

Consultation and Engagement Report

Central Dandenong Community Hub Needs Analysis

Prepared for Greater Dandenong City
Council

1 June 2020

DISCLAIMER

In accordance with standard professional practice, it is stated that Planning for Communities Pty Ltd are not responsible in any way whatsoever to any person or organisation other than Greater Dandenong City Council in respect of the information provided in this report, including any errors or omissions therein, arising through negligence or otherwise however caused.

The reproduction of this report for internal purposes by Greater Dandenong City Council is automatically permitted. However, for professional indemnity reasons, reproduction or distribution of the report or parts thereof for other purposes is prohibited unless prior permission has been specifically obtained in writing from Planning for Communities Pty Ltd.

The findings presented in this report are based on the sources indicated and on the best possible estimates. As the study involves market forecasts which can be influenced by a number of unforeseen variables and as Planning for Communities Pty Ltd cannot in any way influence Council decisions, future events or management decisions affecting the operation of the facilities, programs and services which are recommended, no warranty can be given that the forecasts contained in the report will be achieved

| Contents | Page No. |
|---|-----------------|
| 1.0 Introduction | 1 |
| 2.0 Key Findings | 3 |
| 3.0 Community Survey | 6 |
| 3.1 Key Findings from Survey Results | 7 |
| 4.0 Community Submissions | 11 |
| 5.0 Stakeholder Agencies and Organisations | 12 |
| 6.0 Council Officers | 15 |
| 7.0 Community Organisations | 18 |
| | |
| APPENDIX A – Detailed Results from Community Survey | 19 |
| APPENDIX B – Log of Community Submissions | 43 |

1.0 Introduction

This Report provides the results from the community consultation and engagement undertaken as part of the Central Dandenong Community Hub Needs Analysis. The purpose of the consultation and engagement program has been to understand how community members and service agencies use existing community facilities in central Dandenong, explore the current and emerging needs of the community and identify what community facilities may be needed to respond to the current and future needs of the community. The Report provides the detailed results from each of the consultation and engagement tools implemented.

The consultation and engagement program targeted service agencies and organisations located in Council buildings in central Dandenong, particularly those located in 39 and 39A Clow Street, Council officers delivering programs and services to the community in central Dandenong, Council officers with involvement in planning for or managing community infrastructure in central Dandenong, individual community members accessing services and facilities in central Dandenong and councillors. Two community organisations were also consulted with after specific requests to be involved in the consultation program.

Through the consultation and engagement program, the study team sought to understand a number of different elements.

- For individual community members, the focus was upon understanding how and why they currently participate in community activities or use community buildings in central Dandenong, and if they don't participate in community activities or use community buildings in central Dandenong, why not. In addition, community members were invited to outline if there is anything they would like to change or improve about community activities or community buildings in central Dandenong.
- For services agencies and organisations located in Council buildings in central Dandenong, the focus was upon understanding their current use of these buildings and the services they deliver, where are people coming from to access their services, what their organisation is experiencing in relation to community need and service demand and what is driving this, ideas and priorities for responding to community need.
- For Council officers involved in service delivery, the focus was upon understanding what their services are experiencing in relation to community need and service demand and what is driving this, opportunities to improve or pursue synergies between services, ideas for responding to community need and service demand through the establishment of a community hub in central Dandenong.
- For Council officers involved in planning for or managing community infrastructure in central Dandenong, the focus was understanding the condition, use and opportunities associated with the existing community infrastructure, and exploring issues and opportunities associated with locating a community hub in central Dandenong.

- For councillors, the focus was to share preliminary findings from the Needs Analysis and explore their expectations in relation to community infrastructure and a future community hub in Central Dandenong.
- For the 2 community organisations, the focus was to understand their interest in the project, why they believe a community hub is needed in central Dandenong and their aspirations if a hub was to be developed.

The community consultation and engagement program included:

- **A Community Survey** available through the Council’s website. In total 148 surveys were completed. While the original intention was to make hard copies available in key community facilities, the Covid-19 pandemic meant the survey could only be made available online.
- **Submissions from the community.** Individual community members and organisations were invited to make written submissions to Council sharing their ideas and views about the need for community infrastructure in central Dandenong. In total 24 submissions were received.
- **Workshops with Council officers.** In total 26 officers participated in the workshops.
- **Discussions with stakeholder agencies** located in Council buildings located in central Dandenong including:
 - Southern Migrant and Refugee Centre
 - The Interfaith Network
 - Greater Dandenong Volunteer Resource Centre
 - Dandenong Neighbourhood House
 - Centre for Multicultural Youth
 - South East Community links.
- **A briefing of Councillors.**
- **Discussions with 2 community organisations** including Dandenong U3A and Dandenong Community Association.

To make the community aware of the **community survey**, an online marketing and promotion strategy was implemented including:

- Promotion of the survey through Council’s website and social media feeds.
- Ongoing promotion of the survey by Council officers delivering services to the community in central Dandenong via email or when they visited the service.
- Emails and/or mailouts to various Council databases.
- Promotion of the survey by service agencies located in Council’s buildings. The agencies promoted the survey to people accessing their services through social media feeds and when they visited the services.

2.0 Key Findings

A summary of the findings from consultation undertaken is outlined below with more detailed information provided in the sections 3 – 7.

For the Community there are multiple reasons why they access community activities, services or buildings in central Dandenong. The key reasons are proximity to their home, the ability to easily drive to the activity, service or location, the activity or service meets their needs or their family's needs, feeling comfortable accessing the activity, service or building, the activity or service being available when they need it, and the availability of car parking. Many community members travel 15 minutes or less to access activities, services or buildings in central Dandenong.

The primary reason community members do *not* access activities, services or buildings in central Dandenong is difficulty accessing car parking or they can access community buildings closer to their home. Other key reasons are with the activities or services do not meet their needs or their family's needs, the activity or service is not available when they need it, and the quality, age and location of the existing buildings.

Dandenong Library is the community building community members are most likely to have used in central Dandenong in the past 12 months, followed by the Drum Theatre and the meeting rooms in the Dandenong Civic Centre. Community members have also accessed a range of community buildings in wider Dandenong and across the City of Greater Dandenong.

Key ideas for changing or improving community activities or services in central Dandenong are improving information and communication about services and activities available; offering additional or different programs and activities; and reducing the cost of accessing activities and services, especially for older adults. In addition, community members highlighted the importance of having services centrally located and of having a range of integrated services catering for different age groups and cultural backgrounds.

Key ideas for changing or improving community buildings in central Dandenong are:

- Improving the availability of car parking, particularly free or low-cost car parking close to community buildings.
- Reducing the cost of hiring community buildings.
- Providing equitable access to community buildings and places.
- The need for accessible, welcoming spaces to support young people, particularly young migrants.
- Replacing aging community buildings with attractive, modern and welcoming community places.
- Providing spaces to support arts and cultural activities.

- Addressing issues related to specific sites / buildings.

The need for an intergenerational community hub, offering a mix of services and activities and catering for a range of age groups located in the Dandenong Market was raised multiple times through the survey responses and community submissions, but it is important to acknowledge a number of the submissions and survey responses had similar and, in some cases, identical wording, suggesting a co-ordinated campaign of responses may have been initiated by an individual or organisation.

Stakeholder Agencies: Agencies involved in the consultation program support people living across the City of Greater Dandenong and across the wider region. Consequently, the location of their services in central Dandenong and the proximity to the Dandenong Market and public transport is critical to the accessibility of their services.

Agencies believe social disadvantage is growing in the City of Greater Dandenong as the cost of living outstrips income growth. This is resulting in a rapid increase in demand for housing and material aid support with specific issues including rising homelessness and a lack of stable housing; the prevalence of family violence in the community; increasing elder abuse; increasing demand for services to support young people from multicultural backgrounds and in relation to risky online behaviours; the increasing and substantial need for immigration lawyers and immigration support; and the high demand for short term volunteer opportunities for new migrants who must obtain Australian workplace experience.

Other issues raised by agencies in relation to community need were the lack of culturally appropriate mental health and allied health services, the shortage of spaces to support community agencies and organisations and the convergence of vulnerable and disadvantaged people with CALD communities. These elements are different and distinct. Just because you are from a CALD background does not mean you are vulnerable or disadvantaged.

Ideas raised by community agencies about how to address these issues and needs were

- Strengthening the involvement and voice of the community in articulating the services they need and implementing a co-design process engaging people who are active in their communities in designing new community infrastructure.
- Developing a community hub that is welcoming for all, has an intergenerational approach, supports new and emerging communities, supports multicultural communities and provides community gathering spaces.
- Strengthening partnerships with others and service coordination to stretch resources further and to ensure there are no gaps.
- For Council to take a mainstream approach to addressing issues in its local community rather than view cultural diversity as a separate part of the community.
- Increase the investment in public spaces as residential density increases, focusing upon spaces for people to come together / hang out.

For Council Officers the age and poor condition of existing community infrastructure in central Dandenong is a challenge. The location and size of some infrastructure means it has limited capacity for expansion or repurposing, while for other buildings, upgrade or improvement works would substantially increase their usability.

Officers believe demand for Council services and buildings is variable with increasing demand for family support services and spaces for programs and groups. For maternal and child health services, kindergarten and family daycare, demand is fairly stable, while for demand for seniors groups and youth services appears to be declining but this has been impacted significantly by changes to the service delivery model. Service demand is more fully explored as part of the Needs Analysis.

In relation to community hubs, officers believe there is variable understanding across Council and the community about what a community hub is and consequently very different expectations about what a community hub will incorporate, who it will support and how it will operate. In developing a community hub key considerations are the need for flexible infrastructure that can respond to changing community needs, provision of outdoor spaces as much as indoor spaces, ensuring an integrated service model rather than a series of co-located services and infrastructure, and understanding the possible impact of technology upon how people will access services in the future. Another key consideration is Council's future role in providing office space in Council buildings for community and not for profit agencies. An alternate approach could be to co-locate community agencies in vacant commercial space in central Dandenong.

Community Organisations. The two community organisations who requested to be directly engaged through the consultation process have a strong interest in a community hub being developed in central Dandenong. One believes the community is disadvantaged by not having access to a community hub in central Dandenong and that it is an important way community members can feel connected with each other and for new community members to have the opportunity to meet other people. They believe a facility should be located in central Dandenong on the site of the Clow Street buildings because of the access to public buses and Council owns the land. The second organisation has a strong interest as they would like to locate their activities in a community hub if one were developed in central Dandenong. Currently they operate across multiple buildings and find this is both expensive and reduces the opportunities for social interaction between their members, all of whom are older adults.

3.0 Community Survey

The survey of community members was open between 25 March and 4 May 2020. Due to the Covid-19 pandemic, the survey was only available online through Council's website. Community members were notified about the survey through social media feeds and through marketing material at Council services, emails and / or mailouts to various Council databases, and promotion of the survey by service agencies located in Council's buildings.

In total 148 people completed the survey. This is a low response rate given the population size for the suburb of Dandenong and more broadly the City of Greater Dandenong (CGD). This has occurred because the Covid-19 pandemic has limited how the survey could be made available and promoted to the community.

The survey asked respondents to reflect on their experience of accessing community activities, services and buildings in central Dandenong and how these may need to change to better support their needs. The survey specifically sought information about:

- The community activities or services accessed in central Dandenong in the past twelve months.
- Why survey respondents have accessed the community activities or services in central Dandenong in the past twelve months?
- How long survey respondents travel to access the community activities or services and how frequently they access them?
- For those survey respondents who had not accessed community activities or services in central Dandenong in the past twelve months, why was this the case?
- The community buildings used in central Dandenong in the past twelve months.
- Why survey respondents have used the community buildings in central Dandenong in the past twelve months?
- How long survey respondents travel to use the community buildings and how frequently they use them?
- For those survey respondents who had not used community buildings in central Dandenong in the past twelve months, why was this the case?
- How community activities, services or buildings may need to change or be improved in central Dandenong?

The survey also collected key demographic data to assist in understanding how representative survey respondents were of the Dandenong community.

Detailed survey results can be found in Appendix A.

3.1 Key Findings from Survey Results

Who Completed the Survey

A very high proportion of survey respondents live in the CGD, although there were a notable number who live outside CGD (15.5 percent), most likely reflecting the importance of central Dandenong as a regional hub for services and programs. Of those survey respondents who live in CGD, over half (54.4 percent) live in the suburb of Dandenong. This is to be expected given that the survey is focused upon Dandenong and there is likely to be a higher level of interest from residents who live in the suburb.

Just over one third of survey respondents did not answer the question about gender. Of those who answered the question, a higher proportion were female (65 percent).

Just over one third of survey respondents did not answer the question about age. Of those who answered the question, half were aged 60 years or older, none were 19 years or younger and a very small proportion were aged 20 – 29 years (5.3 percent). This is *not* consistent with the age profile of Dandenong residents and more broadly CGD residents. For example:

- In Dandenong people aged 60 years or older account for 15.2 percent of the population, and in CGD 19.1 percent of the population.¹ This is much lower than the proportion of people aged 60 years and older who completed the survey.
- In Dandenong people aged 0 - 19 years account for 25.8 percent of the population, and in CGD 23.9 percent of the population.² As noted above, no-one aged 0 – 19 years completed the survey.

Just over one third of survey respondents did not answer the question about whether a person in their household identified as having a disability. Of those who answered the question, nearly one quarter (23.9 percent) indicated yes. This is *not* consistent with the rates of disability in Dandenong (6.7 percent) and CGD (6.3 percent)³, and will be related to the older age profile of people who have completed the survey.

Overall, the low number of surveys completed, and the demographic profile of survey respondents indicates the survey results must be used with some caution as they will be reflective of only a small part of the Dandenong and CGD communities.

¹ City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

² City of Greater Dandenong, Population Forecasts by Suburb – Greater Dandenong 2019 to 2031

³ 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

Participation in or Use of Community Activities or Services in Central Dandenong

Meetings, social activities, programs delivered by community groups, community information sessions and senior citizens groups are the activities or programs survey respondents are most likely to have participated in, in central Dandenong in the past 12 months.

The main reasons survey respondents accessed activities or services in central Dandenong are the activity or service is close to their home, they can easily drive to the service or activity, the activity or service suits their needs or the needs of their family, they feel comfortable accessing the activity or service, and the activity or service is available when they need it. There were very high response rates for all of these reasons, showing how multiple factors influence a person's decision about the activities or services they access.

About one third of survey respondents did not answer the questions about how long they travel to access community activities and services, and how often they access community activities or services in central Dandenong. Of those who did answer the questions, two thirds indicated they travel between 5 and 15 minutes, reflecting the high proportion of survey respondents who live in the suburb of Dandenong. In relation to how often survey respondents access the activities or services, over half (56.3 percent) access them fortnightly or more frequently highlighting that accessing eh activities or services is a very regular part of their life.

Non- Participation in Community Activities or Use of Services in Central Dandenong

A number of survey respondents indicated they have not accessed any community activities or services in central Dandenong in the past 12 months (22 percent) and subsequently they were invited to share why not. Key reasons were car parking is difficult to access, they have had no need to access activities or services in the past 12 months, and the activities or services offered do not suit their needs or their family's needs. A relatively high proportion of respondents also selected other allowing them to identify additional reasons why they have not used community activities or services in central Dandenong in the past 12 months. Issues raised included they access activities or services in other locations, the poor condition and spread out location of buildings in central Dandenong and the services available are not relevant.

Use of Community Buildings in Central Dandenong

Dandenong Library, The Drum Theatre and Dandenong Civic Centre meetings rooms are the buildings survey respondents are most likely to have used in central Dandenong in the past 12 months. A relatively high proportion of respondents also selected other allowing them to identify additional buildings they have used in the past 12 months. Some are located in central Dandenong such as 39 Clow Street, Walker Street Art Gallery and Heritage Hill Museum, but a number are located outside central Dandenong, demonstrating how facilities in the suburbs and communities surrounding central Dandenong are just as critical as those located in central Dandenong. Examples identified include the

Jan Wilson Centre, Paddy O'Donoghue, Springvale Senior Citizens, Menzies Hall, Latham Crescent Hall and Springer Keysborough.

The main reasons survey respondents used community buildings in central Dandenong are the building is close to their home, they can easily drive to the building, car parking is available, the building is available when they need it, and they can afford to use the building. There were high response rates for all of these reasons, showing how multiple factors influence a person's decision about the buildings they access.

Nearly half of all survey respondents did not answer the questions about how long they travel to use community buildings, and how often they use community buildings in central Dandenong. Of those who did answer the questions, over two thirds indicated they travel between 5 and 15 minutes, reflecting the high proportion of survey respondents who live in the suburb of Dandenong. In relation to how often survey respondents use the community buildings, just under half (48.9 percent) use them fortnightly or more frequently, but a further third use them as little as several times a year. There is some inconsistency between this data and the data about the community activities and services survey respondents are accessing. .

Non -Use of and Discomfort using Community Buildings in Central Dandenong

A number of survey respondents indicated they have not used any community buildings in central Dandenong in the past 12 months (25.9 percent) and subsequently they were invited to share why not. Key reasons are they have had no need to use community buildings in the past 12 months, and car parking is difficult to access. A relatively high proportion of respondents also selected other allowing them to identify additional reasons why they have not used community buildings in central Dandenong in the past 12 months. Issues raised included the poor condition and cost to access buildings in central Dandenong and other buildings are more conveniently located.

Those survey respondents who indicated they were not comfortable using community buildings in central Dandenong were asked to provide information about why they felt this way. Key reasons included the area around the buildings feels unsafe, the buildings are outdated / in poor condition or have poor disability access, the buildings are spread out and there is paid car parking or a lack of car parking. A couple of survey respondents also identified that they feel out of place and embarrassed and do not feel comfortable using services in central Dandenong.

Suggested Changes or Improvements to Community Activities, Services and Buildings

In relation to suggested changes and improvements to community activities and services in central Dandenong key themes were:

- Improving information and communication about services and activities available.
- Suggestions about additional or different programs and activities. There were a wide range of suggestions including more programs about healthy eating, sport and exercise, programs

and services for families, after school activities for children, more Council events, activities for seniors, particularly activities that support different generations to interact, socialisation activities for adults and programs for people with special needs.

- Reducing the cost of accessing activities and services, especially for older adults. This is very reflective of the large number of people aged 65 and over who completed the survey.
- The importance of having services centrally located.
- The importance of having a range of integrated services that cater for different age groups and cultural backgrounds.

In relation to suggested changes and improvements to community buildings in central Dandenong key themes were:

- Addressing the lack of car parking close to community buildings and reducing the cost of car parking.
- Reducing the cost to hire or access community spaces.
- Issues related to specific sites / buildings. Examples included the need for a drop off zone near the Walker Street Gallery, the poor location and condition of the Palm Plaza meeting room and public toilets, and the need to update the kitchen facilities at Menzies Hall.
- The age and poor condition of existing community buildings in Central Dandenong and the need for more attractive, modern and welcoming spaces.
- The need for spaces to support arts and cultural activities.
- The need for an intergenerational community hub, offering a range of services and activities. A number of survey respondents indicated a facility like this should be located near the Dandenong Market.

NOTE: The questions about suggested future changes or improvements to community activities, services and buildings were open text questions, allowing survey respondents to describe the changes or improvements they would like to see. When reviewing the responses, the consulting team identified that a number of the phrases and descriptions about the need for an intergenerational community hub were almost identical to some of the email submissions received during the consultation process. This indicates that a number of people who completed surveys also made an email submission i.e. the number of individuals engaged in the consultation process is lower than the actual numbers suggest.

4.0 Community Submissions

In total 24 submissions were received with 21 received from individuals and 3 from organisations. It is important to note, a number of the submissions from individuals had similar and, in some cases, identical wording, suggesting a co-ordinated campaign of responses may have been initiated by an individual or organisation. The consulting team estimates more than half of the submissions reflected this approach.

Key themes from the submissions were:

- Strong support for the development of an intergenerational community hub.
- That development of a community hub is long overdue in Dandenong, with examples such as the Paddy O'Donoghue Center, Jan Wilson Centre, and Springvale Community Hub used as examples of Dandenong missing out on key community infrastructure and as examples of what is needed in Dandenong.
- That a community hub should be developed in the Dandenong Market precinct.
- A community hub should cater for a mix of ages, communities and interests. Examples identified included arts and cultural pursuits, multicultural communities, a place for community members to come together and to meet people, programs for carers, education opportunities, internet access
- The importance of supporting young people, particularly young migrants to navigate their way through education and employment pathways.
- The lack of accessible and welcoming spaces for young people in central Dandenong.
- Recognition of how important community buildings and places are to communities and a need to facilitate more equitable access to them.

5.0 Stakeholder Agencies

Discussions were held with service agencies and organisations located in Council buildings in central Dandenong, particularly those located in 39 and 39A Clow Street. Agencies included:

- Southern Migrant and Refugee Centre
- The Interfaith Network
- Greater Dandenong Volunteer Resource Centre
- Dandenong Neighbourhood House
- Centre for Multicultural Youth
- South East Community links.

The discussions with agencies and organisations explored:

- Their current use of the Council buildings they operate from and the services they deliver
- Where are people coming from to access their services
- What their organisation is experiencing in relation to community need and service demand and what is driving this
- Ideas and priorities for responding to community needs.

The key findings from the discussions are outlined below.

Supporting the Local and Regional Community

- Agencies do not specifically support people living in central Dandenong but rather the wider City of Greater Dandenong (CGD), and many support people living outside CGD. This is because Dandenong is a central location where core services for the region are located. Several agencies indicated while demand for services is high in the growth corridor areas such as Casey and Cardinia, many services have not yet been established in these communities and until this occurs, people will continue accessing services in central Dandenong.
- The location of services in central Dandenong is considered to be essential, because of the public transport and the proximity to the Dandenong Market

Key Areas of Need

- Social disadvantage is growing in the CGD community because the cost of living is outstripping income growth. This is resulting in rapidly increasing demand for housing and material aid support. Specific issues include:
 - Rising homelessness and a lack of stable and safe housing. There is a lack of affordable housing and a lack of housing stock to suit people and families on low incomes. People are moving out of CGD to access more affordable housing because agencies are not able to provide a place-based response to the housing demand. This means people are being forced to move away from the services they access and their support networks.

- An increasing number of individuals and families presenting to agencies with highly complex issues and circumstances. It is common for individuals and families to experience multiple issues such as housing, legal, financial and health issues.
- The prevalence of family violence in the community. While family violence may have always been occurring, it is now being uncovered more consistently as trust is built between agencies and their clients, but there is no mainstream approach to solving this issue.
- Elder abuse is a growing issue. Families bring their elderly relatives to Australia requiring them to look after grandchildren, taking away their money and leaving them isolated at home.
- In relation to young people there is increasing demand for services and supports to assist young people from multicultural backgrounds to navigate the duality of their life i.e. the culture of their family and their new life in Australia. In addition, there is increasing risk around online behaviours by young people which is driven by their engagement with social media. Young people are highly mobile and social media/ communication is very strong. Through social media young people can arrange to meet as a group quickly e.g. a fight, a party etc
- A lack of culturally appropriate mental health and allied health services.
- The increasing and substantial need for immigration lawyers and immigration support. This is not being funded by government.
- High demand for short term volunteer opportunities for new migrants who must obtain Australian workplace experience. This is not compatible with organisations seeking volunteers who generally prefer to train and engage volunteers for a longer period of time e.g. 12 months or more.
- In relation to community facilities there was a general view that there is a shortage of spaces to support community agencies and organisations with specific issues raised including difficulty accessing low cost venues/ spaces, a shortage of spaces for community activities and high expectations that Council will provide spaces to support new and emerging communities while continuing to support established communities.
- The convergence of vulnerable and disadvantaged people with CALD communities is a specific challenge in CGD. These elements are different and distinct. Just because you are from a CALD background does not mean you are vulnerable or disadvantaged, but some agencies do not distinguish between these two aspects.

Responding to Community Need

A range of ideas for responding to community need were raised by agencies including:

- Strengthening the involvement and voice of the community in articulating the services they need.
- Development of a community hub that is welcoming for all, has an intergenerational approach, supports new and emerging communities, supports multicultural communities and provides community gathering spaces such as a communal cooking space.
- Strengthening partnerships with others and service coordination to stretch resources further and to ensure there are no gaps.

- For Council to take a mainstream approach to addressing issues in its local community rather than view cultural diversity as a separate part of the community.
- Increase the investment in public spaces as residential density increases, focusing upon spaces for people to come together / hang out.
- When developing new community infrastructure, implement a co-design process engaging people who are active in their communities and the transition occurring within the community.

Other

- The existing facilities at 39 and 39A Clow Street are well located because they are easy to find, close to the Dandenong Market and close to public transport. However, 39A is not a great space for young people. It's too corporate and office like with limited privacy creating confidentiality issues and there are no spaces to run groups.
- It is challenging for some organisations located in 39 Clow Street to access meeting space in the building because as the lead tenant, Southern Migrant and Refugee Centre receives priority access to these spaces.
- Southern Migrant and Refugee Centre is interested in partnering with Council to develop and manage a community hub.
- The Castle is a good space for general community programs but is not good for youth work because it is dark and boxy.

6.0 Council Officers

Two workshops were held with Council officers:

- One with officers involved in the delivery of or facilitation of services to the community in central Dandenong including kindergarten, maternal and child health, youth, family daycare, aged and disability services. Through this workshop, the study team sought to understand what their services are experiencing in relation to community need and service demand and what is driving this; opportunities to improve or pursue synergies between services; and ideas for responding to community need and service demand through the establishment of a community hub in central Dandenong.
- One with council officers involved in planning for or managing community infrastructure in central Dandenong. Through this workshop, the study team sought to understand the condition, use and opportunities associated with the existing community infrastructure, and explore issues and opportunities associated with locating a community hub in central Dandenong.

The key findings from the workshops are outlined below.

Existing Community Infrastructure

- Many of the community buildings in central Dandenong are considered to be old and in poor condition including the Memorial Hall, Market Street Occasional Care, the Neighbourhood House, Walker Street Gallery and 39 Clow Street. In addition, a number of sites are identified as having limited or no capacity for expansion including Palm Plaza, the Neighbourhood House and Market Street Occasional Care.
- Sites considered to be well located to support community infrastructure are:
 - 39 and 39A Clow Street because of their proximity to the market and bus services and the availability of car parking on non-market days.
 - Tom Houlihan because of its location alongside Dandenong Primary School and the associated kindergarten and maternal child health facilities.
 - Central Dandenong Library and Civic Centre because of its proximity to the railway station and future residential development.
- Some facilities were identified as having good capacity to be used more extensively including the Castle and Palm Plaza although works are needed to make them more attractive as a space for community activity. For Palm Plaza this includes removal of the public toilet facilities at the front of the building. For the Castle the primary issue is the need to overcome perceptions it is a performance venue only.

Demand for Community Services and Spaces

- Family services is experiencing a significant increase in demand for services to support people who are homeless or dealing with alcohol and mental health issues. This is occurring because of the high levels of disadvantage in the community and because Dandenong is a central location for services for CGD and the wider region.
- There is consistent demand for kindergarten services that are not integrated with long day childcare services because the community has limited capacity to pay. While currently there is an oversupply of kindergarten infrastructure, this will be fully absorbed and exceeded with the roll out of funded 3-year-old kindergarten.
- Demand for maternal and child health services is stable but there is an increasing number of transient families who stay within central Dandenong for only short time. Housing affordability is thought to be a key factor in this.
- Family daycare is a preferred service model in CGD because of the cultural profile of the community and the high number of families with parents undertaking shift work. Demand for the service is consistent. In relation to other forms of childcare, the number of commercial childcare operators has increased substantially in recent years resulting in community providers such as Market Street Childcare Centre experiencing lower demand.
- Demand for youth services delivered by Council has declined in recent years because of the changed service model i.e. previously a large number of youth related services were located together in 39 Clow Street.
- Individuals are moving away from accessing senior citizens groups and structured programs (planned activity groups) preferring to access individual services e.g leisure programs. Consequently, there are fewer people accessing these programs and services. This is being driven by changes in NDIS and Aged Care funding which support the individual to select and access services of their choice.
- Central Dandenong and wider CGD is a place of settlement and this is likely to continue into the foreseeable future. This means central Dandenong will have consistent demand for services and supports for people from migrant and refugee backgrounds.
- There is increasing demand for spaces to support programs and groups but there is also a culture of groups not sharing spaces and inequity about how some groups have more or better access to spaces than others.

Community Hubs and Service Synergies

- Across Council and within the community there is variable understanding about what a community hub is. This means there are very different expectations about what a community hub will incorporate, who it will support and how it will operate. There was consensus though that a hub should be universally accessible and have multiple functions – a place to access services, a place to deliver programs, a place that can provide spaces for community activity.

- Ensuring infrastructure flexible and can respond to changing community needs.
- The need to consider outdoor space as much as indoor space e.g the provision of informal recreation infrastructure at the Springvale Hub.
- Delivering integrated service models to help support community members who are socially isolated, CALD communities, and people from low socio-economic circumstances.
- Ensuring a community hub is more than a co-location of services and infrastructure. To support the community, genuine and effective integration of services and infrastructure is needed. It is important to consider the day to day operations of how services will work together. It is possible to put many different services together, BUT there must be a culture of working together in order for it to be effective.
- Consideration must be given to whether technology will change the future community infrastructure requirements in central Dandenong i.e. will be people be accessing services through online platforms reducing the need to access services face to face.
- Council values the service agencies operating in central Dandenong but there is a need for Council to consider whether it will continue providing office space for these agencies in Council buildings. An alternative could be to co-locate community agencies in vacant commercial space in central Dandenong. Over half of all commercial space in central Dandenong is currently vacant.

7.0 Community Organisations

Discussions were held with Dandenong U3A and Dandenong Community Association after they made specific requests to Council to speak with the consulting team. Both organisations are supportive of and interested in a community hub being developed in central Dandenong.

- U3A is interested because they have a strong preference to locate their activities in one venue rather than the 10 they currently use across CGD. This is because they find the use of so many different venues logistically challenging and costly. They also believe it means their members miss out on opportunities to meet people and interact with each other, whereas if activities took place in the one location, people would be able to have informal interactions and build relationships with each other.
- Dandenong Community Association are interested because they can see a need for community members to feel connected with each other and for new community members to have the opportunity to meet other people. They believe having a place like the Paddy O'Donoghue Centre will help to achieve this.

Key issues and information raised through the discussions were:

- U3A find they are attracting an increasing number of members who are socially isolated e.g. people who have lost their partners, people whose families have moved away from the area etc. Many of these people attend multiple classes or session a week as a way of keeping busy and building connections with others.
- U3A has approximately 400 members and runs 40 classes per week with an average attendance of 14. They believe the organisation contributes to delivery of Council's Positive Aging Strategy.
- Venue hire costs can be prohibitive for U3A and they suggested U3A organisations in neighbouring municipalities receive access to facilities at little or no cost.
- Dandenong Community Association highlighted other suburbs in CGD have access to quality community facilities where people can meet and connect with each other. Key examples raised were the Paddy O'Donoghue Centre and Noble Park Community Centre. Key features of the facilities are community meeting and activity spaces, commercial kitchen facilities and car parking.
- Dandenong Community Association believe a community hub should be located in central Dandenong on the site of the Clow Street buildings because of the access to public buses and Council owns the land. There is an opportunity to locate children's services in the hub including Market Street childcare and MCH and possibly Dandenong Historical Society, but the priority is community meeting and activity spaces.

Appendix A – Detailed Results from Community Survey

A total of 148 surveys were completed.

A.1 Key Demographic Characteristics – Questions 1, 15, 16 and 17

All survey respondents answered the question about which suburb they live in with the highest proportion of respondents living in Dandenong (46 percent) followed by Dandenong North (12.2 percent), Noble Park (8.8 percent), Keysborough (8.1 percent), Springvale (6.1 percent), Springvale South (2.7 percent) and Noble Park North (0.7 percent). The remaining survey respondents were spread across a wide range of suburbs outside the City of Greater Dandenong including Endeavour Hills, Vermont South, Carrum Downs, Hawthorn, Cheltenham, Dingley Village, Doveton, Casey, Blackburn South, Clyde North, Rowville, Blackburn North, Wheelers Hill, Cranbourne, Berwick, Waterways, and Belgrave.

| Town or Locality in which Survey Respondents Live | Number of Responses | Percentage of Responses |
|---|---------------------|-------------------------|
| Dandenong | 68 | 46.0% |
| Dandenong North | 18 | 12.2% |
| Noble Park | 13 | 8.8% |
| Keysborough | 12 | 8.1% |
| Springvale | 9 | 6.1% |
| Springvale South | 4 | 2.7% |
| Noble Park North | 1 | 0.7% |
| Other | 23 | 15.5% |
| TOTAL Answered | 148 | |
| SKIPPED Question | 0 | |

Table A.1: Suburb in which Survey Respondents Live, Central Dandenong Hub Needs Analysis Survey, April 2020

In total, 65.5 percent of survey respondents answered the question about their gender. Of those who answered this question, 65 percent indicated they were female, 30 percent indicated they were male, and 5 percent did not wish to specify.

| What gender do you identify as | Number of Responses | Percentage of Responses |
|--------------------------------|---------------------|-------------------------|
| Male | 29 | 30% |
| Female | 63 | 65% |
| Other | 0 | 0% |
| Prefer not to say | 5 | 5% |
| TOTAL Answered | 97 | |
| SKIPPED Question | 51 | |

Table A.2: Gender, Central Dandenong Hub Needs Analysis Survey, April 2020

In total 63.5 percent of survey respondents answered the question about their age. Of those who answered the question, the highest proportion was from those aged 60 – 69 years (24.5 percent) and 70 – 79 years (24.5 percent), followed by 40 - 49 years (20.2 percent), 50 - 59 years (13.8 percent), 30 – 39 years (10.6 percent), 20 – 29 years (5.3 percent) and 80 years or older (1.1 percent).

The high response rate from those aged 35 – 44 years and 25 – 44 years reflects that people in these age cohorts are more likely to be parents or carers for young children, and consequently have a strong interest in early years services and supports such as childcare, kindergarten and maternal child health services.

| Age Categories | Number of Responses | Percentage of Responses |
|-------------------------|---------------------|-------------------------|
| Under 19 years | 0 | 0.0% |
| 20 – 29 years | 5 | 5.3% |
| 30 – 39 years | 10 | 10.6% |
| 40 - 49 years | 19 | 20.2% |
| 50 – 59 years | 13 | 13.8% |
| 60 - 69 years | 23 | 24.5% |
| 70 – 79 years | 23 | 24.5% |
| 80 years and over | 1 | 1.1% |
| TOTAL Answered | 94 | |
| SKIPPED Question | 54 | |

Table A.3: Age profile of survey respondents, Central Dandenong Hub Needs Analysis Survey, April 2020

Respondents were asked to identify whether they or someone in their household identified as having a disability. In total, 92 respondents answered this question and 56 skipped the question. In total 23.9

percent of survey respondents answered yes, 67.4 percent answered no and 8.7 percent indicated they prefer not to say.

| Do you or someone in your household identify as having a disability | Number of Responses | Percentage of Responses |
|--|----------------------------|--------------------------------|
| Yes | 22 | 23.9% |
| No | 62 | 67.4% |
| Prefer not to say | 8 | 8.7% |
| TOTAL Answered | 92 | |
| SKIPPED Question | 56 | |

Table A.4: Identify as having a disability, Central Dandenong Hub Needs Analysis Survey, April 2020

A.2 Participation in or Use of Community Activities or Services in Central Dandenong – Questions 2 - 5

Survey respondents were asked to answer four questions about their participation in or use of community activities and services in central Dandenong in the past 12 months. The questions were:

- What community activities or services have you accessed in central Dandenong in the past twelve months?
- Thinking about the community activities or services have you accessed most in central Dandenong in the past twelve months, please tell us why you accessed this activity or service?
- Thinking about the community activities or services have you accessed most in central Dandenong in the past twelve months, please tell us on average how long you travel to access the activity or service?
- Thinking about the community activities or services have you accessed most in central Dandenong in the past twelve months, please tell us on average how often you have accessed this activity or service?

In total 132 survey respondents answered the question about what community services you have used in central Dandenong in the past 12 months. A list of possible responses was provided, and survey respondents could select all responses that applied.

There was a relatively wide spread of responses, but those receiving the highest number of responses were meetings (34.1 percent), social activities (32.6 percent), programs by community groups (31.8 percent), and community information sessions (25.8 percent). In addition, 22 percent of survey respondents who answered this question indicated they have not accessed any community activities or services in central Dandenong in the past 12 months.

| Community activities or services accessed by survey respondents in the past twelve months | Number of Responses | Percentage of Responses |
|---|----------------------------|--------------------------------|
| 4-year-old Kindergarten | 7 | 5.3% |
| 3-year-old Kindergarten | 3 | 2.3% |
| Childcare | 5 | 3.8% |
| Maternal Child Health Services | 5 | 3.8% |
| Immunisation | 8 | 6.1% |
| Family Support Services | 12 | 9.1% |
| Playgroups | 8 | 6.1% |
| Youth Programs or Services | 7 | 5.3% |
| Senior Citizens Groups or Activities | 23 | 17.4% |
| Programs by Community Groups e.g. service clubs or cultural groups | 42 | 31.8% |
| Migrant, Refugee or Asylum Services | 13 | 9.9% |
| Services for People with a Disability | 6 | 4.6% |
| Drug or Alcohol Support | 3 | 2.3% |
| Housing Services | 8 | 6.1% |
| Education Courses or Programs | 15 | 11.4% |
| Community information sessions | 34 | 25.8% |
| Social activities | 43 | 32.6% |
| Meetings | 45 | 34.1% |
| I have not accessed any community activities or services in Central Dandenong in the past 12 months | 29 | 22.0% |
| Other | 23 | 17.4% |
| TOTAL Answered | 132 | |
| Total Skipped the Question | 16 | |

Table A.5: Community activities or services accessed in the past twelve months, Central Dandenong Hub Needs Analysis Survey, April 2020

For those survey respondents who selected 'other' the following responses were received:

- Arts programs, classes and experiences
- Library (art classes, crochet, book circle, boomerang bags)
- Tennis Club at Burden Park & Springers Facility at Keysborough
- U3A Dandenong

- Homeless
- Brass band rehearsals and concerts
- Women’s groups
- MMAD programs
- Oasis
- Masala Football Club
- Buildings are fragmented. Need for one overall neighbourhood centre where it would be easy access courses and activities with parking space. As things stand much as I would like to attend these parking and accessibility is difficult. A community hub much like The Paddy O’Donoghue Centre is what we NEED. Best spot of Dandenong and has ample space for parking
- Australia day fireworks
- Oasis aqua, yoga and qigong and walker st gallery, and dandenong library
- Environmental activities
- Walker Street Art Gallery, Heritage Hill Art Studios
- Life drawing, Art classes
- Attended meetings at the Civic Centre.

In total 95 survey respondents answered the question asking survey respondents to think about the community activity or service they have accessed the most in the past 12 months and identify why they have accessed this community activity or service. A list of possible responses was provided, and survey respondents could select all responses that applied.

Survey respondents indicated the main reasons were the activity or service is close to my home (50.5 percent), I can easily drive there (45.3 percent), the activity or service suits my needs or my family’s needs (45.3 percent), I feel comfortable accessing the activity or service (42.1 percent), and the activity or service is available when I need it (39 percent).

| Reasons why survey respondents accessed community activities or services in central Dandenong most the past twelve months | Number of Responses | Percentage of Responses |
|--|----------------------------|--------------------------------|
| Close to my home | 48 | 50.5% |
| I can travel by public transport to the activity or service | 24 | 25.3% |
| I can easily drive to the activity or service | 43 | 45.3% |
| Car parking is easy | 28 | 29.5% |
| Car parking is easy for people with a disability or mobility issues | 7 | 7.4% |
| Good accessibility for people with a disability or mobility issues | 14 | 14.7% |
| The community activity or service is available when I need it | 37 | 39.0% |

| | | |
|--|-----------|-------|
| Making a booking to access the community activity or service is easy | 14 | 14.7% |
| I can afford to use the community activity or service | 32 | 33.7% |
| I feel comfortable accessing the community activity or service | 40 | 42.1% |
| The activity or service offered suits my needs or my family's needs | 43 | 45.3% |
| I cannot access the community activity or service anywhere else | 11 | 11.6% |
| Other | 10 | 10.5% |
| TOTAL Answered | 95 | |
| Total Skipped the Question | 16 | |

Table A.6: Reasons why survey respondents have accessed community activities or services in the past twelve months, Central Dandenong Hub Needs Analysis Survey, April 2020

For those survey respondents who selected 'other' the following responses were received:

- The reason that we are using the Dandenong show grounds is because it is central for all our members as we have them from Dromana through to Cranbourne ,Narre Warren just to name a few
- There are unique programs I can connect with through the arts. Some are also are more community oriented then similar events closer to the city.
- City Kings Basketball received a \$750 grant to assist with court hire for Sudanese Australian youth
- I used to live in Springvale South and I have been a member of the tennis club for 30 years
- We are a weight loss group who met once a week at Latham Cr. Dandenong.
- Parking is actually difficult.
- I am responding on behalf of our school - the community activity/service suits the needs of families we are referring.
- It's the closest facility like this to my house.
- Retired now, like library services, boomerang bags.
- There is a lack of services for my community (arts and music) in my area.

In total 95 survey respondents answered the question asking survey respondents to indicate on average how long they travel to access the community activity or service they have accessed most in central Dandenong in the past 12 months. A list of possible responses was provided, and survey respondents could select one answer only.

The highest proportion of survey respondents indicated they travel 5 – 10 minutes (35.8 percent), followed by 10 – 15 minutes (28.4 percent) and 15 – 20 minutes (17.9 percent).

| Average length of travel to the community activity or service accessed most by survey respondents in central Dandenong in the past 12 months | Number of Responses | Percentage of Responses |
|---|----------------------------|--------------------------------|
| Less than 5 minutes | 6 | 6.3% |
| 5 – 10 minutes | 34 | 35.8% |
| 10 – 15 minutes | 27 | 28.4% |
| 15 – 20 minutes | 17 | 17.9% |
| 20 minutes or more | 11 | 11.6% |
| TOTAL Answered | 95 | |
| SKIPPED Question | 53 | |

Table A.7: Average travel time to access community activities or services in the past 12 months, Central Dandenong Hub Needs Analysis Survey, April 2020

In total 96 survey respondents answered the question asking survey respondents to indicate on average how often they have accessed the community activity or service they have accessed most in central Dandenong, in the past 12 months. A list of possible responses was provided, and survey respondents could select one answer only.

The highest proportion of survey respondents indicated they have accessed the activity or service 2 or more times per week (22.9 percent), followed closely by once a week (21.9 percent) and several times a year (20.8 percent).

| Average frequency of accessing the community activity or service accessed most by survey respondents in central Dandenong in the past 12 months | Number of Responses | Percentage of Responses |
|--|----------------------------|--------------------------------|
| 2 or more times a week | 22 | 22.9% |
| Once a week | 21 | 21.9% |
| Fortnightly | 11 | 11.5% |
| Monthly | 15 | 15.6% |
| Several times a year | 20 | 20.8% |
| 1 – 2 times a year | 7 | 7.3% |
| TOTAL Answered | 96 | |
| SKIPPED Question | 52 | |

Table A.8: Average frequency of use of community activities and facilities in the past 12 months, Central Dandenong Hub Needs Analysis Survey, April 2020

A.3 Non- Participation in Community Activities or Use of Services in Central Dandenong – Question 6

Survey respondents who indicated in question 2 they have not accessed any community activities or services in central Dandenong in the past twelve months, were asked to indicate why this was the case? A list of possible responses was provided, and survey respondents could select all responses that applied.

In total 70 survey respondents answered the question with the highest responses received for car parking is difficult to access (28.6 percent), I have no need to access activities or services in the past 12 months (21.4 percent) and the activities or services offered do not suit my needs or my family's needs (20 percent).

| Reasons why survey respondents accessed community activities or services in central Dandenong most the past twelve months | Number of Responses | Percentage of Responses |
|---|---------------------|-------------------------|
| Distance from my home | 7 | 10.0% |
| I cannot travel by public transport to the activities or services | 2 | 2.9% |
| I cannot easily drive to the activities or services | 3 | 4.3% |
| Car parking is difficult to access | 20 | 28.6% |
| Car parking is difficult for people with a disability or mobility issues | 5 | 7.1% |
| Poor accessibility for people with a disability or mobility issues | 5 | 7.1% |
| The activities or services are not available when I need them | 11 | 15.7% |
| Making a booking to access the community activity or service is difficult | 5 | 7.1% |
| I cannot afford to use the community activity or service | 3 | 4.3% |
| I feel uncomfortable accessing the community activity or service | 14 | 4.3% |
| The activity or service offered do not suit my needs or my family's needs | 11 | 20.0% |
| I can access the community activity or service closer to my home | 15 | 15.7% |
| I have had no need to access activities or services in the past 12 months | 15 | 21.4 |
| Other | 21 | 30.0% |
| TOTAL Answered | 70 | |
| Total Skipped the Question | 78 | |

Table A.9: Reasons why survey respondents have not accessed community activities or services in the past twelve months, Central Dandenong Hub Needs Analysis Survey, April 2020

For those survey respondents who selected 'other' the following responses were received:

- None of the above or not applicable.
- We run soccer for peoples with special needs private.
- The community members currently use our church hall for our gatherings of the group which occurs every Monday.
- I use services within Noble Park & Springvale area.
- Accessing services for clients.
- Generally, access U3A activities.
- I am elderly and I find that community buildings are all over the place. I need one welcoming building with modern amenities that provide for disabled people like me. What we have is not easily accessed by me. I would like a facility like they have at Paddy O'Donoghue centre. I like the mix of generations and nationalities of all residents coming together. We need that in Dandenong too.
- There are limited services and activities for older residents. An integrated, intergenerational Dandenong Community Hub is what we need.
- Poor Quality Buildings.
- Poor quality buildings and services too focused on migrants and hardship (a great thing) but local services provided do not cater for all people in Dandenong from all walks of life.
- Buildings are fragmented, old with outdated facilities. We need a proper Dandenong community hub.
- The services offered are not relevant for me. The current services have a migrant and hardship focus (I don't fall in these categories).
- There are no services available that I meet my needs. A new state of the art facility is much needed and well overdue.
- I access several activities, but these are not available in central Dandenong. They are in Noble Park North and Keysborough.
- The services I access are closer to Melbourne CBD. If service were available in Dandenong, I would favour these of travelling into the city.
- booked out - for different age group --- for woman only.
- The central part of Greater Dandenong has died since Places Victoria changed its operational structure.

A.4 Use of Community Buildings in Central Dandenong – Questions 7 - 10

Survey respondents were asked to answer four questions about their participation use of community buildings in central Dandenong in the past 12 months. The questions were:

- Have you used any of the following community buildings in Central Dandenong in the past 12 months?
- Thinking about the community building you have used most in central Dandenong in the past twelve months, please tell us why you used this building?

- Thinking about the building you have used most in central Dandenong in the past twelve months, please tell us on average how long you travel to access this building?
- Thinking about the community building you have accessed most in central Dandenong in the past twelve months, please tell us on average how often you have accessed this building?

In total 112 survey respondents answered the question about what community buildings they have used in central Dandenong in the past 12 months. A list of possible responses was provided, and survey respondents could select all responses that applied.

Dandenong Library is the building which has been used by the highest number of survey respondents in the past twelve months (45.5 percent), with the next closest The Drum Theatre (29.5 percent), and Dandenong Civic Centre meeting rooms (25 percent). In addition, 26.8 percent of survey respondents who answered this question indicated they have used other community buildings in Dandenong and 25.9 percent have not used any community buildings in central Dandenong in the past 12 months.

| Community buildings accessed by survey respondents in the past twelve months | Number of Responses | Percentage of Responses |
|---|----------------------------|--------------------------------|
| Palm Plaza Meeting Room (McCrae Street, Dandenong) | 14 | 12.5% |
| Memorial Hall (10 Langhorne Street, Dandenong) | 5 | 4.5% |
| Dandenong Neighbourhood House (King Street Dandenong) | 2 | 1.8% |
| Dandenong Library (225 Lonsdale Street, Dandenong) | 51 | 45.6% |
| Dandenong Civic Centre Meeting Rooms (225 Lonsdale Street, Dandenong) | 28 | 25.0% |
| The Castle (Hemmings Park, Princes Highway) | 3 | 3.6% |
| The Drum Theatre (Cnr Lonsdale and Walker Street) | 33 | 29.5% |
| I have not used any community buildings in Central Dandenong in the past 12 months | 29 | 25.9% |
| Other | 30 | 26.8% |
| TOTAL Answered | 112 | |
| Total Skipped the Question | 36 | |

Table A.10: Community buildings used in the past twelve months, Central Dandenong Hub Needs Analysis Survey, April 2020

For those survey respondents who selected 'other' the following buildings were identified:

- 39 Clow Street Dandenong
- Soccer 5 south Dandenong private
- Dandenong North Neighbourhood House
- The chicken pavilion at Dandenong Showgrounds

- Walker Street Gallery and Arts Centre
- Heritage Hill Museum
- Springers at Keysborough
- The Hall in Latham Cr. Dandenong
- Springvale Senior Citizens, Springvale
- Marian Room, New St
- Paddy O'Donoghue,
- Menzies Hall
- St Mary's Catholic Parish buildings
- Jan Wilson Center
- Library
- Valley Village Mews Retirement Community Building
- St James Anglican Church
- Old fire station
- Laurel Lodge.

In total 84 survey respondents answered the question asking survey respondents to think about the community building they have used the most in the past 12 months and identify why they have used this building. A list of possible responses was provided, and survey respondents could select all responses that applied.

Survey respondents indicated the main reasons were the building is close to my home (45.3 percent), I feel comfortable accessing the building (38.1 percent), I can easily drive there (35.7 percent) and car parking is available (34.5 percent).

| Reasons why survey respondents accessed community buildings in central Dandenong most the past twelve months | Number of Responses | Percentage of Responses |
|---|----------------------------|--------------------------------|
| Close to my home | 38 | 45.2% |
| I can travel by public transport to the building | 16 | 19.1% |
| I can easily drive to the building | 30 | 35.7% |
| Car parking is available | 29 | 34.5% |
| Car parking is easy for people with a disability or mobility issues | 13 | 15.5% |
| Good accessibility for people with a disability or mobility issues | 12 | 14.3% |
| The community building is available when I need it | 25 | 29.8% |
| Making a booking to access the community building is easy | 16 | 19.1% |
| I can afford to use the community building | 25 | 29.8% |
| I feel comfortable using the community building | 32 | 38.1% |

| | | |
|--|-----------|-------|
| I cannot access the community building anywhere else | 8 | 9.5% |
| Other | 15 | 15.7% |
| TOTAL Answered | 95 | |
| Total Skipped the Question | 64 | |

Table A.11: Reasons why survey respondents have accessed community buildings in the past twelve months, Central Dandenong Hub Needs Analysis Survey, April 2020

For those survey respondents who selected ‘other’ the following responses were received:

- We no need it any.
- The theatre space is suitable for the activity.
- Liaison with Council.
- Not convenient for most members who are living around Springvale.
- I had to attend a Council session.
- Our group finds the hourly rate prohibitive and are looking at withdrawing from these facilities. A weekly rate for the activities we carry out for the community would be reasonable.
- Need a modern Community Hub with more than just welfare programs. We need a place for all residents to meet. We need a community heart with disabled facilities.
- The oasis building is the closest facility like this to my home.
- Cannot attend service elsewhere.
- I don't like the new location
- It is my closest library. However, I do not like the new location accessibility and parking.
- Haven't used them much. Parking is a Pain. .
- Although I park up at the plaza (as do a lot of others) and walk.
- There is a significant lack of arts spaces and live music venues in CGD. Its a shame as residences such as myself and neighbours meet up outside CGD to socialise and connect with our community.
- Needed to go there for a reason.

In total 81 survey respondents answered the question asking survey respondents to indicate on average how long they travel to access the community building they have used most in central Dandenong in the past 12 months. A list of possible responses was provided, and survey respondents could select one answer only.

The highest proportion of survey respondents indicated they travel 5 – 10 minutes (38.3 percent), followed by 10 – 15 minutes (30.9 percent) and 15 – 20 minutes (18.5 percent).

| Average length of travel to the community building used most by survey respondents in central Dandenong in the past 12 months | Number of Responses | Percentage of Responses |
|--|----------------------------|--------------------------------|
| Less than 5 minutes | 4 | 4.9% |
| 5 – 10 minutes | 31 | 38.3% |
| 10 – 15 minutes | 25 | 30.9% |
| 15 – 20 minutes | 15 | 18.5% |
| 20 minutes or more | 6 | 7.4% |
| TOTAL Answered | 81 | |
| SKIPPED Question | 67 | |

Table A.12: Average travel time to access community buildings in the past 12 months, Central Dandenong Hub Needs Analysis Survey, April 2020

In total 80 survey respondents answered the question asking survey respondents to indicate on average how often they have accessed the community building they have used most in central Dandenong, in the past 12 months. A list of possible responses was provided, and survey respondents could select one answer only.

The highest proportion of survey respondents indicated they have accessed the activity or service several times a year (31.3 percent), followed by 2 or more time per week (18.8 percent) and once a week (18.8 percent).

| Average frequency of accessing the community activity or service accessed most by survey respondents in central Dandenong in the past 12 months | Number of Responses | Percentage of Responses |
|--|----------------------------|--------------------------------|
| 2 or more times a week | 15 | 18.8% |
| Once a week | 15 | 18.8% |
| Fortnightly | 9 | 11.3% |
| Monthly | 8 | 10.0% |
| Several times a year | 25 | 31.3% |
| 1 – 2 times a year | 8 | 10.0% |
| TOTAL Answered | 80 | |
| SKIPPED Question | 68 | |

Table A.13: Average frequency of use of community buildings in the past 12 months, Central Dandenong Hub Needs Analysis Survey, April 2020

A.5 Non- Use of Community Buildings in Central Dandenong – Questions 11 and 12

Survey respondents who indicated in question 7 they have not used any community buildings in central Dandenong in the past twelve months, were asked to indicate why this was the case? A list of possible responses was provided, and survey respondents could select all responses that applied.

In total 66 survey respondents answered the question with the highest responses received for I have no need to use community buildings in central Dandenong in the past 12 months (36.4 percent) and car parking is difficult to access (21.2 percent).

| Reasons why survey respondents accessed community activities or services in central Dandenong most the past twelve months | Number of Responses | Percentage of Responses |
|---|---------------------|-------------------------|
| Distance from my home | 5 | 7.6% |
| I cannot travel by public transport to the buildings | 2 | 3.0% |
| I cannot easily drive to the buildings | 3 | 4.6% |
| Car parking is difficult to access | 14 | 21.2% |
| Car parking is difficult for people with a disability or mobility issues | 2 | 3.0% |
| Poor accessibility for people with a disability or mobility issues | 3 | 4.6% |
| The community buildings are not available when I need them | 7 | 10.6% |
| Making a booking to access the community building is difficult | 3 | 4.6% |
| I cannot afford to use the community building | 7 | 10.6% |
| I feel uncomfortable accessing the community building | 2 | 3.0% |
| I can access the community buildings I need closer to my home | 8 | 12.1% |
| I have had no need to access community buildings in Central Dandenong in the past 12 months | 24 | 36.4% |
| Other | 16 | 24.2% |
| TOTAL Answered | 66 | |
| Total Skipped the Question | 82 | |

Table A.14: Reasons why survey respondents have not accessed community buildings in central Dandenong in the past twelve months, Central Dandenong Hub Needs Analysis Survey, April 2020

For those survey respondents who selected 'other' the following responses were received:

- Not applicable
- No problem.
- Conveniently located for our members.
- There is nothing on offer in these places that interest me.

- Never used.
- Need for a decent Neighbourhood Centre like most towns have.
- Only used one building. Parking is bad.
- Most community buildings are old. The more modern facilities are too expensive to hire. I no longer use the library because it is not easily accessible and parking is a nightmare.
- Dandenong lacks a single integrated international Community hub where I to undertake activities like short courses unlike other parts of Greater Dandenong.
- I have not used any because when I have looked into it in the past, the buildings are either old with poor facilities and the more modern buildings are too expensive to hire.

Survey respondents who indicated in question 11 that they feel uncomfortable using community buildings in central Dandenong were asked to provide information about why they felt this way. Reasons provided included:

- The area around the buildings feels unsafe. Some are hidden away in less busy areas and feel unsafe.
- Poor access for people with a disability.
- The buildings offer outdated facilities. There are no comfortable buildings with modern facilities for migrant and other groups.
- The buildings are spread out and there is tolled parking
- Palm Plaza meeting room is of a very low standard and needs improvement to the kitchen, heating and toilet facilities
- A lack of parking for cars, for buses and for longer timeframes.
- I feel out of place and embarrassed.
- I don't feel comfortable using services in central Dandenong.

A.6 Planning for Future Community Activities, Services and Buildings – Question 13 and 14

Survey respondents were invited to respond to two open ended questions about future planning for community activities, services and buildings in central Dandenong. These questions were:

- Is there anything you would like to change or improve about the community activities or services available in central Dandenong?
- Is there anything you would like to change or improve about the community buildings available in central Dandenong?

In total 74 survey respondents answered the question about whether there is anything they would like to change or improve about *community activities and services* in central Dandenong. Consistent themes from the responses included:

- Improving information and communication about services and activities available.
- Suggestions about additional or different programs and activities including more programs about healthy eating, sport and exercise, programs and services for families, after school activities for children, more Council events, activities for seniors, particularly activities that support different generations to interact, socialisation activities for adults and programs for people with special needs.
- Reducing the cost of accessing activities and services, especially for older adults.
- The importance of having services centrally located.
- The importance of having a range of integrated services that cater for different age groups and cultural backgrounds.

There were also a number of suggestions raised multiple times which relate to buildings rather than activities or services including

- Improved access to and free car parking.
- Reducing the cost of hiring or accessing spaces and making it easier to hire spaces.
- The need for an intergenerational community hub, offering a range of services and activities. It was also suggested several times that the hub should be located close to Dandenong Market.
- The need for spaces to support arts and cultural activities.

In total 67 survey respondents answered the question about whether there is anything they would like to change or improve about *community buildings* in central Dandenong. Consistent themes from these responses included:

- There is insufficient car parking close to community buildings and places and / or the cost of car parking is too high
- Requests to reduce the cost to hire or access community spaces.
- Issues related to specific sites / buildings including. the need for a drop off zone near the Walker Street Gallery, the poor location and condition of the Palm Plaza meeting room and public toilets, and the need to update the kitchen facilities at Menzies Hall.
- The age and poor condition of existing community buildings in Central Dandenong. There is a need for more attractive, modern and welcoming spaces.
- The need for an intergenerational community hub, offering a range of services and activities. A number of survey respondents indicated a facility like this should be located near the Dandenong Market.

A.7 Detailed Information from Survey Responses to Question 13 and 14

Question 13: Is there anything you would like to change or improve about the community activities and services available in Central Dandenong?

| |
|---|
| In the 1 the Crescent need to improve in the big kitchen cook and heating food |
| More parking spaces for free |
| Communication. |
| Cheaper rate for venue hire. |
| No |
| Some activities in these council buildings can be really great but getting programs out into already active areas may be even better. Eg/ Dandenong market and outside the plaza would be great. Also, Harmony Square has great potential but I think it hasn't yet really become a strong active space. The hiring of venues could be made easier with a database with all available venues. |
| No that's all right. |
| More online presence in one location that is up to date |
| My personal opinion they can benefit with some encouragement on healthy eating and exercise. |
| Make car parking better at the library. |
| I am not sure if this exists already, but I would like a detailed park's map with walking tracks, car park's etc |
| No |
| None as distance is far for elderly. |
| Difficulties booking a room for organisation's activities at Dandenong Library. |
| Better advertised. |
| No. The Civic centre and library is very good. We don't need more money spent on other buildings in Dandenong. |
| Cost should be cheaper |
| None. |
| No idea |
| Yes. The Hall in Latham Crs., Dandenong that we hire once a week for our weight loss, has cupboards supplied for us. The doors are always falling off. |
| N/A |
| Not necessary to go into Dandenong. |

| |
|---|
| NO |
| My life is full with what I do now, so I don't think that I could offer anything here. |
| We normally participate in the C of GD family fun days. But would like a bit more notice of upcoming festivals. |
| More family activities, better access and enough parking. |
| No |
| Easier access to information and parking is always an issue, especially the costs of parking in Dandenong. |
| Provide free or minimal cost to seniors who already struggle with the cost of living. |
| No |
| Not really. |
| No |
| No |
| Services available in Central Dandenong. |
| We want to attend council activities, but afraid of car parking ticket. |
| Some Council funded buildings for use by charity organizations, like happens in some other council areas. |
| More promotion. |
| Services in Central Dandenong are fantastic especially the Library and Drum theatre. Better parking around both of these needs to be improved. |
| No |
| Thankful for your support of MMAD youth programs. It's pretty special. |
| No |
| Multicultural Hub run by SMRC. |
| More Council events. |
| NO |
| Yes need to be in one fabulous I hub built near market so courses and activities for all ages can be held. |
| More activities for seniors. Especially those with early signs of cognitive impairment to help keep their minds active and interact with other generations so the different generations can learn from one another. |

There should be more services for older residents. Dandenong needs a Community Hub. An intergenerational facility like the Paddy O'Donoghue Centre.

More on socialization, studies and sports.

More sports activities for kids and socialization for adults.

Absolutely! Our disjointed out moded community facilities are just not meeting the needs of 21st Century Dandenong residents. We need and deserve to have a proper, modern and inter-generational community building which would bring our community together. We need more than simply welfare services. We need everything from children's services to short courses and social activities for the older residents ie gentle exercise classes, book club, knitting crochet, sewing, UA3, fully functional men's shed and community garden that is open to residents to name a few. I understand that knitting and crochet clubs are operating in the library meeting rooms because the clubs don't have a proper community hub in which to operate. The fact that Dandenong residents are left behind needs to be addressed.

Yes! We need more than just welfare services. We need a proper integrated inter-generational community hub that caters for all residents of Dandenong.

All services should be provided in a central location that is easily accessible and has ample parking. Services should be provided in a state of the art, inter-generational facility. Services should cater for people of all backgrounds and across all walks of life.

They are not well publicised

They need to be all in one place. Think BIGGER rather than small. People will gravitate to activities if they see what is available, when they may have only come in for one thing. Build a stronger community, act ivies for all age groups.

A hub built on land at the market like Paddy O'Donahue Centre with buildings and activities to suit all age groups with a cafe next to an indoor playground open early till late.

Have a central hub for a wide range of services to the community. Currently you need to travel for services but having a central hub in dandenong is important that provides information, health, assistance to the vulnerable, internet cafe, youth hub, housing/family violence hub all in one

Having services at a central point would make it easier to know what was on offer and to access a wider range of services in one visit as I have limited time in which I can access services

More for primary aged children after school. General support groups.

Let's be honest here there isn't really much on offer in Dandenong. I use public transport and getting to venues in other suburbs isn't easy.

Yes....everything. Firstly provide services in a more modern setting. Secondly, integrate and bring them together in one place. Thirdly, increase the available activities for residents as existing

| |
|---|
| services are bursting at the seams. Finally, provide a more diverse range of activities to accommodate the needs of all ages and backgrounds. |
| There is a lot on offer to do. And it is mostly well promoted. |
| I access some great activities at Jan Wilson centre and Springers, but it would be great if we had a community facility for multiple activities somewhere in central Dandenong. |
| A spacious, multi- purpose building fit for purpose in a pleasant setting and easily accessible. |
| Yes. We need more community spaces in central Dandenong. And more performing arts spaces for community groups. The drum is too expensive for community theatre |
| After 26 years living in Dandenong & 50 years living in the greater Dandenong area, I will be moving out of Dandenong within the next 12 months as I no longer fit the profile of what Dandenong supports and encourages. |
| A stadium next to the train station to watch cool sports and concerts would be amazing. |
| I would like to see more availability of rooms for volunteer groups within Dandenong, this would then in turn have more community-minded volunteers want to participate in activities. |
| More support for artists to run their own spaces and assistants with planning issues to do so. |
| Include more outside activities. Playgrounds & open space infrastructure are just as important as building infrastructure. |
| More options for those with autism and more options for people in the 25 and above categories |
| No all ok for my needs. |
| More publicity. |
| Make the whole area more ratepayer/ customer friendly. |

Question 14: Is there anything you would like to change or improve about the community buildings available in Central Dandenong?

| |
|--|
| For my group everything is all good. |
| Not enough parking space close to the community building. |
| No |
| Reduce costs and I would use meeting rooms more frequently or hold family parties in the halls. |
| Fusion Theatre company's inclusive ensembles value the flexibility of the theatre space at Walker Street Gallery and Arts Centre for workshops and performances. However, a drop off zone should be placed at the Robinson Street entrance of the centre for people with disability. There is no |

| |
|---|
| drop off zone near by even though this is the disability entrance. Carers of people with disability have been fined for stopping for a few seconds to drop people off. |
| Some of the venues I've noticed are separated for the arts and then general community use when really both can be used for arts and non-arts related reasons. A single register or page may be useful to increase the community usage of those spaces. Also, the inclusion of storage space for building with hirers using it over several weeks or long terms would be great too. This is often a deterrent I've heard for some groups who may need some storage during their hire period. |
| No it's all good. |
| Splash some colours one them and update the signage to be less corporate. |
| Not applicable. |
| Better signage and direction to them. |
| No |
| Station parking is lacking and access is appalling. This needs serious improvement. |
| No |
| None |
| Would like more NGOs and services together in one spot. |
| With this pandemic buildings will have to be adequately cleaned between ever user groups to curb any other outbreaks ! |
| No. I am happy with what is already available. The Civic centre and library is great. |
| None |
| No idea. |
| NO |
| Make it easier financially for community groups to use facilities. Especially U3A of which I am a member. But don't meet in Central Dandenong. Our members won't go there because of parking costs, or to far to walk. |
| No |
| Better and free parking. |
| I don't think so. |
| What I use seems okay, though old. |
| No |
| Consistent quality, say the Drum is gorgeous but the Palm Plaza meeting room and toilets are hideous. |

| |
|---|
| No |
| The kitchen in the Menzies Hall needs to be updated. Some appliances not working very well. Also the restriction in the number of people to 200 makes it a little difficult to organise a luncheon for members of our Organisation. |
| Is it possible for Dandenong City Council to lower the cost of their rooms or small halls for new community to run their program/activities and etc. |
| Cost to rent- presently too high.. |
| No |
| Improved parking. |
| No |
| More affordable. |
| Improved spaces for small community groups. |
| No |
| Yes, they are too old and fragmented. Build a new community hub in the market area |
| We needs a intergenerational Community Hub in Dandenong for people of all cultures, abilites, ages and walks of life. One building easily accessible with plenty of free parking. |
| The community buildings are old and outdated. We need a Dandenong Community Hub. |
| None |
| None. |
| Yes! Build a new Community Centre that addresses the need to unite our community in the style of The Paddy O'Donoghue Centre. The best spot is near the market where, unlike other areas in Dandenong there is space for ample parking, green space, trees, play area for children, a cafe. Dandenong has a desperate need for residents old and new arrivals can meet, make new friends, mix, and learn something new, ie lounge area, arts, crafts gentle exercise, languages, etc, a place where all residents are WELCOME. We need a fully inter generational welcoming facility set in the lovely space near the market. That is a perfect welcoming community heart of Dandenong. I can't believe that council have neglected us for so long! |
| Yes. There should be a central Community Hub like Paddy O'Donoghue Centre. The existing buildings are hidden away and in different locations. They are old and have facilities that are limited and out dated. They cannot cater for modern Dandenong. All the community needs for residents ie children's services, short courses, activities, meeting rooms etc should be together in one modern, accessible and functional building similar to the Paddy O'Donoghue Centre. It should be located near the market and the previous council building, where there will be ample parking and will be easy for all DANDENONG residents to access. There is space also for a children's play |

area and a cafe. There should also be a functional men's shed and community garden. Plenty of space for parking and a green lawn area and trees. It's also near the Heritage Garden which has been sadly neglected of late.

Dandenong lacks a single integrated, intergenerational Community hub where Dandenong residents can informally gather, have community meetings and undertake activities like short courses. Unlike other parts of Greater Dandenong we have no building like that. Dandenong desperately needs this. It is well overdue.

Yes, construct a new community in tie council owned land bordered by king street, clow street, Stuart Street and Sleeth Avenue.

Saturday morning for boomerang bags, have to ring and entry through the back door.

A hub at the Dandenong Market on spare land suitable for all age groups with a variety of activities and a cafe with an indoor playground is the main change I would like.

Services should be central and not spread across the city. There should be one hub for services.

Modernise and bring together in a hub.

To have a more welcoming feel and not so sterile.

Some of them are very outdated, some more modern buildings would be good.

Dandenong desperately needs a community hub. This has been lacking in Dandenong for many years. An integrated, intergenerational facility is needed for Dandenong residents of any age to take part in activities, gather informally and hold community meetings. Unlike other parts of Greater Dandenong, we have no building like that.

Maybe have U3A available in Central Dandenong. The King St Community Center seems small and uninviting. I've never been inside it, or been made aware of what is offered.

I think it would be great if we could have a single integrated, intergenerational Community hub where Dandenong residents can informally gather, have community meetings and undertake activities like short courses. Unlike other parts of Greater Dandenong. we have no building like that.

They are no proper options, which is shocking for a major city. A great job was done with the Drum Theatre and Dandenong deserves the best facilities for the community and not situated at the busiest part of town like the current Library.

We need more.

Dandenong lacks a single integrated, intergenerational Community hub where Dandenong residents can informally gather, have community meetings and undertake activities like short courses. Unlike other parts of Greater Dandenong we have no building like that.

Keep the larger buildings within the main area. Don't let large buildings be built in the outer areas

You could put community buildings / rooms in the stadium next to the train station.

More transparency with availability to (free rental) rooms within Dandenong for community driven volunteer groups (i.e Boomerang Bags). Possibly start a "Mens Shed" as I have not been able to locate a group in this municipality and would benefit many.

I support the new development of the Masonic Hall as an Art Gallery. Heritage Hill should continue as a community-based arts space and has been running successful programs. The Walker Street Gallery site should stay as a dedicated art, creative space in some capacity. The current building could be renovated or redeveloped to cater for more arts based facilities.

No. I like the facilities provide and the historical value they show.

Parking

All ok for me.

Life drawing classes are held on a Wednesday night at Laurel Lodge and it has been too small for our group for YEARS.

Let people know more about the community buildings that are in the area.

Appendix B – Log of Stakeholder Submissions

| No. | Individual | Organisation | Summary of Comments |
|-----|------------|--------------|---|
| 1. | ✓ | | Supportive of the development of an integrated community facility / hub in Dandenong. Believes it will meet the needs of many people in the community. For example: <ul style="list-style-type: none"> • Facilitating opportunities for arts and cultural groups to engage with the community, through the provision of maker spaces and amateur recording studios. • Providing accessible spaces for young people as these are lacking in central Dandenong. • Flexible spaces that can support groups / programs as they grow. |
| 2. | ✓ | | Supportive of the development of a community hub in Dandenong and believes it would be ideally located beside the old Council building because it is easily accessible for everyone, especially older residents / ratepayers who can no longer drive. |
| 3. | ✓ | | Supportive of the development of an integrated community facility / hub in Dandenong that offers a range of services and activities and provides a place for people to connect. Population growth will drive demand for the facility. |
| 4. | ✓ | | Supportive of the development of an integrated community facility / hub in Dandenong that offers a range of services and activities and provides a place for people to connect. Population growth will drive demand for the facility. (Note: Content of this email was almost identical to number 3.) |
| 5. | | ✓ | The organisation is happy using Jan Wilson Community Centre. |
| 6. | ✓ | | No comments provided. |
| 7. | ✓ | | Strongly supportive of the development of an integrated community facility / hub in Dandenong, citing the Paddy O'Donoghue Centre and Noble Park Community Centre as examples of facilities bringing different ages and cultures together for a range of services and activities. |

| No. | Who | Organisation | Summary of Comments |
|-----|-----|--------------|---|
| 8 | ✓ | | Observed Dandenong has become a less close-knit community over recent decades because the CBD is a barrier between the neighbourhoods in the west, north, and south of central Dandenong. Strongly supportive of a community centre in central Dandenong like in Noble Park that brings people together with different services, programs and activities in the one place, and as a result offers informal opportunities for people to meet. |
| 9. | ✓ | ✓ | This group does not use any Council facilities, instead accessing the Resurrection Church Parish Hall which has parking for everyone, including people with special needs, as well as ramp access into the hall. The group does not believe Council's survey is applicable to them. |
| 10. | ✓ | | No comments provided about the community hub. The submission noted Colin was unable to access the survey. |
| 11. | ✓ | | Strongly supportive of a community hub in central Dandenong using the description of the Springvale Community Hub as an example of what is needed – 'a vibrant meeting place where people of all ages, backgrounds and interests feel welcome and can come together in a spirit of mutual respect, connection and celebration. World-class community facilities will combine with large, multipurpose green spaces to provide the perfect setting for learning, playing and relaxing.' Highlighted that community hub facilities exist in other parts of Dandenong including Springvale Community Hub, the Keysborough South Community Hub project, the Paddy Donoghue Centre and Jan Wilson Community Centre. |
| 12. | ✓ | | Supportive of a community hub in central Dandenong and requested that the provision of activities for carers be considered as part of any new hub. |
| 13. | ✓ | | Supportive of an integrated community hub in central Dandenong because of the growing population and cultural diversity. Believes the hub should provide learning, internet access, health, new sports/aquatic centre, senior citizen area and multicultural facilities for resident that are easy to access and free. Believes it should be centrally located, close to shopping, banking, car parking and public transport. |

| No. | Who | Organisation | Summary of Comments |
|-----|-----|--------------|---|
| 14. | ✓ | | Acknowledges the Dandenong Library is a great community building, but believes it is inequitable that Noble Park has 2 community hubs (Paddy O'Donoghue Centre and Jan Wilson Community Centre) and Dandenong has none and is pleased to see Council is addressing this. |
| 15. | ✓ | | Strongly supportive of a community hub in central Dandenong and believes it is overdue. With a diverse and growing community, a community hub would help bring people together to access a range of services and activities. (Note: Content of this email is very similar to submissions 3 and 4) Due to densification, there is no shortage of population growth to serve as a demand for such a facility. |
| 16. | ✓ | | Believes compared with other suburbs in GCD, there is a lack of facilities in Dandenong for to support young people participate in informal and formal meetings, short course and other programs. Population growth is cited as a key reason a community hub is needed. |
| 17. | ✓ | | Supportive of the development of a community hub in Dandenong similar to the Paddy O'Donoghue Centre in Noble Park and believes it would be ideally located near the old Council buildings. Suggested facilities and activities included studies for various age groups, a café, an indoor playground and U3A. Believes this could attract more people to visit Dandenong Market, provide employment for builders and the café could deliver a profit. An intergenerational approach to the facility will support older people. |
| 18. | ✓ | | Seeking clarification about the survey content. |
| 19 | ✓ | | Supportive of the development of a community hub in Dandenong because of the facilities provided in Springvale and Noble Park. |
| 20. | ✓ | | Supportive of the development of a community hub in Dandenong and is surprised one does not already exist. Believes community hubs contribute to community wellbeing citing her experience of the Ash Wednesday bushfires as an example of how beneficial they are i.e. in those communities where a hub existed, the community was able to recover more rapidly. |

| No. | Who | Organisation | Summary of Comments |
|-----|-----|--------------|---|
| 21. | ✓ | | Believes Dandenong should have a community building for people to meet and enjoy each other's company and to support community organisations like U3A. Also believes the old Council building would be a suitable site because of its central location. |
| 22. | ✓ | | Believes a world class meeting place and a community hub supporting creativity is needed in Dandenong. Describes the current meeting places as uninspiring and of insufficient size to support larger groups. |
| 23 | ✓ | | <p>Believes there is a need to develop a better understanding of what different communities do and why they do what they do. In addition, would like to see more celebrations and activities by bringing different communities together.</p> <p>Indicated that halls and parks are very important, and proposed they be made available to run programs on a monthly basis only, to avoid communities missing out / being left out.</p> |
| 24 | | ✓ | <p>Highlighted that Council always assists in community building activities, services and buildings and provided examples of how this does / could occur. It was unclear from the submission whether the Group was highlighting existing activities or an aspiration for what could be delivered:</p> <ul style="list-style-type: none"> • Debates and discussion between people from different cultures, leading to increased knowledge and understanding of education opportunities, and creating employment opportunities. • Inviting educated established migrants to share their knowledge with recently arrived migrants. • Community gatherings of different cultural groups where established migrants can share their knowledge and experience with newly arrive migrants. • Watching the cultural activities of different ethnic groups to help increase knowledge and understanding in the community about different cultures. <p>The Group highlighted they believe Australia's greatest economic assets are young and hard-working adult migrants with a diverse and rich cultural background that economically, politically and socially contribute to grow Australia's strength and prosperity. Their ideas about how this aspiration can be achieved include:</p> <ul style="list-style-type: none"> • Bringing different ethnic groups together |

| | | | |
|--|--|--|---|
| | | | <ul style="list-style-type: none">• Working together on projects• Youth and adult volunteering programs• Strong team building between employed and unemployed migrants• Diverting young people from drugs and other unsociable activities through youth employment development activities. |
|--|--|--|---|