



Springvale Community Hub

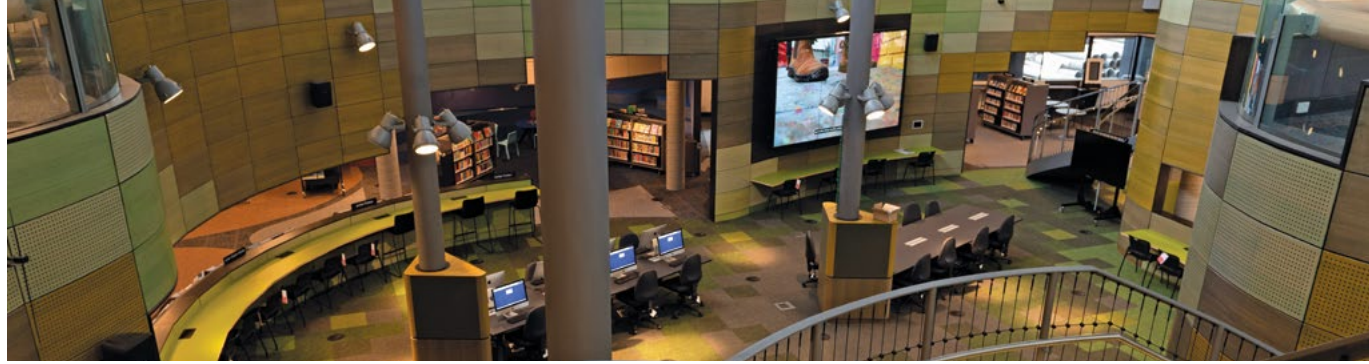
Strategic Plan / 2020–2025

Action Plan / 2020–2022

Introduction

The Strategic Plan was developed to provide a direction for the Hub over the first 5 years, incorporating goals, inspirations and expectations and to deliver the Vision:

Encouraging active participation in cultural exchange, creative celebrations and life-long learning, through a welcoming community hub that inspires learning and creative living.



The Strategic plan outlines four Strategic Objectives:

-  **1. Engagement & Activation**
-  **2. Connectedness**
-  **3. Learning & Creative Living**
-  **4. Safety & Sustainability**

This inaugural action plan has been developed for delivery over 2 years, from time of endorsement in September 2020 to end of financial year 2021-2022. It is intended that this timeline for delivery will enable establishment of the hub, public opening, and delivery of the actions allowing for unknown impacts of ongoing COVID-19 restrictions.

It is proposed that action plan delivery will be reviewed quarterly ongoing, with a review scheduled for EOFY 20/21 to determine if adjustment is required at that point.



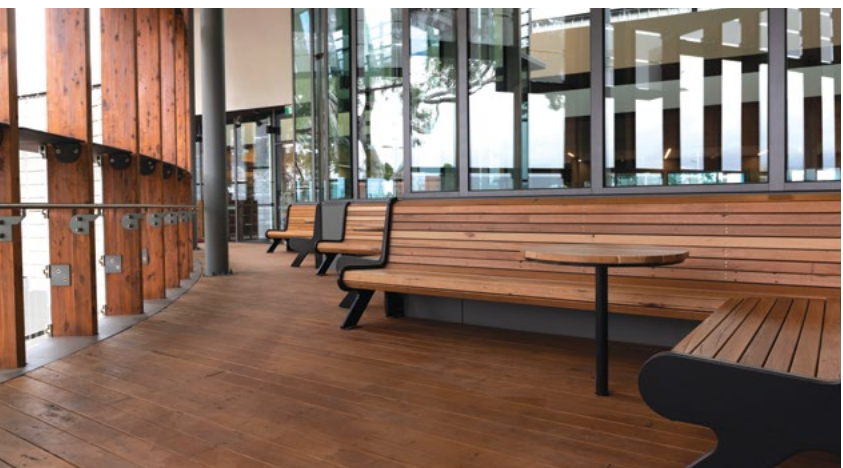
1. Engagement & Activation

The Hub is a gathering place where everyone feels welcome and engaged, spaces and outdoor areas will promote learning, participation and engagement through stimulating programs and activities.



Priority	Action	Directorate/Department	Timeline
Provide welcoming and inspiring places and programs for the community to connect.	Respond to ideas and suggestions from the Community for developing welcoming and inspiring programs and places within the hub, including running topical focus groups where required.	Community Services	Immediate
	Develop inspiring programs both indoor and outdoor, including virtual programming on screens throughout the Hub.	Community Services / Corporate Services	June 2021
	Broadly promote access to the Hub to local community groups, playgroups, schools and wider community as a place to meet, connect and deliver programs.	Community Arts, Culture and Libraries Communications and Customer Service	June 2021
Develop effective partnerships with stakeholders to deliver increased opportunities for the community.	Seek and progress partnership opportunities and conversations to increase program and service offerings through the hub and library.	Community Wellbeing Community Services	June 2021
Develop a year-round calendar of programmed activities across the Hub.	Develop an annual program plan, based on community consultation, to activate entire precinct – delivered by Council and / or by Community Groups.	Community Services	June 2021
	Continue Virtual Programming post COVID, delivered online and via onsite video screens.	Community Arts, Culture and Libraries	June 2021
	Responding to community engagement, deliver an active living and recreation educational workshop.	Community Development, Sport and Recreation	June 2022
Seek to identify sponsorships or grants to broaden service offering and programs.	Develop a plan to identify grant funding, philanthropic and sponsorship opportunities to deliver new programs and services across the hub.	Community Services	June 2022
	Support community groups to identify and apply for grants that enable additional services and programs to be run from the hub.	Community Services	June 2022

Priority	Action	Directorate/Department	Timeline
Engage with visitors to support programming and identification of needs for services and programs.	Provide multiple options for users to share regular feedback, identifying service and program needs and how they would like to be involved.	Community Services	Immediate
	Ensure regular community engagement and consultation to identify gaps in service and programs.	Community Services	Ongoing Priority
Provide opportunities and programs within the open space that enhance health and wellbeing opportunities for the community.	Extend delivery of selected library programs to outdoor spaces, weather permitting (e.g. Art Series, Think Tank, Storytime).	Community Arts, Culture and Libraries	June 2021
	Facilitate an annual inclusive physical activity opportunity for the community on the outdoor courts/open space.	Community Development, Sport and Recreation	June 2022
	Deliver a range of leisure and sport activities that engage the community within the precinct.	Community Development, Sport and Recreation, Community Wellbeing.	June 2021
	Incorporate health and wellbeing programming into the Annual program plan.	Community Services	June 2021
Provide opportunities for Occasional Care to operate from the Hub.	Seek Expression of Interest from local community groups or agencies to provide onsite Occasional Care and support selected candidate to establish need for service and promotion of service within the local community.	Community Wellbeing	June 2021



2. Connectedness

The community is connected, people participate, celebrate and embrace their cultural heritage with pride and feel like they belong.



Priority	Action	Directorate/Department	Timeline
Connect people to Council and Community services, activities, events and information through up to date and responsive practices.	Develop a Springvale Community Hub Community Committee to ensure local community engagement, access, connection and use of hub in accordance with the Strategic Plan.	Community Services	Immediate
	Provide access to library resources, Council and community information through in print information and on digital platforms, including ensuring best possible use of new mobile responsive website, social media, and Library app to connect 24/7 with current and future users.	Community Arts, Culture and Libraries, Communications and Customer Service	Ongoing Priority
	Proactively identify opportunities to connect library users with other services, programs and activities delivered by Council and relevant local support services utilising partnership networks.	Community Arts, Culture and Libraries	June 2021
	Develop and deliver a regular Springvale Community Hub E-news.	Community Services, Communications and Customer Service	Immediate
Promote and enhance opportunities for community participation, including those that support connections and reduce isolation and exclusion.	Seek Expressions of Interest from organisations to deliver programs aimed at supporting refugee and people seeking asylum within the hub.	Community Development, Sport and Recreation	June 2021
	Deliver State-wide Shared Reading project to engage people with disabilities and volunteers.	Community Arts, Culture and Libraries	June 2022
	Identify further opportunities to better cater for the needs of older residents and people with a disability, across all programs and activities.	Community Care	June 2022
	Engage with young people, to facilitate links and referrals into other key services (e.g. AOD, mental health, Springvale based services).	Community Wellbeing	Ongoing Priority
	Deliver Libraries After Dark program to reduce social isolation and impacts of gambling (subject to ongoing funding).	Community Arts, Culture and Libraries	June 2021
	Deliver Supported Playgroups to vulnerable and disadvantaged families from the hub.	Community Wellbeing	June 2021

Priority	Action	Directorate/Department	Timeline
Provide multi-purpose spaces that enable a range of programs, services and venue hire options for the community.	Create dynamic, responsive and engaging formal and informal spaces both indoors and outdoors to enhance community wellbeing.	Community Services	Ongoing Priority
	Develop, deliver or host programs and events that celebrate diversity as part of the annual program of activity.	Community Services	June 2021
	Develop Community Partnership Framework, enabling consistency when working with community groups partnering with Council to deliver programs or services.	Community Services, Communications and Customer Service	Immediate
	Develop and widely publish (print and digital) venue hire information.	Communications and Customer Service	Immediate
	Develop referral process and needs analysis for community venue hire inquiries to ensure opportunities to support local community engagement, activation and Community development outcomes are maximised.	Communications and Customer Service, Community Services	Immediate
Provide opportunities to learn about, celebrate and honour the rich cultural heritage of the local community.	Develop a local social history display in partnership with the local community that celebrates Springvale and the broader Community.	Community Arts, Culture and Libraries	June 2022
	Work in partnership with local historical societies and community groups to support sharing and display of local history stories to provide access to local cultural heritage content and honour the rich cultural heritage of the local community.	Community Arts, Culture and Libraries	June 2022
	Deliver and activate the Landmark Public Art Commission for Aboriginal or Torres Strait Islanders.	Community Arts, Culture and Libraries	Immediate
	Ensure local cultural expression and celebration of cultural events (cultural festivals and activities) are included in the annual program of activities.	Community Services	June 2022
	Work with the local Aboriginal and Torres Strait Islander groups to deliver dreamtime story time sessions with Elders and collate stories that can be displayed on screens.	Community Wellbeing, Community Arts, Culture and Libraries	June 2022
Extend current and support volunteering options within the Hub.	Provide support and extend a range of volunteer opportunities at the hub, alongside the Greater Dandenong Volunteer Resource Service.	Community Services	June 2022
	Deliver intergenerational story time sessions, learning and creative opportunities with seniors and young children (e.g. robots for seniors).	Community Wellbeing, Community Arts, Culture and Libraries	June 2022
	Facilitate children and young people library guide volunteer program.	Community Arts, Culture and Libraries, Community Development, Sport and Recreation	June 2022

Priority	Action	Directorate/Department	Timeline
Connect with youth population in the area, leading to stronger engagement opportunities for this demographic and recognising the strengths of young people as engaged citizens.	Develop a Youth engagement plan incorporating local youth as a consultative group.	Community Services	June 2022
	Develop youth volunteer opportunities through Libraries and the Hub.	Community Services	June 2022
	Investigate student internship and entry level employment opportunities in the Libraries.	Community Arts, Culture and Libraries	June 2022
	Deliver antenatal yarning group sessions.	Community Wellbeing	June 2022
	Deliver Annual Children's Forum and conduct children's advisory group meetings.	Community Wellbeing	June 2022
Increase connections and activities that support both the Hub and the broader Springvale Activity Centre.	Work in partnership with Springvale Asian Business Association (SABA) and other businesses, to support and strengthen business activities in the Hub and Springvale Activity Centre.	Business and Revitalisation	June 2022
	Undertake place-based measures including Place Score, Behaviour Mapping and Pedestrian counts to inform future investment and track trends in people's attachment to the hub's public realm.	Business and Revitalisation	June 2022
	Promote the presence of Springvale and District Historical Society in the Hub.	Community Arts, Culture and Libraries	June 2021
	Provide opportunities for Springvale and District Historical Society to be part of Library tours and programs (e.g. school visits).	Community Arts, Culture and Libraries	June 2021



3. Learning & Creative Living

The Hub will provide pathways for lifelong learning, literacy and the love of reading, through a contemporary leading library, digital engagement and flexible adaptable community programs.



Priority	Action	Directorate/Department	Timeline
Deliver a dynamic library service that responds to community feedback, trends and needs.	Connect people to library resources, programs, council and community services and information through a responsive library service.	Community Services	Ongoing Priority
	Provide access to wireless internet facilities throughout the hub, including emerging technologies, public access PCs and training facilities.	Community Arts, Culture and Libraries Communications and Customer Service	Ongoing Priority
	Facilitate community engagement in collection development in-line with collection and resource guidelines.	Community Services	Ongoing Priority
Develop partnerships that assist in delivering literacy, learning, arts and creative opportunities.	Continue to nurture partnerships with Emerging Writers' Festival & Melbourne Writers' Festival to deliver arts and creative opportunities.	Community Arts, Culture and Libraries	June 2022
	Provide support to local community groups expressing interest in engaging in the arts, to assist them in facilitating successful arts programs on site.	Community Arts, Culture and Libraries	June 2021
	Deliver Family Literacy Project through Communities for Children partnership with Mission Australia and Local Schools.	Community Arts, Culture and Libraries, Community Wellbeing	June 2022
	Support opportunities to increase youth personal development and work readiness skills.	Community Wellbeing	June 2022
	Facilitate Writer and Artist in Residency programs that involve the community through creative engagement.	Community Arts, Culture and Libraries	June 2022
	Participate in National and State-wide literacy, learning, arts and creative opportunities.	Community Arts, Culture and Libraries	June 2022

Priority	Action	Directorate/Department	Timeline
Extend and encourage learning and creative opportunities within the open space aspects of the Hub.	Expand the offering of STEAM (Science, Engineering, Arts, Maths) programs for all ages.	Community Arts, Culture and Libraries	June 2021
	Work in partnership or assist local community groups to deliver learning and creative opportunities in the open space areas of the hub.	Community Arts, Culture and Libraries	June 2021
	Develop an annual precinct wide event to celebrate the Springvale Community Hub.	Community Services	June 2021
	Provide arts engagement opportunities, including at least four workshops per year.	Community Arts, Culture and Libraries	June 2022
	Provide flexible and informal 'Makerspace' and related technology and programs and resources in The Studio.	Community Arts, Culture and Libraries	June 2021
	Programs will be developed to enable artists to contribute and publicly share their work at the hub.	Community Arts, Culture and Libraries	June 2022
Connect the community with lifelong learning opportunities within the Hub and broader community.	In partnership with local education providers and agencies, develop an annual program plan that assists in the development of literacy, creativity and inspires further learning.	Community Arts, Culture and Libraries	June 2021
	Lifetime library memberships available – a card from birth to seniors.	Community Arts, Culture and Libraries	June 2022
	Provide work experience and placement opportunities for secondary, vocational learning and tertiary placements for community members.	Community Arts, Culture and Libraries	June 2022
	Promote the Services and Programs of the Springvale Community Hub to the local community.	Community Arts, Culture and Libraries, Communications and Customer Service	Ongoing Priority
	Provide opportunities for the community feedback after attending programs and activities to inform continuous improvement.	Community Arts, Culture and Libraries, Communications and Customer Service	Immediate



4. Safety & Sustainability

The Hub will engage in proactive programs that reduce antisocial behaviours, promote awareness of environmental sustainability practices and programs and respond to safety concerns.



Priority	Action	Directorate/Department	Timeline
Address safety concerns and any vandalism immediately.	Liaise with Council's Community Safety Committee to assist in proactive engagement and addressing any safety concerns.	Community Services	Ongoing Priority
	Provide information to local residents on how they can report safety concerns, vandalism or graffiti related issues.	Community Arts, Culture and Libraries Communications and Customer Service	Immediate
Engage in proactive programs and security measures to reduce anti-social behaviours.	Seek funding to install Safe City CCTV cameras around the hub to assist in reducing anti-social behaviour.	Community Services, Regulatory Services	Immediate
	Engage local young people actively in leading and developing community programs and projects, working together to activate the space, ensuring a higher level of ownership / engagement and respect for the precinct.	Community Wellbeing	Ongoing Priority
Identify programs and outreach providers that can assist with public health and welfare.	Continue to work with and show case the work local agencies and organisations do to provide outreach services.	Community Development, Sport and Recreation	June 2021
	Develop localised training and information for staff and community groups on how they can assist individuals in accessing outreach services and programs.	Community Development, Sport and Recreation	June 2021
Ensure the site is always presented to a high standard.	Commitment to remove graffiti and fix vandalism as per service standards.	Infrastructure, Services and Planning	Ongoing Priority
	Provide opportunities for community feedback on the presentation of the site.	Community Services	Immediate
	Permanent cleansing staff presence onsite (7 days a week), to maintain infrastructure and provision of cleansing services, to a high service standard.	Infrastructure, Services and Planning	Ongoing Priority
	Council officers will play a proactive role in providing education around No Smoking and Litter prevention before enforcement.	Regulatory Services	Immediate
	Council staff to develop relationships with contractors maintaining the parks and gardens, ensuring adequate reporting and auditing systems.	Infrastructure, Services and Planning	Immediate

Priority	Action	Directorate/Department	Timeline
Achieve a 5-Star Green Star rated and zero net carbon emissions building.	Develop a display to provide green star information about the building (i.e. water and solar usage) and increase awareness.	Planning and Design	Immediate
	Develop a metrics system to monitor health and wellbeing in outdoor areas and deliver on Green Star commitments.	Community Services, Planning and Design	June 2021
	Provide Interpretive signage to promote sustainability initiatives in the building and grounds.	Planning and Design	June 2022
	Review opportunities to educate staff and the community on climate change and environment sustainability.	Planning and Design	June 2022
	Identify opportunities to mobilise the community, groups or residents to support the implementation of the Climate Strategy.	Planning and Design	June 2022
	Undertake a NABERS Energy Rating after the building has been operational for 12 months to monitor to its actual assessment.	Planning and Design	June 2022





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