15: Demand assessment, planned activity groups and seniors groups for the suburb of Dandenong, 2019 - 2031

## 5.4 Community Meeting Space

Community meeting spaces are likely to have variable catchments which will be impacted by the location, accessibility and functionality of the space. Factors such as availability of car parking or public transport, the cost to access spaces, how safe and welcoming the space feels, and the suitability of the space for different activities are key to the usability of meetings spaces.

There are a range of meeting spaces owned or managed by Council and available for hire to the general community in both Central Dandenong and the wider suburb of Dandenong. Table 5.16 below shows:

- There are 13 meeting spaces available in central Dandenong with capacity varying. In total there are:
  - 5 spaces that can cater for up to 50 people
  - 5 spaces that can cater for 20 – 35 people
  - 3 spaces that can cater for over 100 people
  - 2 spaces with capacity for 200 - 300 people
- There are a further 5 meeting spaces available in the wider suburb of Dandenong with capacity varying from 30 – 300 people.
- In some instances, are flexible enough that they can be one space or multiple spaces (Memorial Hall and Dandenong Civic Centre).

It is important to acknowledge other meeting spaces exist within central Dandenong that may be attached to places such as churches, schools or commercial buildings. As this information is not readily available, the service assessment is concentrated on Council owned or managed meeting spaces.

Building / Location	Capacity	Room Type	Comments
<b>Central Dandenong</b>			
Palm Plaza	50	Main Hall	
Memorial Hall	140	Main hall	This room can be configured as 2 spaces.
	20	Small meeting room	
The Castle	120 – 300	Main Hall	Includes a stage. These spaces are not available for hire separately
	100	Balcony room	
	50	Lounge area	
Dandenong Civic Centre	30 - 50	Council Chamber	These rooms can be configured as 1, 2, 3 or 4 rooms catering for variable group sizes. As one space they can cater for up to 200 people.
	30 - 50	Formal Meeting Room	
	30	Boardroom 1	
	30	Boardroom 2	
39 Clow Street	35	Program room	These rooms are used primarily by the services who manage or are located in the building or by Council. They are not usually available for general use.
	30	Training room	
	50	Former Council Chamber	
<b>Wider Dandenong</b>			
Menzies Hall	300	Main Hall	Includes a stage.
Dandenong North Senior Citizens Centre	140	Main Hall	Includes a small stage.
Deakin Hall	70	Main Hall	
Latham Crescent Senior Citizens Centre	90	Main Hall	
Fotheringham Reserve Hall	30 people	Main Room	

Table 5.16: Council owned or managed meeting spaces in central Dandenong and wider Dandenong, May 2020

### Current and Historical Demand

Information has been made available about the number of times four meeting space sites have been used in central Dandenong between 2017 – 2019. Information is not however, available about the length or frequency of the bookings. For example, it is not known whether a booking has been for one hour or for several hours, or whether a space is being booked on a regular basis by a small number of groups or by many different groups.

The data shows demand for the spaces has generally remained constant between 2017 and 2019 with some venues experiencing a decline in use (Palm Plaza, Memorial Hall and Dandenong Civic Centre) and others experiencing a small increase (The Castle).

Council officers advise, the Dandenong Civic Centre is almost at capacity as it is in high demand for Council activities, and from community and corporate organisations who require access to high quality meeting or training spaces. As a new facility, with the capacity to provide full venue service i.e. tea, coffee, catering and audio-visual facilities, it is in high demand.

The other meeting rooms at Palm Plaza, Memorial Hall and The Castle all have good capacity to accommodate additional bookings, but are less appealing as spaces to hire because of the age, condition and location of the buildings, and in the case of The Castle particularly, the availability of car parking on weekdays is an issue. Through the consultation process the cost to hire facilities was also identified as a key barrier to using community facilities, but it is unclear which facilities this may be in relation to.

Council officers also advise, while there appears to be increasing demand for spaces to support programs and groups, there is a culture of groups not sharing spaces and inequity about how much access some groups have to meeting or activity space compared with others.

Venue	2017	2018	2019	Change
Palm Plaza	314	297	285	-29
Memorial Hall	341	318	309	-32
The Castle	180	211	219	39
Dandenong Civic Centre – Use for non-council activities	847	862	801	-46
<b>Total External Use</b>	<b>1,682</b>	<b>1,688</b>	<b>1,614</b>	<b>-68</b>
Dandenong Civic Centre Internal Use	1,271	1,292	1,201	-70
<b>Total</b>	<b>2,953</b>	<b>2,980</b>	<b>2,815</b>	<b>-138</b>

Table 5.17: Number of bookings Council owned or managed meeting spaces in central Dandenong, 2017 - 2019

*Projected Demand*

The demand for meeting spaces in central Dandenong has been assessed by examining the current and projected population size for the suburb of Dandenong. The population in Dandenong in 2019 was expected to be 35,131 and it is projected to reach 52,742 by 2031 representing growth of 50 percent.<sup>29</sup> This level of growth indicates demand for community meeting spaces will increase and most likely fairly substantially.

<sup>29</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

### *Gap Assessment*

The CGD service demand assessment tool indicates the suburb of Dandenong needs a total of 20.7 meeting spaces to support the current population, although there is no detail provided about the size of the meeting spaces required. The Growth Area Council Service Standards indicate the suburb of Dandenong needs a total of 23.8 meeting spaces (of varying capacity) to support the current population. In total, 18 meeting spaces of varying capacity, owned or managed by Council in the suburb of Dandenong, have been identified as part of the demand assessment. However, as noted previously, this does not capture meeting or activity spaces that may be attached to places such as churches, schools or commercial buildings. It also doesn't capture spaces attached to arts and cultural venues such as the Walker Street Gallery and Arts Centre and The Drum Theatre. In addition, most existing meeting spaces in Dandenong have capacity to accommodate additional use. Overall, this indicates Dandenong has sufficient meeting spaces to cater for current demand, however it must be acknowledged that some of the buildings are old, in poor condition and poorly located which makes them less attractive and useful as meeting spaces.

In relation to the future needs of the community, the demand assessment shows the suburb of Dandenong does not have sufficient meeting spaces to cater for the future population. The CGD service demand assessment tool indicates the suburb of Dandenong will need a total of 31 meeting spaces, while the Growth Area Council Service Standards indicates Dandenong will require 36.3 meeting spaces (of varying capacity) to support the population in 2031.

			2019		2031	
Demand Assessment Tool	Service, Infrastructure or Places	Benchmark	Population	Service Requirement	Population	Service Requirement
CGD service demand estimation	Meeting space	1 meeting space for every 1,700 people	35,131 (Dandenong)	20.7 spaces	52,742 (Dandenong)	31 spaces
Growth area council service standard	Meeting space	1 x 200+ people venue per 20,000 people 1 x 101-200 people venue per 8,000 people 1 x 51-100 people venue per 8,000 people 1 x 21-50 people venue per 8,000 people 1 x 1-20 people venue per 4,000 people	35,131 (Dandenong)	1.8 spaces for 200 people 4.4 spaces for 101 – 200 people 51 – 100 people 21 – 50 people 8.8 spaces for 1 – 20 people	52,742 (Dandenong)	2.6 spaces for 200 people 6.6 spaces for 101 – 200 people 51 – 100 people 21 – 50 people 13.9 spaces for 1 – 20 people

Table 5.18: Demand assessment, community meeting spaces for the suburb of Dandenong, 2019 - 2031

## 5.5 Libraries

The size of a library and the proximity to other libraries is a key determinant of the likely catchment for a library. The City of Greater Dandenong has only 2 libraries, one in central Dandenong and the other in Springvale. This means both libraries will have large catchments. While the Doveton Library (in the City of Casey) is less than 10 minutes' drive from the Dandenong Library, it is a very small branch, and is likely to have minimal impact upon the catchment of the Dandenong Library.

Current and historical data about use of the libraries has not been examined as part of this Service Analysis. The purpose of including it in the Services Analysis is to understand the future demand for libraries and how this may relate to the provision of other community infrastructure in central Dandenong.

### *Projected Demand and Gap Analysis*

The demand for a library services in central Dandenong has been assessed by examining the current and projected population size for the suburb of Dandenong and the City of Greater Dandenong. The population in Dandenong in 2019 was expected to be 35,131 and it is projected to reach 52,742 by 2031 representing growth of 50 percent.<sup>30</sup> By comparison the population in the City of Greater Dandenong is projected to increase by just under 25 percent to reach 212,093 by 2031.<sup>31</sup> This suggests overall the demand for libraries is likely to increase more substantially in Dandenong than across other parts of CGD.

The assessment of current and projected demand suggests the suburb of Dandenong currently has a relatively high provision of library services given the population size, but this approach doesn't recognise the critical role of Dandenong Library in supporting a much broader catchment. Application of the Growth Area Council Service Standards for whole of Greater Dandenong indicates the City currently has an undersupply of Libraries and this will increase further as the population grows. However, the scale of the Dandenong and Springvale libraries and the extent of services they deliver to the community from their central locations means they have been designed to service a large catchment. In addition, Council has made a strategic decision to centralise library services in two key accessible locations.

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<sup>30</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

<sup>31</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

			2019		2031	
Demand Assessment Tool	Service, Infrastructure or Places	Benchmark	Population	Service Requirement	Population	Service Requirement
CGD service demand estimation	Library facility	1 library for every 50,000 people	35,131 (Dandenong) 170,454 (Total CGD population)	<u>Dandenong</u> 0.7 of a library <u>CGD</u> 3.4 libraries for CGD	52,742 (Dandenong) 212,093 (Total CGD population)	<u>Dandenong</u> 1.1 libraries <u>CBD</u> 4.2 libraries
Growth area council service standard	Library facility	1 library to support 30,000 – 60,000 people	35,131 (Dandenong) 170,454 (Total CGD population)	<u>Dandenong</u> 0.6 - 1.2 libraries <u>CGD</u> 2.8 – 5.7 libraries	52,742 (Dandenong) 212,093 (Total CGD population)	<u>Dandenong</u> 0.9 – 1.8 libraries <u>CGD</u> 3.5 – 7.1 libraries

Table 5.19: Demand assessment, libraries for the suburb of Dandenong and CGD, 2019 - 2031



## 5.6 Neighbourhood Houses

There are 8 neighbourhood houses and learning centres in the City of Greater Dandenong and one is located in central Dandenong (Dandenong Neighbourhood Community Learning Centre), close to the Dandenong Market.

Current and historical data about use of the Dandenong Neighbourhood Community Learning Centre (DNCLC) has not been examined as part of this Service Analysis. However, it is understood the number of people accessing the service has remained constant in recent years, although the cohorts the service supports have changed. The DNCLC advises they have seen a significant increase in the number of asylum seekers accessing the service in the past 18 months.

### *Projected Demand and Gap Analysis*

The demand for neighbourhood houses / community learning centres in central Dandenong has been assessed by examining the current and projected population size for the suburb of Dandenong. The population in Dandenong in 2019 was expected to be 35,131 and it is projected to reach 52,742 by 2031 representing growth of 50 percent.<sup>32</sup>

The assessment of current and projected demand suggests the suburb of Dandenong currently has a low provision of neighbourhood house / community learning centre programs (organisations) and this will be exacerbated as the population grows. This, must however be considered with some caution as the DNCLC and other organisations in central Dandenong have a significant footprint in delivering services and supports within Dandenong with DNCLC currently delivering programs from 8 sites across Dandenong, substantially expanding the reach and capacity of the organisation.

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<sup>32</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

			2019		2031	
Demand Assessment Tool	Service, Infrastructure or Places	Benchmark	Population	Service Requirement	Population	Service Requirement
CGD service demand estimation	Not provided					
Growth area council service standard	Program (program means all aspects of a neighbourhood house)	1 Neighbourhood house program per 10,000 – 20,000 people (based on premise the program is offered from multipurpose community centre)	35,131 (Dandenong) 170,454 (Total CGD population)	<u>Dandenong</u> 1.8 – 3.5 NH programs  <u>CGD</u> 8.5 – 17 HN programs	52,742 (Dandenong) 212,093 (Total CGD population)	<u>Dandenong</u> 2.6 – 5.3 NH programs  <u>CGD</u> 10.6 – 21.2 NH programs

Table 5.20: Demand assessment, neighbourhood houses for the suburb of Dandenong and CGD, 2019 - 2031

## 5.7 Multipurpose Community Centre (Community Hub)

Council does not currently have a traditional multipurpose community centre located in central Dandenong, although facilities such as the Dandenong Library and 39 Clow Street have some features of a Multipurpose Community Centre. For example, Dandenong Library is co-located with community meeting and activity spaces and Harmony Square, and 39 Clow Street provides multiple meeting and activity spaces that are used extensively by Council and tenants of the building to deliver programs and services to the community.

### *Projected Demand and Gap Analysis*

The demand for a multipurpose community centre in central Dandenong has been assessed by examining the current and projected population size and profile for the suburb of Dandenong. The population in Dandenong in 2019 was expected to be 35,131 and it is projected to reach 52,742 by 2031 representing growth of 50 percent.<sup>33</sup>

The Growth Area Council Service Standards identifies different scales of multipurpose community centres. Level 1 and 2 centers are considered to be small to medium scale and are designed to support communities of between 8,000 and 10,000 people. Level 3 centres are larger scale facilities designed to cater for between 30,000 and 60,000 people. Currently, the City of Greater Dandenong has 2 large scale multipurpose community centres (the Jan Wilson Community Centre and the Paddy O'Donoghue Centre) and 1 medium scale centre (Springvale Service for Children). Council is also constructing the Springvale Community Hub. When completed it will be a large-scale multipurpose community centre incorporating a new library, outdoor spaces, a large hall and function room and multiple activity and learning spaces.

The Growth Area Council Service Standards suggest the City of Greater Dandenong requires between 2.8 and 5.7 large scale multipurpose community centres to meet the needs of the current population, and will require between 3.5 and 7.1 to meet the needs of the population in 2031. The number required is dependent upon the scale of the facilities offered and the catchment population it seeks to support. Overall, the current provision of 3 large scale centres (including Springvale Community Hub) and the medium scale Springvale Service for Children is reasonable for the existing population. However, as the population grows particularly in Dandenong, the service standards indicate Council will be required to consider the need for an additional large-scale multipurpose community centre. The lack of provision of this type of facility in Dandenong, along with the high population growth projected in the area indicates that if Council was to invest in an additional large-scale multipurpose community centre, this should be located in Dandenong.

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<sup>33</sup> City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

			2019		2031	
Demand Assessment Tool	Service, Infrastructure or Places	Benchmark	Population	Service Requirement	Population	Service Requirement
CGD service demand estimation	None provided					
Growth area council service standard	Community centre	Level 1 or 2 multipurpose community centre – small to medium scale centres to support 8,000 – 16,000 people. OR Level 3 multipurpose community centre – large scale centre to support 30,000 – 60,000 people.	35,131 (Dandenong)  170,454 (Total CGD population)	<u>Dandenong</u> 2.2 – 4.4 level 1 or 2 multipurpose community hubs  AND 0.6 – 1.2 level 3 multipurpose community hubs  <u>CGD</u> 2.8 – 5.7 level 3 multipurpose community hubs	52,742 (Dandenong)  212,093 (Total CGD population)	<u>Dandenong</u> 3.3 – 6.5 level 1 or 2 multipurpose community hubs  AND 0.9 – 1.8 level 3 multipurpose community hubs  <u>CGD</u> 3.5 – 7.1 level 3 multipurpose community hubs

Table 5.21: Demand assessment, multipurpose community facilities for suburb of Dandenong and CGD, 2019 - 2031

## 6.0 Community Facilities in Central Dandenong – Current Building and Service Offerings

Facility and Location	Facility Description	Existing Condition of Facilities	Maintenance Costs	Site Size	Building size	Zoning	Overlays	Ownership	Year Built & Building Age (at 2012)	Remaining Life (Yrs) at 2012	Service Offerings	Service Delivery Agencies	Cohorts Supported
39A Clow Street Dandenong (Council offices)	Multi level building with multiple offices and small meeting rooms.	The 2012 Central Dandenong Community Infrastructure Plan rated this building as being in good condition, but the internal fit out is considered to be tired. The accessibility ratings for the building and surrounds range from very good to very poor, with the following rated as very poor: <ul style="list-style-type: none"> <li>Doors and entry point</li> <li>Vertical circulation</li> </ul> Council officers advise while a little dated, this is a newer building (i.e. newer than 39) that is structurally sound, and the air handling has been repaired / updated.	\$25.7k 2016/17 – 2018/19	54,747m2 (wider precinct including the market and car park)	956m2	CDZ2	DDO2	CGD	2000 12 years	88 years	MCH Leadership and Business Support Youth and Family Services – Youth Engagement, Youth Development and Family Support Children’s Services – Family Day Care Administration, Preschool Field Officer Program, Community Development, Kinder Enrolment	City of Greater Dandenong	
39 Clow Street, Dandenong (SMRC)	Multi level building and includes: Ground Floor: <ul style="list-style-type: none"> <li>Reception with waiting area, lift and amenities</li> <li>3 interview / meeting rooms for either 2-6 people with couches</li> <li>Staff / training room, seating about 12-25 people.</li> <li>3 consulting suits for MCH services</li> <li>CGD staff offices for enhanced MCH services</li> </ul> First Floor: <ul style="list-style-type: none"> <li>Old Council chamber seating 50 – 60 people</li> <li>Training room seating 20 - 30 people</li> <li>3 kitchens (1 larger and 2 small kitchenettes)</li> <li>Multiple small – medium sized offices</li> </ul>	The 2012 Central Dandenong Community Infrastructure Plan rated this building as being in average condition. The accessibility ratings for the building and surrounds range from very good to very poor, with the following rated as very poor: <ul style="list-style-type: none"> <li>External environments and approach</li> <li>Doors and entry points</li> <li>Vertical circulation</li> <li>Sanitary facilities</li> </ul> Council officers advise this building is considered to be in poor condition with structural issues resulting in the building moving, problems with the air handling system and leaking windows. It was originally intended to be demolished as part of developing the new civic centre and library.	\$45.9k 2016/17 – 2018/19	54,747m2 (wider precinct including the market and car park)	2,460m2	CDZ2 Comprehensive Development Zone 2	DDO2 SBO (partial) Special Building Overlay	CGD	1967 45 years	55 years	Migrant and refugee support programs and services Volunteer development and placement services Enhanced maternal and child health services Strengthening knowledge of and tolerance of different religions Education / learning programs, particularly computer classes	Southern Migrant and Refugee Centre Centre for Multicultural Youth City of Greater Dandenong Interfaith Network Dandenong Neighbourhood and Community Learning Centre	New migrants Refugees Asylum seekers Young people Families who require additional support People who wish to volunteer in their community – often this is to gain employment experience
Dandenong Neighbourhood House 34 King Street, Dandenong	Single storey, brick veneer building with timber extension at the rear. Facilities include: <ul style="list-style-type: none"> <li>Front office for 3 people</li> <li>2 meeting / classrooms for max of 15 people</li> <li>Small office</li> <li>Domestic kitchen</li> <li>Larger meeting room for 20 people</li> <li>Shed</li> <li>Community garden</li> </ul>	The 2012 Central Dandenong Community Infrastructure Plan rated this building as being in average condition. The accessibility ratings for the building and surrounds range from very good to very poor, with the following rated as very poor: <ul style="list-style-type: none"> <li>Doors and entry points.</li> </ul> Council officers advise this building is considered to be old and unable to meet the needs of the Neighbourhood House.	\$12.3k 2016/17 – 2018/19	638m2	583m2	RGZ1	N/A	CGD	1930 82 years	18 years	Education / learning programs e.g. English language, hospitality, pathways to employment Art, craft and cooking programs Social support programs and activities Community shed program Seniors activities Community garden Meeting space Volunteering	Dandenong Neighbourhood and Community Learning Centre	Asylum seekers Older adults People with a disability General community

Facility and Location	Facility Description	Existing Condition of Facilities	Maintenance Costs	Site Size	Building size	Zoning	Overlays	Ownership	Year Built & Building Age (at 2012)	Remaining Life (Yrs) at 2012	Service Offerings	Service Delivery Agencies	Cohorts Supported
Tom Houlihan Centre 184 - 186 Foster Street East, Dandenong	<p>Located next to Dandenong Primary School. Facilities include:</p> <ul style="list-style-type: none"> <li>Reception area with office, printing area and waiting area</li> <li>Meeting room for 25 – 30 people</li> <li>Staff room and kitchen</li> <li>2 interview rooms</li> <li>4 offices for approx. 6 people</li> <li>2 large storage rooms</li> <li>2 small storage rooms</li> <li>Several small offices for different agencies</li> </ul>	<p>The 2012 Central Dandenong Community Infrastructure Plan rated this building as being in poor condition. The accessibility ratings for the building and surrounds range from very good to very poor, with the following rated as very poor:</p> <ul style="list-style-type: none"> <li>Doors and entry points.</li> </ul> <p>Council officers advise this building is considered to be in average condition.</p>	\$11.9k 2016/17 – 2018/19	2,788m2	879m2	PUZ6 (Local Government)	N/A	CGD	1960 52 years	48 years	<p>Crisis support including emergency relief, case management, child support programs, financial counselling</p> <p>Resettlement services including humanitarian resettlement programs, engagement and transition support, community development and capacity building</p> <p>Social support programs. Volunteering</p>	<p>South East Community Links Inc (previously Dandenong Citizens Advisory Bureau) is responsible for managing the venue and it is used by</p> <ul style="list-style-type: none"> <li>Dandenong Historical Society</li> <li>Serbian Welfare Association of Victoria</li> <li>Cambodian Community Welfare Centre Inc.</li> <li>Centre for Philippine Concerns Australia – Victoria</li> <li>Disability Resources Centre</li> <li>Good Shepherd / S.E Water Financial Counselling</li> </ul>	<p>Refugees and new migrants</p> <p>Various multicultural communities</p> <p>General community</p>
Kindergarten and MCH Centre 174-182 rear of Dandenong Primary School site – Foster Street, East Dandenong	<p>Newly redeveloped, the facilities include:</p> <ul style="list-style-type: none"> <li>2 specialist / maternal and child health consulting suites</li> <li>2 kindergarten rooms with capacity for 66 children</li> <li>Community room / MCH waiting room</li> <li>Kitchen</li> <li>Toilets</li> <li>Storerooms</li> <li>Staff office</li> </ul>	<p>The building is newly developed and considered to be in excellent condition.</p>	\$22.8k PA	4,000m2 Estimate	396m2	PUZ6 (Education)	N/A	DET (Council has a 21 year lease)	2015	50 years	<p>3 and 4-year-old kindergarten</p> <p>Maternal and child health services</p>	City of Greater Dandenong	Families with children from birth to 5 years of age
Memorial Hall 10 Langhorne Street, Dandenong	<p>Single storey brick building surrounded by retail businesses. Facilities include:</p> <ul style="list-style-type: none"> <li>Front entry and waiting area</li> <li>Front office area</li> <li>1 smaller meeting room for 12-16 people</li> <li>1 large meeting hall divisible into two spaces</li> <li>Kitchen facility</li> <li>Amenities</li> </ul>	<p>The 2012 Central Dandenong Community Infrastructure Plan rated this building as being in average condition. The accessibility ratings for the building and surrounds range from very good to very poor, with the following rated as very poor:</p> <ul style="list-style-type: none"> <li>External environments and approach</li> <li>Doors and entry point</li> <li>Vertical circulation</li> <li>Sanitary facilities</li> </ul> <p>Council officers advise this building is not DDA compliant and is close to the end of its useful life.</p>	\$15.5k PA	418m2	406m2	CDZ2	DDO2 SBO	CGD	1965 47 years	53 years	<p>Meeting room and function facility</p>	<p>City of Greater Dandenong is responsible for managing the venue and it is used by</p> <ul style="list-style-type: none"> <li>Migrant support groups</li> <li>Multicultural groups</li> <li>Seniors groups</li> <li>University of the Third Age</li> <li>Mental health groups</li> <li>Religious groups / churches</li> </ul>	<p>Older adults</p> <p>New migrants</p> <p>People from multicultural backgrounds</p> <p>General community</p>

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Palm Plaza Meeting Room 4 Palm Plaza, Dandenong	Located at the northern end of Palm Plaza, the meeting space is surrounded by retail businesses. Facilities include: <ul style="list-style-type: none"> <li>Main meeting hall seats about 40 people, or about 60-80 standing</li> <li>Kitchen</li> <li>Externally accessed male and female toilets shared with the public</li> </ul>	The 2012 Central Dandenong Community Infrastructure Plan rated this building as being in average condition. The accessibility ratings for the building and surrounds range from very good to very poor, with the following rated as very poor: <ul style="list-style-type: none"> <li>Doors and entry point</li> <li>Sanitary facilities</li> </ul> Council officers advise the building is considered to be in reasonable condition, but the public toilets at the front of the building make it unattractive as a place for the community to meet.	\$6.8k PA	181m2	181m2	CDZ2	DDO2	DSE Crown Land	1960 52 years	48 years	Meeting room and function facility	City of Greater Dandenong is responsible for managing the venue and it is used by <ul style="list-style-type: none"> <li>Country Women's Association (CWA)</li> <li>Alcoholics Anonymous (AA)</li> <li>Church Groups</li> </ul>	Community organisations or individuals requiring meeting or activity space.
Market Street Occasional Care Centre	Facilities unconfirmed - Understood to consist of 3 rooms, toilet and office facilities.	Council officers advise the building is considered to be in poor condition, and demolition or complete gutting of the building is required.	\$10.1k 2016/17 – 2018/19	1,114m2	308m2	RGZ2	N/A	Council	1990	29	Occasional childcare	Not for profit organisation	Families with children from birth to 5 years of age.
Dandenong Day Nursery 18 Brunet Street Dandenong North	Facilities Unknown	Council officers advise the building is old and experiences issues related to flooding.	\$19.5k PA	1,316m2	454m2	GRZ1	N/A	Council	Council	1975	Long day childcare Family daycare 4 year old kindergarten	Not for profit organisation	Families with children from birth to 5 years of age.
Dandenong Civic Centre and Library	Multi storey development incorporating <ul style="list-style-type: none"> <li>Retail premises at street level</li> <li>Community meeting spaces, Council entry and library at forecourt level</li> <li>Council offices levels 2 and 3</li> <li>Commercial offices levels 4 and 5</li> </ul>	Brand new building in excellent condition.	\$623.2k PA	4,517m2	12,310m2	CDZ	DDO PAO	Council	Council	2014	Council offices. Meeting and function room facilities Dandenong Library Commercial office space Food and beverage	City of Greater Dandenong Commercial legal, accounting, banking services Commercial café operators	General community
Walker Street Gallery and Arts Centre 1 – 9 Walker Street Dandenong	Single storey building incorporating: <ul style="list-style-type: none"> <li>A meeting / activity space catering for 25 – 40</li> <li>A performing arts theatre catering for up to 70 people</li> <li>A gallery space</li> <li>Several office spaces and studios</li> <li>Kitchen facilities</li> </ul>	A new gallery is being developed a short distance from this site. The building is considered to be in poor condition, and demolition or complete gutting of the building is required for it to be repurposed.	\$12.1k PA	609m2	624m2	CDZ2	CDZ DDO	Council	Council	End of Useful Life	Exhibitions Performance venue Meeting venue Office spaces for arts organisations	City of Greater Dandenong is responsible for managing the venue and it is used by <ul style="list-style-type: none"> <li>Artists</li> <li>Arts organisations</li> <li>Community organisations</li> </ul>	Artists Arts and community organisations General community

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The Castle Hemmings Park Princes Highway Dandenong	Two storey building incorporating: A performance hall Balcony Meeting / activity room Kitchen (heat and serve)	The building is considered to be in good condition.	\$24.2k PA	39,037m2	747m2	PPRZ	HO	Council	1933	40	Predominantly considered to be a performance venue but is also used for other community events and activities, particularly for young people.	City of Greater Dandenong is responsible for managing the venue and it is used by <ul style="list-style-type: none"> <li>Professional and community artists</li> <li>Arts organisations</li> <li>Youth organisations</li> <li>Community organisations</li> </ul>	Performance artists (especially musicians) Arts, youth and community organisations General community
The Drum Theatre 226 Lonsdale Street Dandenong	521 seat performing arts venue including dressing rooms Rehearsal / function room Café and bar	The building is considered to be in good condition.	\$290.2k PA	1,445m2	3,550m2	CDZ	DDO HO SBO	Council	2006	50	Performing arts events and activities Community presentations	City of Greater Dandenong is responsible for managing the venue and it is used by <ul style="list-style-type: none"> <li>Professional and community artists</li> <li>Production companies</li> <li>Arts organisations</li> <li>Community organisations</li> <li>Local schools</li> </ul>	