

# Dandenong Wellbeing Centre Community Engagement Report

September 2021



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# 1. Purpose of this report

## 1.1 Project Overview

The project aims to deliver a new Dandenong Wellbeing Centre (DWC). The facility aims to be a state-of-the-art multi-purpose aquatic and wellbeing facility offering all year-round services with a focus on allied health, passive activity, education, fitness and wellness, and in particular, catering for special needs and targeted groups.

The facility will include:

- 50m pool (with moveable boom or swim wall)
- Two warm water pools
- Learn to swim pool
- Leisure pool / water play
- Spa, sauna and steam room
- Gymnasium
- Program / group fitness rooms
- Meeting rooms
- Allied health suites
- Café
- Creche
- Reception and administration
- Change rooms / amenities etc.

These facility components were determined and refined following extensive planning and consultation undertaken as part of the Aquatic Strategy (2019), Partnership Investigation (2020) and Business Case (2021).

The Aquatic Strategy 2019 guides the future provision of aquatic and leisure facilities in the City of Greater Dandenong. The strategy includes recommendations that relate to both of the Council's aquatic centres: Dandenong Oasis and the Noble Park Aquatic Centre (NPAC) . The Strategy vision is: 'more people, more active, more often'. The strategy is underpinned by the following guiding principles.

- Enhancing community health and wellbeing
- Maximising equity and access
- Facilitating Social Connection
- Providing High Quality Facilities
- Creating Financially Sustainable Outcomes.

This report has been developed for the City of Greater Dandenong and the DWC project team. It will be used to inform project design and operational decisions. It also provides a transparent account of who we engaged, how we engaged and what we heard.

## **2. Community Engagement Overview**

### **2.1 Community Engagement Aims**

To build on the extensive previous consultation and the agreed direction by:

- Informing key stakeholders and members of the Greater Dandenong community about the DWC planning.
- Seeking input on the potential factors that will enhance participation at the DWC.

Note: the intention is to apply the five key strategies outlined in the Make Your Move Strategy specifically to the DWC planning process. (e.g. creating environments that encourage our community to be physically active and support and facilitate opportunities for our community to be physically active).

### **2.2 Community Engagement Objectives**

1. Inform the community about the direction, status and design process for the DWC.
2. Consult diverse groups about reducing barriers to participation and creating welcoming spaces and opportunities to be physically active.
3. Engage current Oasis users and non-users and obtain their input into factors that will encourage participation.
4. Understand the customer journey so that the best possible final design and programming can be developed to maximise participation.
5. Educate the community of the physical and social benefits.
6. Seek out the views of a range of community members, including those with special interest needs who may not engage through traditional broad engagement processes (culturally diverse, disability, women, youth, etc).
7. Provide clear recommendations and useful data for the technical working team and Council.
8. Continue to build positive support for the DWC.

### **2.3 Who we engaged**

- Children
- Young people
- Adults and older adults
- People from culturally diverse backgrounds
- People with a disability and carers for people with a disability
- Existing users and members of Dandenong Oasis, Mills Reserve and Noble Park Aquatic Centre
- Broader City of Greater Dandenong community.

## 2.4 How we engaged

Due to the impacts of the State Government mandated Covid-19 lockdown, the proposed Community Engagement Plan was altered to include online meetings and focus group sessions in lieu of planned face-to-face engagement activities.

Engagement opportunities were promoted to the community via the Councils Have Your Say site, social media posts, media release and circulated via existing stakeholder networks and mailing lists (including existing aquatic centre members, user groups and people who had previously registered their interest in the project). Some of these groups were very active at engaging with their communities / members to take advantage of the opportunity. This approach was especially useful as it helped to obtain input from non-users as well as current users of Council's aquatic facilities. A poster was also developed for the project and displayed at Council's customer service centres, libraries, aquatic centres and leisure / stadia facilities. A mailout to property owners / occupiers surrounding the Mills Reserve site was also undertaken.

A total of 444 responses / people participated in community engagement activities as summarised below.

1. A community survey was delivered / broadly promoted and received 332 unique responses.
2. A public submissions process was made available on the Council's community engagement email address and received eighteen written responses. See **Appendix 3**.
3. Eleven discrete workshops, meetings or focus groups were held involving 94 people as summarised below.

Date	Group name	Type	External participants
15/06/2021	CALD Network Disability	Advisory Group	9
26/07/2021	Metro South Swimming (Swimming Victoria)	Stakeholder	7
27/07/2021	Oasis Otters Swim Club	User Group	3
28/07/2021	Children's Advisory Group (from 11 local primary schools)	Focus Group	23
03/08/2021	Multicultural and People Seeking Asylum Committee	Advisory Group	10
03/08/2021	Young Leaders Group	Focus Group	10
10/08/2021	Health Stakeholders Network	Advisory Group	8
12/08/2021	Positive Ageing Advisory Committee	Advisory Group	6
16/08/2021	Disability Advisory Committee	Advisory Group	4
19/08/2021	Healthy Movement Exercise Physiology (Oasis Tenant)	User Group	1
08/09/2021	Afghani Women	Focus Group	13

## 2.5 Summary of community engagement findings

Detailed feedback from diverse communities of interest confirms that a broad variety of stakeholders have an interest in the future of the Dandenong Wellbeing Centre. This includes both users and non-users of Council's existing aquatic centres in addition to a range of stakeholders and demographic cohorts (i.e. people of different ages, cultures and abilities).

These diverse communities have endorsed the proposed facility and made constructive suggestions to shape its future. Their feedback spans issues relating to facility design, service offering and operational considerations.

In summary, there is **widespread support for and interest in** the new Dandenong Wellbeing Centre.

General observations / key findings:

- People are attracted to the new centre for active activities (78%), passive activities (66%) and socialising with friends (56%).
- There is high demand for use of the warm water pool hall (83%); main pool hall (81%) and dry health and fitness facilities (70%).
- Separate spaces for different users would make the centre more user friendly.
- The level of comfort and ambiance is very important including good temperature control, ventilation, natural lighting, acoustics, low sensory and well-maintained spaces.
- Spaces and seating to socialise are considered very important including the café.
- Accessibility and universal design are important to maximising use.
- There is a high emphasis on changerooms / amenities to ensure adequate provision, a diversity of options (for different users) and greater levels of privacy.
- Flexible use of spaces / facilities is important for catering for community demand i.e. 50m pool to cater lap swimming, recreation and swim lessons.
- Facilities and programs should consider the needs of CALD groups including female only sessions / spaces.
- Complementary indoor / outdoor spaces and landscaped areas should be considered.

Area specific feedback (from the community survey):

- Warm water relaxation and therapy area
  - Facilities: Users of this space would like to use the warm water pools (89%), sauna and steam room (64%) and spa (63%)
  - Preferred use: Relaxation (76%), gentle exercise (61%) and therapy / hydrotherapy (60%)
  - Preferred design features: quiet / not too noisy (71%), close to change rooms / amenities (63%), with privacy (52%), handrails in and around the pools (49%) and easy access via ramps etc. (45%).

- Main pool hall
  - Facilities: Users of this space would like to use the 50m pool (86%), leisure pool / water play area (58%) and learn to swim pool (33%)
  - Preferred use: Lap swimming (70%), exercise / fitness (52%) and play / recreation (46%)
  - Preferred design features: close to change rooms (62%), with good natural light (57%), easy access to pools (55%) and lots of seating (45%).
- Dry health and fitness facilities
  - Preferred gym activities include cardio (75%), weights (63%), group training (54%) and rehabilitation / therapy (46%).
  - Preferred group activities include gentle exercise (66%), high impact activities (46%), pilates (44%), meditation (44%) and physiotherapist supervised training (43%).
  - Preferred design features: Separate spaces for beginners v regulars (53%) and after-hours access (52%).
- Changerooms and amenities.
  - Users would prefer a range of changeroom options including male or female changerooms (88%), family changerooms (47%) and changerooms for people with a disability (39%).
  - Preferred design features: Individual / private change and shower cubicles, large change spaces, adequate number of showers and toilets, family change rooms with baby change facilities, lockers and hooks for belongings, clean and well-maintained spaces.
- Allied health services that people would like to access at the Centre include physiotherapy (63%), exercise physiology (47%), nutrition (41%) and women's health services (39%).
- Surrounding external facilities / spaces that people would like to see at Mills Reserve include trees and landscaped areas (78%), seating areas (73%), picnic facilities (62%), informal grassed area / open space (60%), children's play area (59%), active sports area for organised and casual use (54%), pathways (54%), fitness stations (49%), recreation area for teenagers (42%) and a plaza / forecourt for public gatherings (41%).

### 3. Level of influence in the outcome

The International Association for Public Participation (IAP2) provides the foundations to support good practice community and stakeholder engagement and communications, including practice Core Values and the IAP2 Spectrum of Participation.

This project sits at the inform-consult level.

Level of community and stakeholder engagement promise		
<b>Inform</b>	We will keep you informed	<b>YES</b> <b>Entire project</b>
<b>Consult</b>	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision	<b>YES</b>

## 4. Engagement findings

Community and stakeholder engagement was undertaken by several people, and via a variety of techniques. The CGD Project Manager was very connected to the stakeholders and instigated, and individually executed numerous engagement activities that were within their area of influence and authority. Consultants Renton and Co assisted by developing and analysing the survey and a number of the stakeholder and community focus groups.

When undertaking such a broad and diverse community engagement exercise it is not unusual that the feedback is also broad and diverse, and that it falls within the interest area of the targeted group: i.e., people with a disability are more likely to reflect issues that refer to accessibility. However, there are strong themes to emerge across all forms of feedback.

Engagement findings are presented in the following sections:

### 4.1 Survey overview

### 4.2 Survey findings

#### 4.2.1. Demographic data

#### 4.2.2. Facilities

#### 4.2.3. Cohorts

### 4.3 Workshop and focus group findings

#### 4.3.1. Facilities

### 4.4 Public submissions findings

## 4.1 Survey overview

### 4.1.1 Methodology

A 29-question online survey was distributed by Council through multiple channels commencing on 4 July 2021 and closing on 29 August 2021. A matching hardcopy survey was distributed through City of Greater Dandenong facilities (i.e., aquatic and leisure centres, customer service centres and libraries). 332 unique responses were received across both formats.

The 29 questions are included as an attachment to **Appendix 1**.

The population of survey respondents is heterogeneous. We have defined the following demographic cohorts which are each defined by unique characteristics and preferences:

- All survey respondents
- Children aged 5-11
- Young people aged 12-24
- Adults aged 25-59
- Older adults aged 60+
- People from culturally diverse backgrounds
- People with dependent children at home
- People with a disability and their carers
- Non-binary and undisclosed gender

Summary data for all survey respondents is located in **Sections 4.2.1** and **4.2.2**.

Summary data for each demographic cohort is located in **Section 4.2.3**.

Detailed data for all survey respondents is attached to **Appendix 2**.

### 4.1.2 Limitations

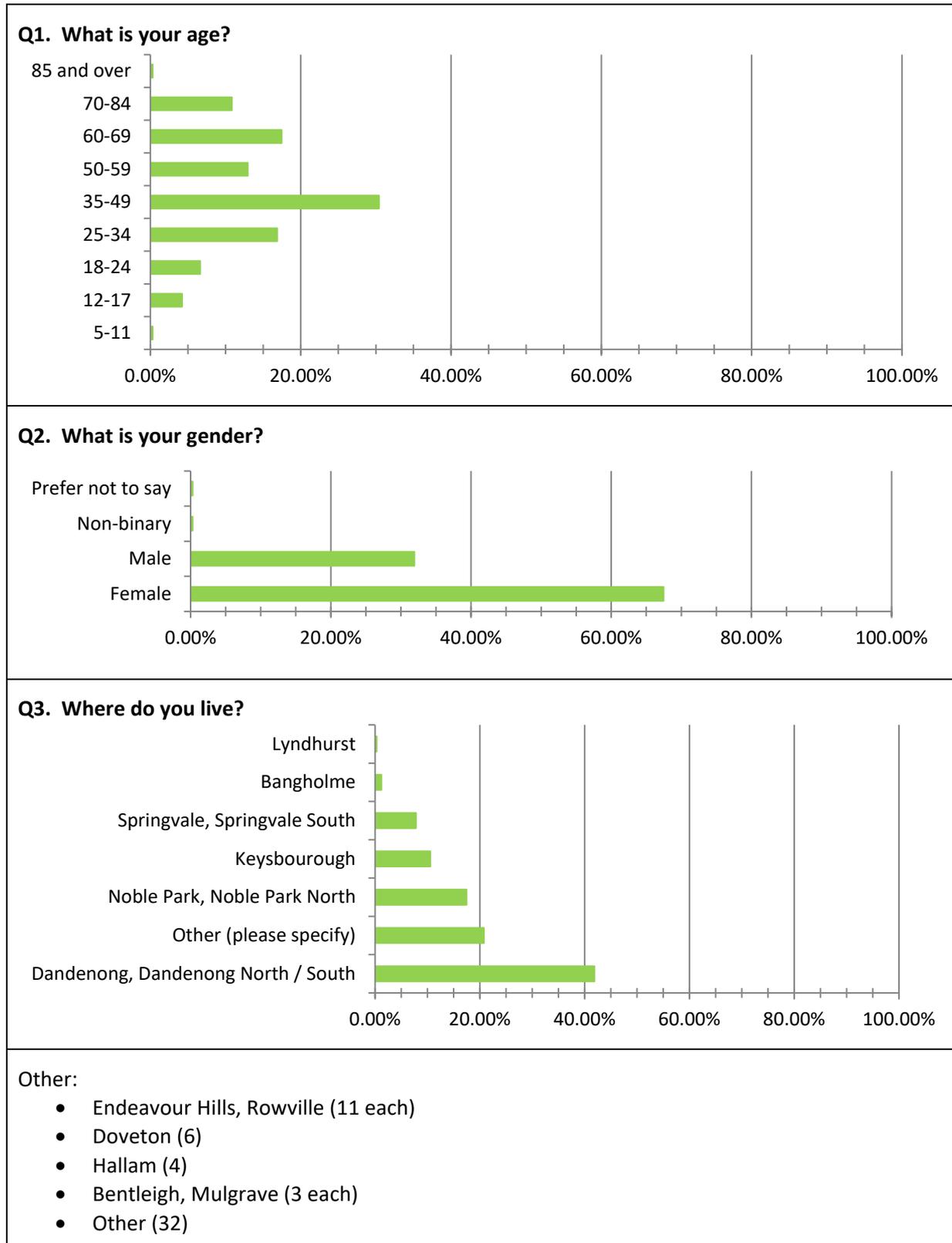
- As the survey was distributed during an extended period of Covid-19 related lockdown, few responses were received in the hardcopy format. Therefore, the survey sample is skewed to respondents who have internet access and are connected to the channels which the survey was distributed via.
- *Question 1 - What is your age?* Age group definitions do not match age group definitions from the 2016 census and constrains any possibility for comparative analysis of the representation of young adults in the sample population.
- *Question 7 - Do you or any person in your house have a disability?* For the purposes of the survey analysis, it is assumed that any affirmative answer to this question implies that the respondent either has a disability or is a carer for a person with a disability.

### 4.1.3 Sample population skew

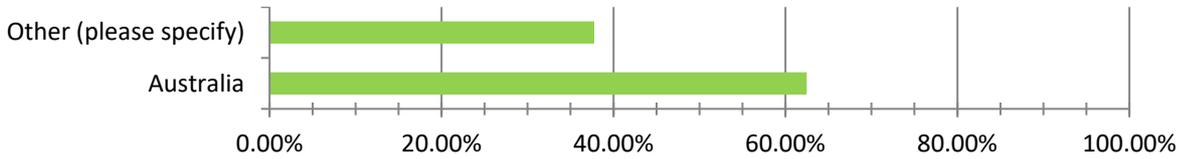
- 224 of 332 respondents (67.5%) are female. This is an over-representation of women compared to the City of Greater Dandenong 2016 census (49.0%).
- 125 of 332 respondents (37.7%) were born overseas. This is an under-representation of people born overseas compared to the City of Greater Dandenong 2016 census (64.2%).
- 15 of 332 respondents (4.5%) are aged 5-17. This is an under-representation of young people compared to the City of Greater Dandenong 2016 census (17.1%).
- 222 of 332 respondents (66.9%) are aged 18-59. This is an over-representation of adults compared to the City of Greater Dandenong 2016 census (56.7%).
- 95 of 332 respondents (28.6%) are aged 60+. This is an over-representation of older adults compared to the City of Greater Dandenong 2016 census (19.3%).

## 4.2 Survey findings

### 4.2.1 Demographic data



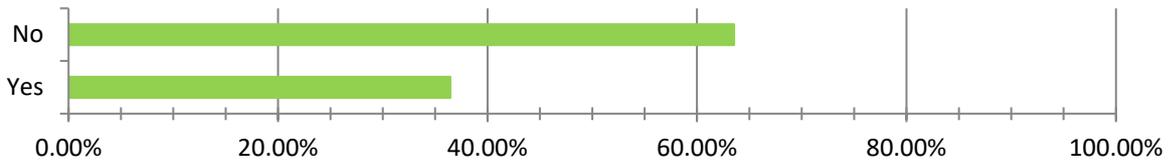
**Q4. Where were you born?**



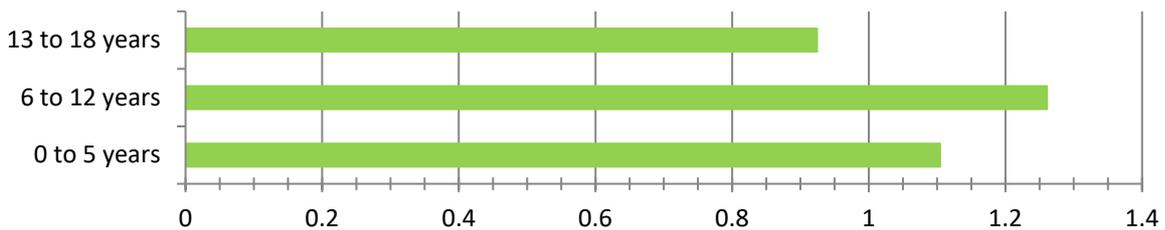
**Other:**

- India (21)
- Afghanistan (18)
- United Kingdom (15)
- Italy, Malaysia, New Zealand, Sri Lanka, Thailand (4 each)
- Other (51)

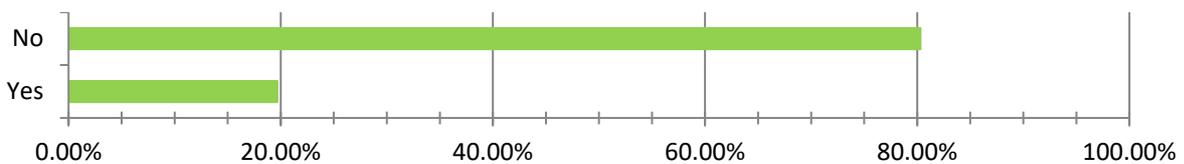
**Q5. Do you have any dependent children at home?**



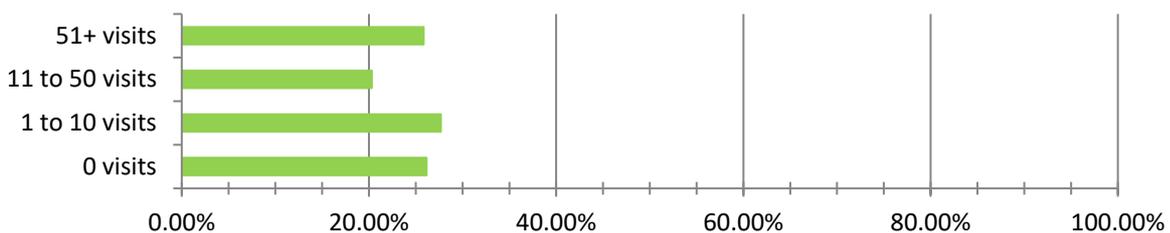
**Q6. If you answered 'yes' to the previous question, please specify how many dependent children you have at home in each of the following age brackets**



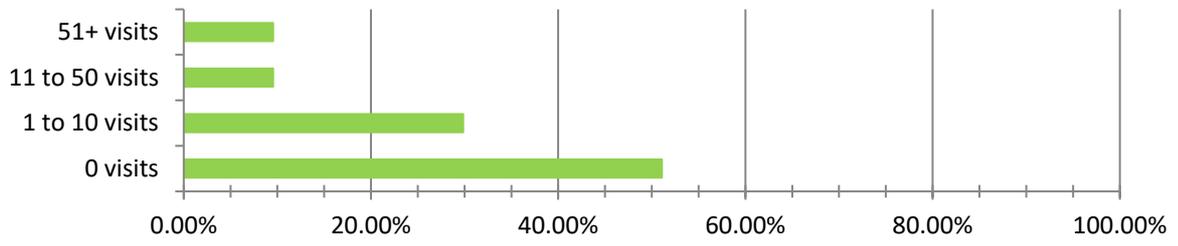
**Q7. Do you or any person in your house have a disability?**



**Q8. How many times have you visited Dandenong Oasis in the past two years?**

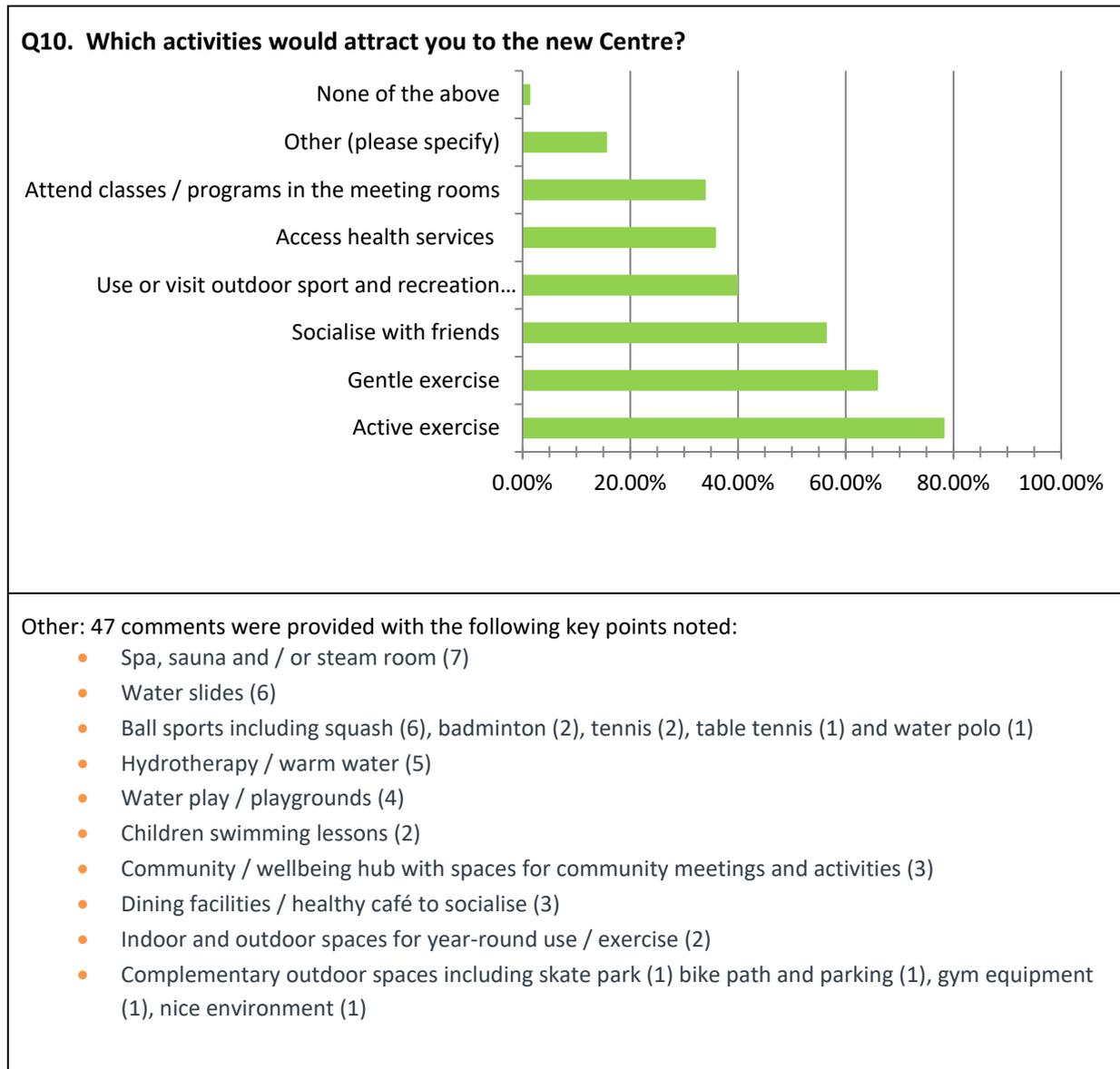


**Q9. How many times have you visited Noble Park Aquatic Centre (NPAC) in the past two years?**

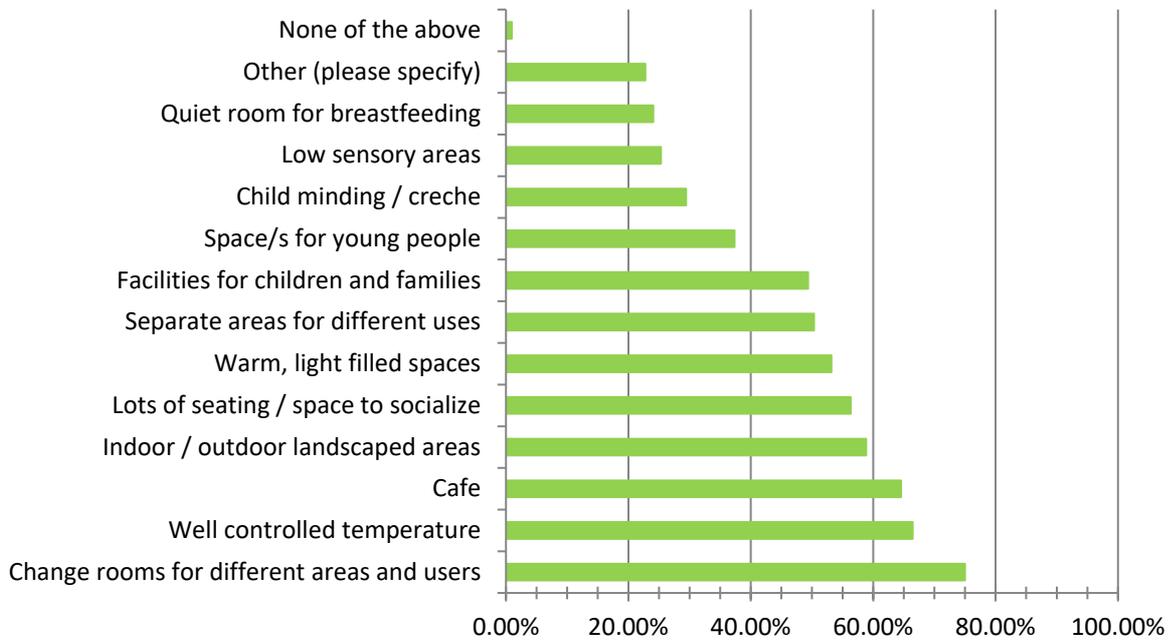


## 4.2.2 Facilities

### General



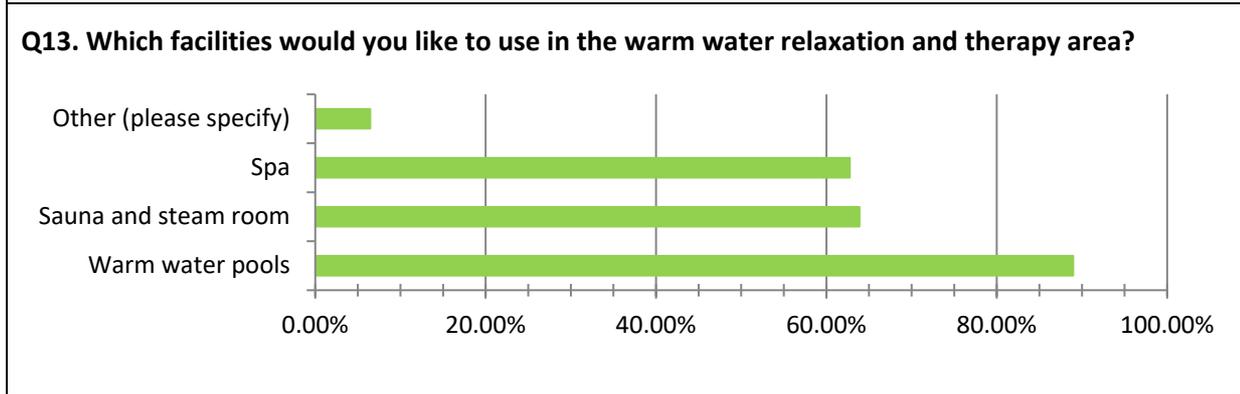
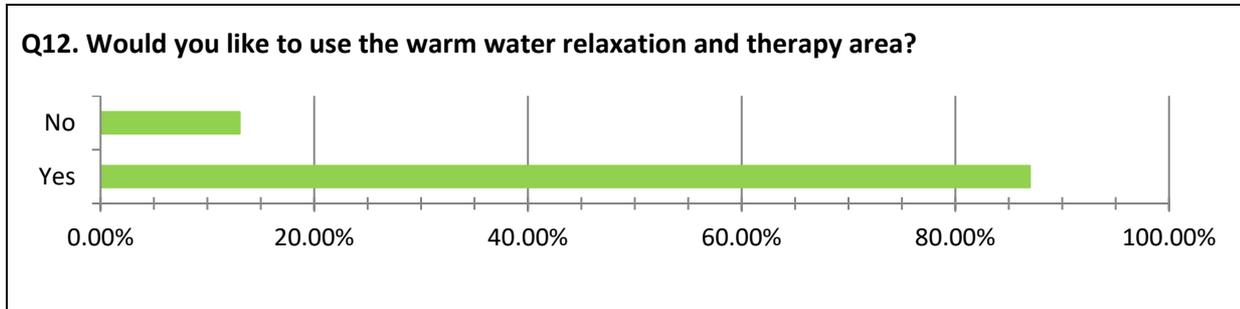
**Q11. Which features would make the new Centre user friendly, accessible and welcoming?**



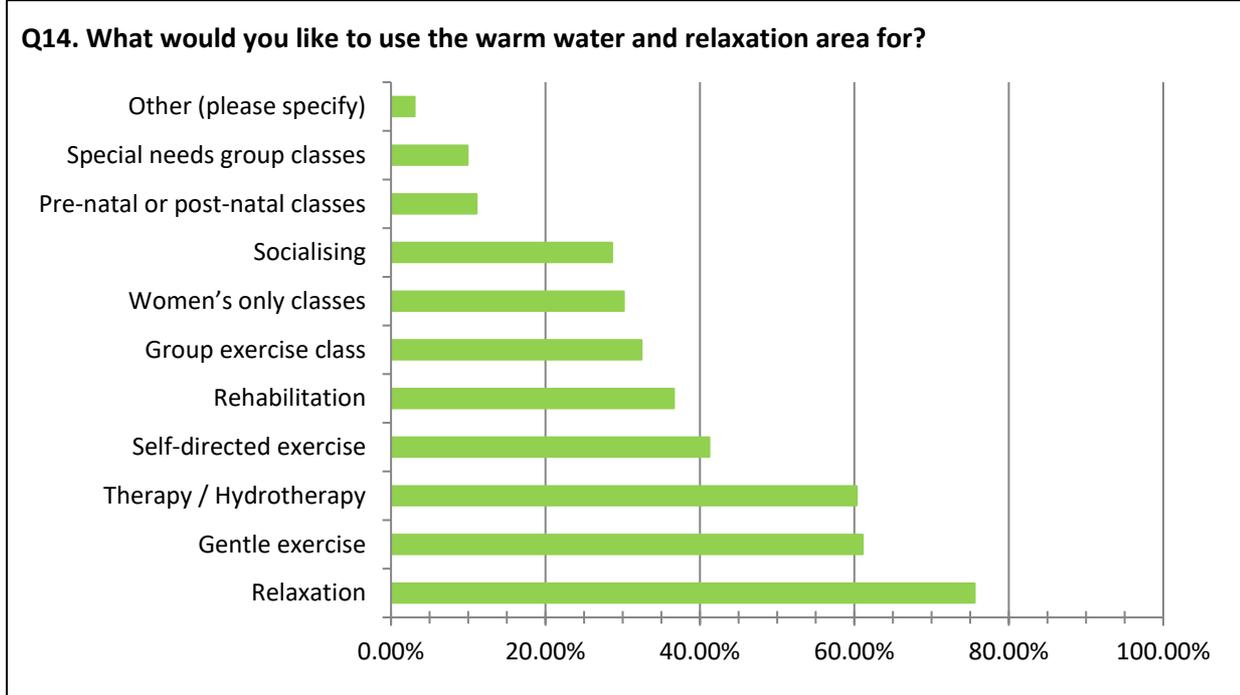
Other: 69 comments were provided with the following key points noted:

- Female only sessions and / or spaces (7)
- Ramps and / or beach entry for easy access (5)
- Single storey building or lift to level one (5)
- Cleanliness (4)
- Café to reflect cultural needs and / or healthy food choices (3)
- Prayer / multifaith room (3)
- Large spa and sauna to avoid overcrowding (2)
- Large hydrotherapy pool/s to overcome high demand and current access limitations (2)
- Universal design and access for people with disabilities including change / changing places rooms (2), handrails in hydrotherapy pool and change rooms.
- Good ventilation / opening windows for fresh air (2)
- Water play for all ages including waterslides (2), water park / area for young kids (1), wave pool (1)
- Change rooms for different users including gender neutral (2) school groups (1) families (1) and people with a disability (2)
- Quality change spaces with cubicles for privacy (2), good temperature control (1)
- Complementary outdoor spaces (2) children's park / playground (3) BBQ area (2), skate park (1) pet friendly area (1)
- Outdoor 50m pool (2)
- 50m lap swimming with no moveable boom (2)
- Spaces for old people (2)
- Community rooms / community hub (2)

**Warm Water Pool Hall**



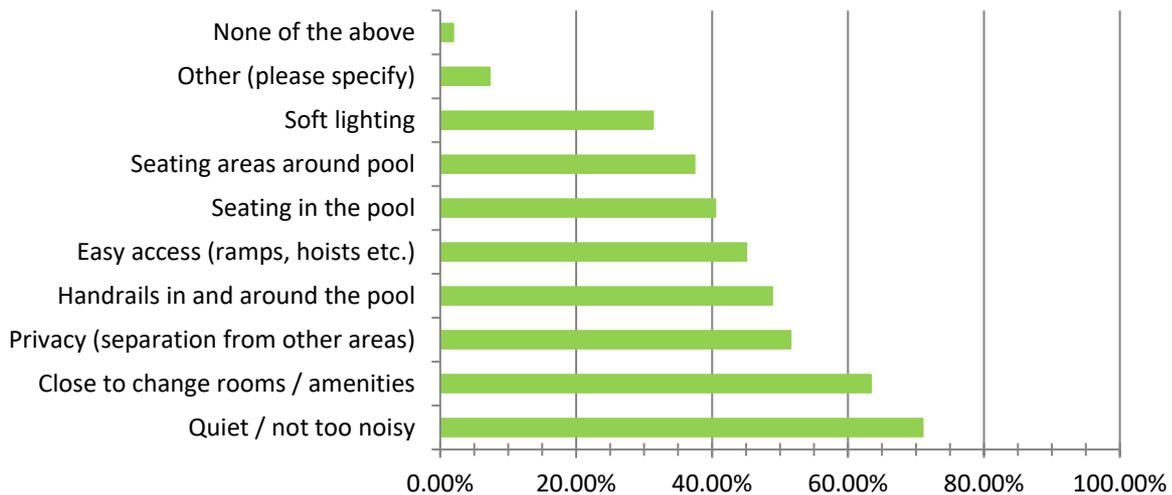
- Other: 15 comments were provided with the following key points noted:
- Hydrotherapy pool (3)
  - Greater access to warm water pools / access for both casual use and programs / overcoming current unavailability issues (3)
  - Sauna and spas that are hygienic and don't attract antisocial behaviour / undesirable loitering (2)
  - Infrared sauna (2)
  - Cold pools for recovery (2)
  - Other comments – access to outdoor area for relaxation (1), vitamin D light therapy beds (1) massage machines (1)



Other: Seven comments were provided with the following points noted:

- Improve skin / address skin issues (2)
- Classes for the elderly (1)
- Stress relief and exercise recovery (1)
- Steam room for muscular issues (1)
- Large sauna to cater for high demand (1)
- Lap swimming (1)
- Management and operational considerations - to keep noise down (1) maximise access / available usage times (1) ensure appropriate behaviour / deter inappropriate loitering (1)

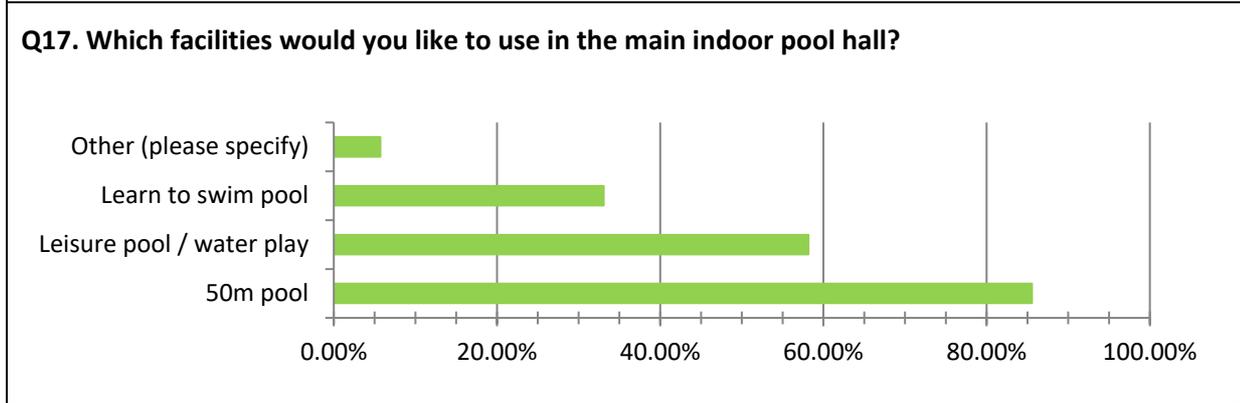
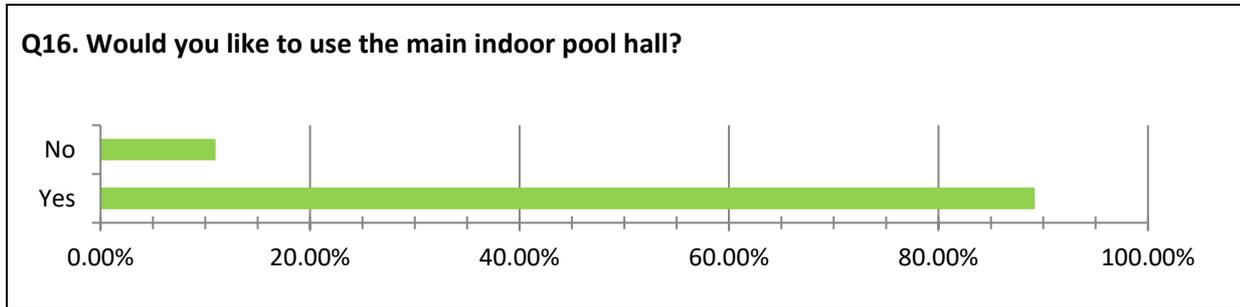
**Q15. Which design features would make you more likely to use the warm water and relaxation area?**



Other: 18 comments were provided with the following key points noted:

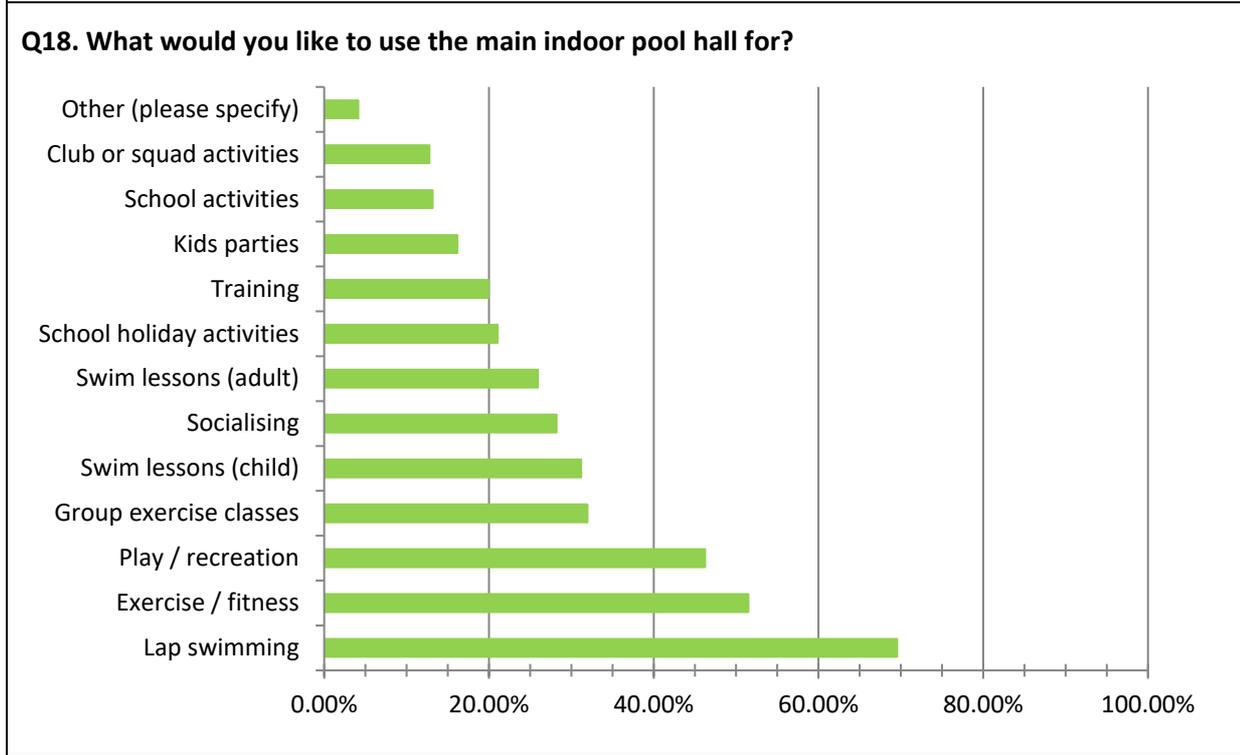
- Warm water / greater access to warm water space (3) - balancing casual access and class times.
- Lockers near pool / adequate provision to securely store personal belongings (2)
- Child free / separate space for adults and older people (2)
- Water quality - clean water and consistent water temperature (1), salt water instead of chlorine (1)
- Appropriate water depth to allow people to work out at the correct depth (1) - not all 1.2m which is too shallow.
- No seating in warm water pool because this encourages people to stay in the one place. People currently stay in the corners making it difficult for people to move around the pool (1)
- Ambience - relaxing music (1) not too much talking (1) massage (1)
- Large space for more privacy (1)
- Ramps (1)
- Female only (1)
- Modern cultural design that is unique to the area and includes environmentally friendly elements (1)

**Main Pool Hall**



Other: 13 comments were provided with the following key points noted:

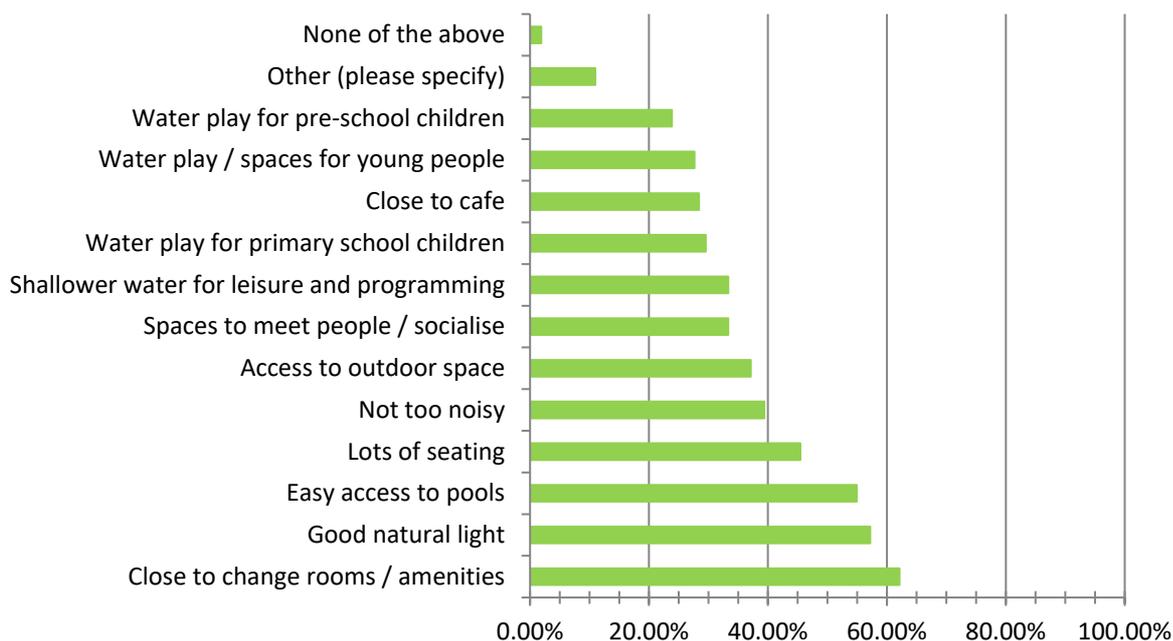
- Preference for 50m pool / concern over operation of moveable boom and frequency of 25m pool configuration (6)
- Balancing the needs of different users and maintaining lap lanes (2)
- Facilities and spaces for children and young people (2) – i.e., waterfall, rock climbing, tarzan rope.
- 25m pool
- Swimming lessons
- Warm water pool for hydrotherapy



Other: 10 comments were provided with the following key points noted:

- Lap swimming (4) – available all day
- Warm water pool / relaxation (2)
- Female only swimming / swim lessons (2)
- Kids play activities (1)
- Swimming competitions / carnival – 25m or 50m (1)
- Water polo (1)

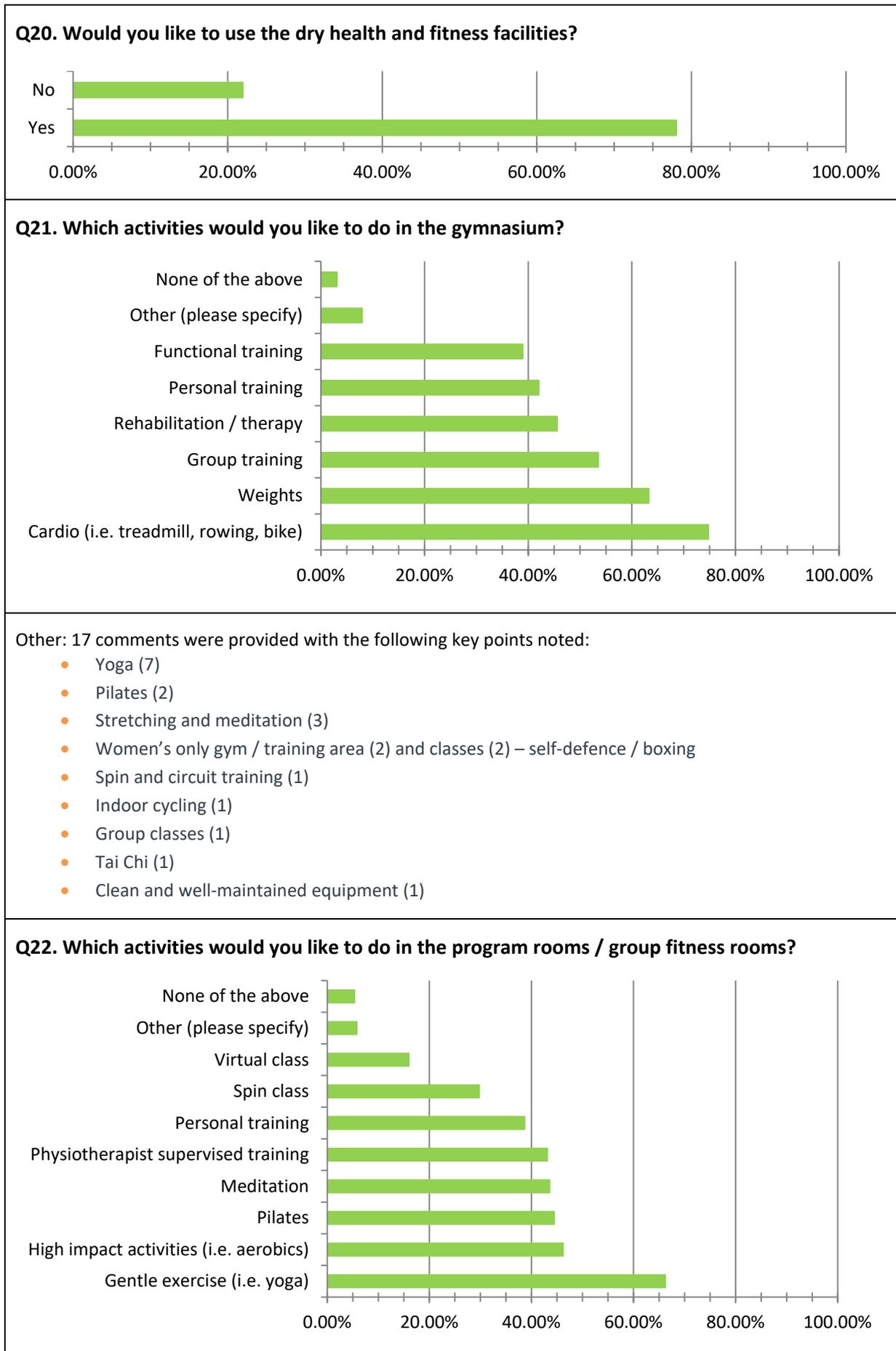
**Q19. Which design features would make you more likely to use the main indoor pool hall?**



Other: 29 comments were provided with the following key points noted:

- 50m lanes for lap swimming / preference for no boom (5)
- Easy access / ramp entry into the pool (3)
- Seating / comfortable seating / adequate pool side seating (3)
- Good water quality and consistent / warmer pool temperature (3)
- Good ventilation to overcome chlorine smell / doors to open to provide fresh air (2)
- Female only times (2)
- 25m pool for lessons, water play, exercise class and socialising / ensure main pool is not booked out for swim lessons all the time (2)
- Design considerations (2) - modern Zen like design, minimise reflective sun glare to improve pool supervision
- Showers / change rooms - open showers around the pool (1) warm showers near pools and sauna (1), family change rooms (1)
- Children’s play area with water slides and spouts (1)
- Lockers (1)
- Destination café that can operate independently (1)
- Multipurpose to allow for multiple activities / events to run concurrently (1)
- Space for club rooms, officiating and storage (1)

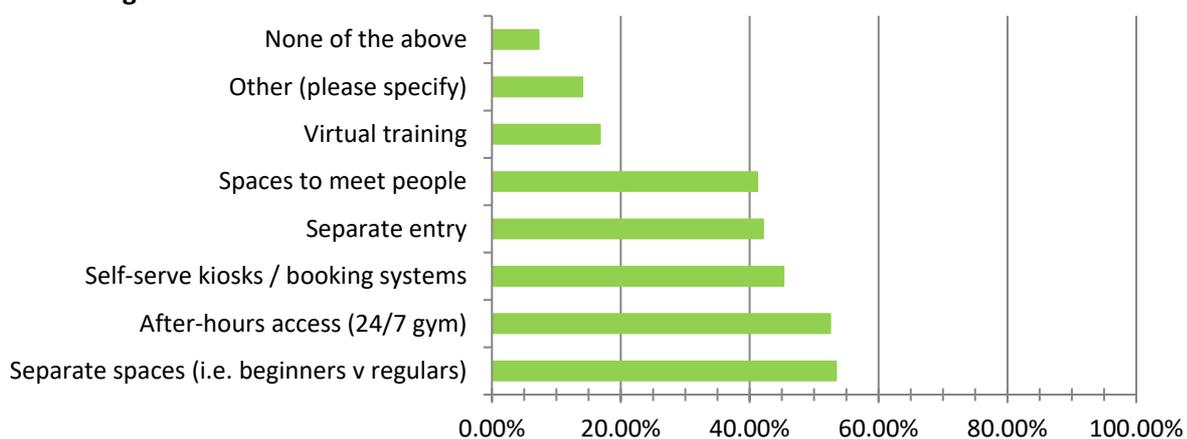
## Dry Health and Fitness Facilities



Other: 13 comments were provided with the following key points noted:

- Reformer pilates (2)
- Tai Chi (2)
- Boxing / kickboxing or women’s self-defence classes (2)
- Yoga Classes (1)
- Light pace group fitness - circuit group fitness (1)
- Exercise and physiotherapy for relaxation (1)
- Dance fitness classes (1)
- Courses such CPR, first aid, coaching, teaching, club / community meetings and social activities (1)
- Functional rooms that can be divided off (1)

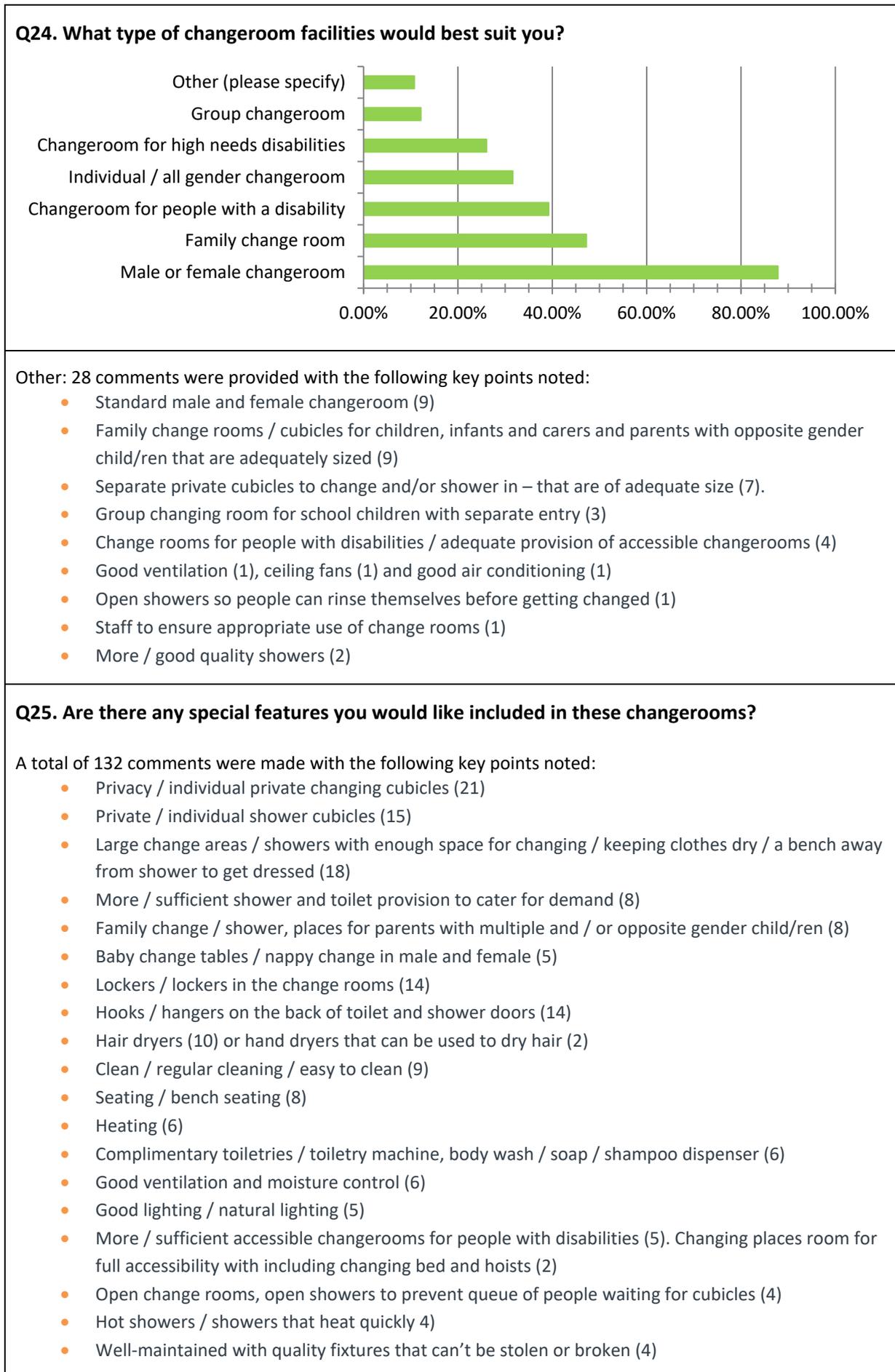
**Q23. What features would make the dry health and fitness facilities more user friendly, accessible and inviting?**



Other: 27 comments were provided with the following key points noted:

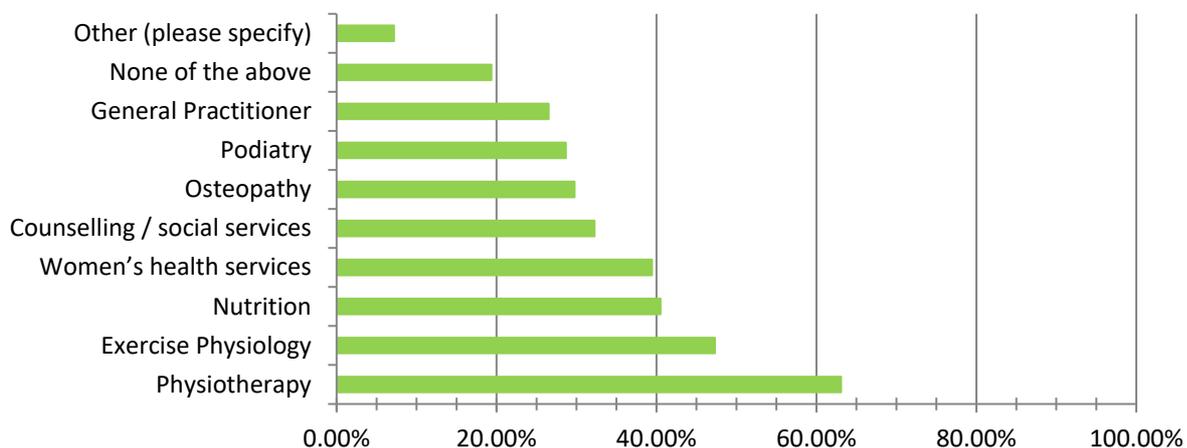
- Easy access (8) including ground level access (4)
- Female only times and / or spaces (5)
- Staff to welcome, engage and assist (5)
- Clean and well-maintained spaces and equipment (3)
- Minimal queues for signing in / ability to scan ourselves into the facility (2)
- Opposition to 24/7 access due to operational issues, misuse of equipment (2)
- Quality equipment / sufficient equipment for demand (2)
- Quality air control / air flow / temperature control (2)
- Different and multipurpose spaces for a range of activities / meetings (2)
- Safety (1)
- Complementary spaces including a good café (1) and sick bay that is well ventilated (1)

## Other Facilities and Spaces



- Good shower heads, water pressure, user friendly shower fixtures (3)
- Mirrors (3)
- Hand dryers are too noisy for autistic kids and for adjoining quiet spaces (2)
- Drying tube (2)
- Dryers for towels and swimwear (2)
- Handrails (2)
- Good drainage and safe and non-slip (2)
- Staff to ensure appropriate use and prevent people from leaving their things on hooks for hours.
- Separation of toilet and change / shower facilities (2)
- Group change rooms (2) with some private change spaces
- Open showers i.e., on concourse complemented by individual change rooms / cubicles (2)

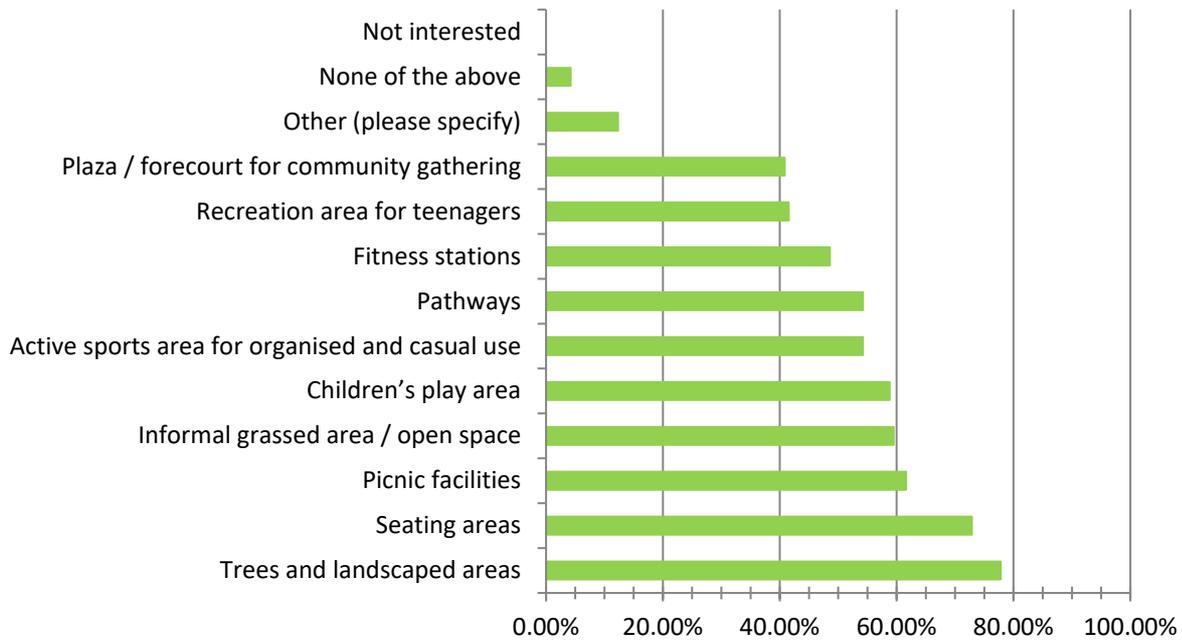
**Q26. Which type of allied health services would you like to access at the new Centre?**



Other: A total of 18 comments were made with the following key points noted:

- Massage / Remedial Massage / Myotherapy (6)
- Not needed / supported (3) - already provided in the area, GP will attract sick people and raise the risk of cold and flu amongst centre patrons.
- Dietitian / Weight Management (2)
- Occupational therapy (2)
- Multiple services / as many services as possible (2) - flexible consulting suites for use by multiple professionals on alternate days
- Heart health specialist (1)
- HBOT (1)
- Acupuncture (1)
- Female GPs (1)
- Information centre for health-related queries (1)
- Bulk billing / reasonable prices required (1)

**Q27. Which facilities and spaces would you like included in Mills Reserve?**



Other: A total of 41 comments were made with the following key points noted:

- Public toilets / access to toilets (4)
- Plentiful parking (4) - more disabled parking, free or affordable parking, adequate time allocation
- Public facilities will encourage antisocial activity, overcrowding and rubbish (4)
- Café / Cafeteria (3)
- Landscaped area and preservation of existing trees (3)
- Sports facilities - basketball court, tennis court (3), squash (2), bocci, volleyball, badminton, walking / running track
- Recognition of country and traditional custodians with a gathering place, murals/artworks (2)
- BBQ area (2)
- Big screen / outdoor theatre (2)
- Fitness / exercise stations – supported (2), not supported (2)
- Spaces for older adults (2)
- Family area, playground for all ages (2)
- Area for yoga, meditation, group fitness (2)
- Retail hub, health and beauty shops (2)
- Other - 50m outdoor pool (1) path in a loop for bike riding (1) skate park (1) grassed area (1) dog park (1), a quiet place for studying / sitting within nature (1) good lighting (1)

**Q28. Are there any other design features that you would like included based on your age, level of ability, family / carer requirements, gender, cultural background and / or faith?**

A total of 98 comments were made with the following key points noted:

Indoor Spaces - General

- Easy access for people with disabilities and older adults (14) – ramps, rails, automatic doors, hearing loop audio system, clear large colour friendly signage / design for vision impaired.
- Single story facility / gym downstairs or lift provided (6)
- Female only sessions / spaces (6) – pool and gym area
- Good ventilation (6) – high ceilings and ceiling fans and air conditioning in gym, climate control in pool hall, ability to get fresh air and dilute chlorine smell
- Multipurpose community spaces (6) - community hub, conference / meeting rooms, functional space for clubs and community groups, quiet place to study, information centre, library
- Accessible change rooms / changing places room (5)
- Changerooms – more private cubicles (4), spacious (1) gender neutral (1) modern / high quality (1), family changerrooms (1), group changerrooms (1)
- Environmentally sustainable initiatives and features (5)
- Culturally informed planning / inclusive spaces and systems to overcome language and cultural barriers, images to reflect different cultural groups and body types (4)
- Sports facilities – squash (3), badminton (2), basketball, tennis (2), bocce, beach volleyball
- Prayer room (3)
- Art / functional artwork / murals by local youth (3)
- Clean and well-maintained facilities (3)
- Nice ambience (3) - not too noisy, nice colours, easy listening radio
- Quality / natural lighting (2)
- Large retail shop for swimwear (2)
- Café with good coffee and healthy food (2)
- Parents room / breastfeeding space (2)
- Lockers (2) – easily accessible and well maintained
- Internal landscape / green spaces (2)
- Easy access via public transport (2)
- Support new centre / modern facilities for the community (2)
- Separation of children's activities from older adult's activities / privacy for some aquatic classes (2)

Pool Halls

- Waterslides (5)
- Indoor water playground (3)
- Support for two hydrotherapy pools to maximise access / availability (3)
- Large sauna, spa (especially) and steam room spaces (2)
- Other water play – ninja warrior course, rock climbing wall, waterfall with greenery (2)
- Facilities to hold swimming competitions (2)
- Pool ramps, pool pod, hoists, zero depth water play suitable for wheelchairs (2)

Outdoor Spaces

- Public safety / minimise antisocial behaviour / security cameras and lighting in car parks (9)
- Large car park / sufficient car parking (4), more parking for older adults and people with disabilities (3), separate long-term parking away from centre (1)
- Outdoor sport and recreation facilities – tennis (2), skate park (2), bocce, beach volleyball, basketball, walking paths.
- Outdoor spaces, covered / shading and uncovered areas (4),

- Landscaped area/s (4) - for relaxing after exercise, enjoying coffee / food, watching children play
- Supportive infrastructure – lighting (2), bicycle parking (1), rubbish bins (1)
- Outdoor pools – 50m pool (1), waterpark (1), wave pool (1), spa (1)
- Tree and shrub planting (1), water sensitive urban design (1), community garden (1)

### **Q29. Other comments**

A total of 43 comments were made with the following key points noted:

- Size of centre to be bigger than Oasis / cater for future growth (6) – query size of chosen site.
- Preference for single storey / need access to facilities that doesn't rely on stairs (5)
- Affordable pricing / cheap membership options for those with chronic illness / disabilities (4)
- 50m pool - preference for 50m configuration for lap swimming / training and concern about use of boom / frequency of 25m pool operation (4). Suitability for competitions and tumble turns (2)
- Staff / lifeguards to enforce rules (3) - to minimise antisocial behaviour, inappropriate use of warm water pools, appropriate swimwear.
- Female only spaces / more female only times (3)
- On-line support / technology / social media required to book sessions, room hire etc. and promote positive lifestyle choices (3)
- Environmentally sustainable / energy efficient / all electric (3)
- Good ventilation / retracting doors to allow airflow (2)
- Support for two warm water pools to address high demand and current access issues (2)
- Quality café (2) - with vegan options
- Lockers in different areas for easy access and that are well maintained (2)
- Spaces for community groups and businesses / social community club to keep people connected (2)
- Allied health / medical facilities – supported (2) and opposed due to risk to patron's health (1)
- New centre to reflect history (2) - of Dandenong Oasis and traditional land-owners (2)
- Ongoing consultation and engagement required / look forward to seeing finished plans (2)

### 4.2.3 Cohorts

#### Children aged 5-11

1 survey response was received from children aged 5-11 (0.3% of all responses). The survey was only partially completed and is not suitable for analysis.

A focus group was held with the Children's Advisory Group on the 28 July 2021. The group was attended by 23 students from 11 schools. The children were asked a range of questions and their responses recorded. The first question encouraged reflection on the things they most liked about the current facilities they attended, and to share what they would like to see in the new facility.

The group expressed excitement for the proposal and stated they would like to see a range of water play equipment like inflatables, obstacle courses, tipping bucket, water cannon, slides and diving and jumping boards. Warm water was important including the showers. They also requested the new facility look inviting and have bright and colourful lights.

There was support for age specific areas including toddler pools and pools for children who were not confident in the water. The group also requested adequate seating for parents. Other ideas included a games room, movie theatre, playground and meditation spaces. There was support for birthday party room/area.

*"Have pool noodles and life jackets...floaties for kids who can't swim"*

When asked about things they did not like at the centres they had visited the group talked about the importance of cleanliness and access. They said that change rooms should be easy to find, light and clean. Cleanliness was especially important to this group who also said that regular cleaning was essential so that their parents feel comfortable. A group member suggested the water quality and cleaning regime be made public.

*"Make sure it is cleaned more often so people (Mums) don't think it is unhygienic"*

They indicated that the facility should be well maintained (no cracked tiles) and rubbish removed. A comment was also made about how staff could sometimes be rude and unwelcoming. The group expressed support for a café and/or mini canteen and vending machine, and a retail shop that sells swimming equipment. Affordability was an important issue to the children who suggested making entry cheaper for those on low incomes and those who are new to the centre. They also suggested offering deals and discounts (i.e., weekends) and a loyalty card.

Other ideas included incorporating a fish tank, bonsai plants and a space for dogs.

## Young people aged 12-24

*“Outdoor recreational fitness areas outside for teenagers.”*

Man, aged 18-24, born in Australia, no dependent children at home

36 survey responses were received from young people aged 12-24 (10.8% of all responses). The modal respondent in this segment is a woman aged 18-24 who is almost equally likely to have been born in Australia as overseas, lives in Dandenong/Dandenong North, has no dependent children at home and has visited Dandenong Oasis frequently in the past two years but has not visited Noble Park Aquatic Centre during the same period.

Young people aged 12-24 express similar top preferences as all survey respondents, with the following exceptions:

Category	Question	Top response	Number (%)
Dry health and fitness facilities	Q22. Which activities would you like to do in the program rooms / group fitness rooms?	High impact activities	23 (63.9%)
	Q23. What features would make the dry health and fitness facilities more user friendly, accessible and inviting?	After-hours access	24 (66.7%)
Other facilities	Q26. Which type of allied health services would you like to access at the new Centre?	Women’s health services; Nutrition	18 (50.0%)
	Q27. Which facilities and spaces would you like included in Mills Reserve?	Trees and landscape; Seating areas	23 (63.9%)

Young people expressed more desire than other cohorts for active recreation spaces. Their ideas include:

- Nice surrounding environment and easy to access through public transport.
- A slide would be nice.
- An outdoor gym like park, suitable for competitive athletes.
- Badminton courts and coaching for all age levels.
- Outdoor cold pools / ice cold water pool for recovery.
- Equipment such as a climbing waterfall, rock climbing on the deep end, tarzan rope and diving.
- There could be a way to have the main pool start off shallow and get deeper?

A subset of young women aged 12-24 are concerned about issues relating to the needs of Muslim women (refer pp 34-35 ‘People from culturally diverse backgrounds’ for further information).

A focus group was held with young leaders from the community on the 3 August 2021. Ten young people aged between 12 -25 attended. Several of the participants reported attending the Sunday night women's only sessions at Dandenong Oasis. Some of the group reported going to the Centre with their siblings to attend activities run on the school holidays.

Three of the participants raised the need to have separate male and female spaces and pool session times. One of the attendees taught swimming and raised the importance of quiet spaces for those with a disability. Several other members mentioned the importance of providing specific facilities for people with a disability such as dance or other sport classes.

Affordability was an issue for some members and the suggestion was made for cheaper fees at off-peak times. Other ideas to encourage participation included having free WIFI, making space for art classes, dance competitions and water sports. There was support for the 50-meter pool for lap swimming.

One member asked for clarification about what was a 'wellbeing centre'. It was suggested that this is explained to the community.

## Adults aged 25-59

200 survey responses were received from adults aged 25-59 (60.2% of all responses).

The modal respondent in this segment is a woman aged 35-49 who was born in Australia, lives in Dandenong/Dandenong North, has more than one dependent child at home and has visited Dandenong Oasis in the past two years but has not visited Noble Park Aquatic Centre during the same period.

Adults aged 25-59 express similar top preferences as all survey respondents, with the following exceptions:

Category	Question	Top response	Number (%)
<b>Main indoor pool hall</b>	Q19. Which design features would make you more likely to use the main indoor pool hall?	Good natural light	97 (48.5%)
<b>Dry health and fitness facilities</b>	Q22. Which activities would you like to do in the program rooms / group fitness rooms?	Cardio	89 (44.5%)
	Q23. What features would make the dry health and fitness facilities more user friendly, accessible and inviting?	After-hours access	78 (39.0%)



Word cloud, Q25. Are there any special features you would like included in the changerooms?

## Older adults aged 60+

*“This new centre is a long-term investment. Please ensure it is of a scale that allows for long term population growth. The centre should contain all the current facilities contained in the Oasis plus more, including allied health services and outdoor leisure and recreation spaces to form a state-of-the-art facility that will attract both locals as well as people from other suburbs.”*

Man, aged 70-84, born overseas, no dependent children at home

95 survey responses were received from people aged sixty years and older (28.6% of all responses).

The modal respondent in this segment is a woman aged 60-69 who is almost equally likely to have been born in Australia as overseas, lives in Dandenong/Dandenong North, has no dependent children at home and has visited Dandenong Oasis frequently in the past two years but has not visited Noble Park Aquatic Centre during the same period.

Older adults express similar top preferences as all survey respondents, with the following exceptions:

Category	Question	Top response	Number (%)
<b>General questions</b>	Q10. Which activities would attract you to the new Centre?	Gentle exercise	74 (77.8%)
<b>Warm water relaxation and therapy area</b>	Q14. What would you like to use the warm water and relaxation area for?	Gentle exercise	48 (50.5%)
	Q15. Which design features would make you more likely to use the warm water and relaxation area?	Close to change rooms / amenities	56 (58.9%)

Important issues for older adults relate to CGD organisational awareness and prioritisation of the needs of older people, easy and safe accessibility throughout the centre and equitable access to all facilities during peak times:

- The warm water relaxation and therapy area is more important for older adults aged 60+ than all other communities of interest we surveyed - 95% of older adults said they would like to use this area.
- Older adults prefer to use the hydrotherapy pool for gentle exercise, which is different to all other population segments who prefer to use it for relaxation.
- Many older adults are upset that the existing hydrotherapy pool at Dandenong Oasis is not open to casual users during peak time for group classes.
- Enlarge the hydrotherapy, spa and sauna areas.
- Improve accessibility in the hydrotherapy pool, particularly provide enough handrails around the pool and explore options to provide more 90-degree angles / corners as the corners are always in high demand.
- Easier access into the hydrotherapy pool and main pool - the existing steps are too steep, provide shallow steps or better ramp access.

- Preference for a 50m lap pool with no 25m boom to maximise access to lap swimming.
- Ensure 50m lap pool has enough space for casual users during peak times, including a slow lane that is managed as such.
- More handrails throughout the facility.
- Non-slip surfaces.
- Benches at varied heights to suit the needs of older adults (may need to be higher than current).
- Gym built on ground level or include excellent lift facilities.
- More disabled parking.
- Toilet facility in public open space.
- Quiet spaces or quiet times as many older adults prefer this.
- Staff given training to effectively control and manage antisocial behaviour in the facility, including non-paying visitors accessing spa and sauna area.

separate disabled changerooms patron think Good make parking large  
 pool exercise people Adequate facility Spa area  
 disabled showers access gym

*Word cloud, Q28. Are there any other design features that you would like included based on your age, level of ability, family / carer requirements, gender, cultural background and / or faith?*

A workshop was held with Positive Ageing Committee on the 12 August 2021 and was attended by six external members plus Council staff. This group highlighted the conflict that could arise when large numbers of children were using the pool at peak times making it more difficult to lap swim. Quieter spaces were called for and good accessibility throughout. Access to parking was also important to this group, as was affordability. These issues were all supported by other groups who spoke to the needs of older users.

The following table highlights the main issues relating to older adults that emerged from focus groups, workshops and meetings:

Strongly supported	Supported	Suggested
Good accessibility throughout including the car park	Quieter spaces for older users (Consider that large numbers of kids / students in the pool at off peak times can be a deterrent for older adults wanting to use the pool and lap swim)	Tactile surfaces and non-slip around pools and in change rooms
	Affordability is important, consider off peak times to encourage older people to use during the day	Adequate seating around pools and places to leave belongings whilst swimming
	Privacy in change rooms is important	

## People from culturally diverse backgrounds

*“For any program having a separate women only area would be great. There are so many women and girls that cannot join some programs or swimming pool because of cultural and religious reasons.”*

Woman, aged 18-24, born Afghanistan

*“More private booth in the male and female change rooms. The family change room is too open when you have child(ren) of a different gender. To have at least one private change room in the male or female change rooms will make it easier so you can change yourself and them in privacy. Or similar to noble park aquatic centre install a shower head in the open so people can rinse themselves then go into the individual change room.”*

Woman, aged 35-49, born Thailand

125 survey responses were received from people that were born overseas (37.7% of all responses), with the largest number born in India (21), Afghanistan (18) and the United Kingdom (15). The next largest countries of origin were Italy (4), Malaysia (4), New Zealand (4), Sri Lanka (4) and Thailand (4).

When broken down into culture specific gender groups, the largest cohorts were Afghani women (14), Indian men (14) and UK women (10).

The modal respondent in this segment lives in Dandenong/Dandenong North, is aged 35-49, does not have a disability, does not have a dependent child at home (or if they do have a child, has on average more than one child) and has visited Dandenong Oasis in the past two years but has not visited Noble Park Aquatic Centre in the same period.

People born overseas express the same top responses to multiple choice questions as all survey respondents.

An important theme for people born overseas is the significance of spaces which accommodate the needs of Muslim women:

- Separate spaces for women.
- Specific times of day, or days of the week, during which the facility is open only to women.
- Multifaith facility / prayer room.
- Halal food offering.
- Women’s only exercise or gym.
- Private change room and shower facilities for parents with children of opposite gender.

Men born overseas highlight specific requirements for the design of change rooms and showers:

- Increased privacy requirements.
- Gender based change rooms.
- Separate change rooms for young children and their carers - not to be mixed with adults.

pool separate changing room facilities hydrotherapy pool swimming one  
areas need use groups women changing rooms Muslim

**Q11 (wordcloud).** Which features would make the new Centre user friendly, accessible and welcoming? (please select all options that interest you)

A focus group was held with 13 Afghan women on the 8 September 2021.

The women expressed support for the facility. Especially important to them was separate areas and/or separate times for women only swimming. They suggested a three-hour block during the week for this as the current Sunday evening arrangement was too short and not at a convenient time. The best times that were proposed were 11 am or 1 pm on a weekday.

Separate or private change cubicles within the women's change area was considered to be good, but not essential. The issue of privacy and modesty was highlighted as important to this group and one person raised the issue of discomfort with security cameras.

The group expressed a desire to learn to swim. The creche was thought to be a good idea and would make it easier to attend classes. They suggested free childcare when attending a class would make it easier to participate. The women expressed a preference for swimming with their male children up to the age of seven.

*“We would like to learn to swim first and then we can play in water with our children. It would be good if childcare was included in swim fee so we can learn to swim first.”*

There was support for a coffee shop/café and also for allied health services. Physiotherapy was thought to be a good idea as some of the women were having back issues. All of the women were able to drive and indicated they would be travelling to the facility by car.

The group suggested keeping the fees low to encourage participation.

## People with dependent children at home

*"I think to have it more family oriented and more for the children and 24:7 gym for older people. Undercover shelter outside the pool area. Outdoor pool / waves pool, something similar to the Glen Waverley pools. Change rooms definitely need to be updated! Disgusting at the moment and outdated and I believe all should be enclosed / cubicle and spaced out. And definitely more surveillance cameras and more staff! I've lived in Dandenong all my life and I'm 39 with one child and to be honest the Oasis has never been appealing. I would rather travel and go to another pool."*

Woman, aged 35-49, born Australia, one dependent child at home.

121 survey responses were received from people with dependent children at home (36.4% of all responses), with most of these respondents having more than one dependent child at home.

The modal respondent in this segment is a woman aged 35-49 who was born in Australia and lives in Dandenong/Dandenong North, does not have a disability and is not a carer for a person with a disability, and has visited both Dandenong Oasis and Noble Park Aquatic Centre in the past two years.

People with dependent children at home express similar top responses when compared to all survey respondents, with the following exceptions:

Category	Question	Top response	Number (%)
<b>General questions</b>	Q11. What features would make the new Centre more user friendly, accessible and welcoming?	Facilities for children and families	85 (70.2%)
<b>Main indoor pool hall</b>	Q18. What would you like to use the main indoor pool hall for?	Play / recreation	69 (57.0%)
	Q19. Which design features would make you more likely to use the main indoor pool hall?	Water play for primary school children	61 (50.4%)
<b>Dry health and fitness facilities</b>	Q23. What features would make the dry health and fitness facilities more user friendly, accessible and inviting?	After-hours access	43 (35.5%)
<b>Other facilities</b>	Q27. Which facilities and spaces would you like included in Mills Reserve?	Children's play area	83 (68.6%)

Important themes for people with dependent children at home reflect the needs of families, young children and teenagers:

- Fun water play and water slides suitable for young children.
- Playground for kids with nearby cafe or covered seating for parents to sit, socialise and watch.
- Indoor play area for young children to use when weather is unsuitable for outside play.
- Lap swimming and child friendly spaces all at one facility, so parents can do laps while kids play
- Path in a loop for children to learn bike riding (in adjoining open space).

- Semi safe risk-taking spaces for teenagers such as a skatepark (e.g. Frankston integrated community hub), water slides, rock climbing, ninja warrior course and beach volleyball.
- Swimming lessons for all age levels.
- Wave pool, waterfall.
- Breastfeeding space / parents room.
- Baby change rooms and family facilities for dads / in men's change rooms.
- Private change room with shower facilities for parents with opposite gender children.
- Private change rooms large enough for a family / Ability to shower multiple kids at one time.
- Sanitary bins.

used swimming lessons water slides park water play kids fun pool good

**Q10 (wordcloud).** Which activities would attract you to the new Centre? (please select all options that interest you)

There was support for a creche attached to the facility from all age and cultural groups. Parents could see the benefit of this and the opportunity to support them to swim, do exercise or to attend an allied health appointment. One group requested free childcare for those adults taking classes.

The following table highlights the main issues relating to people with dependent children at home that emerged from focus groups, workshops and meetings:

Strongly supported	Supported	Suggested
		Creche needs to be affordable. i.e., pricing structure for single parents etc.
		Free childcare for those adults taking swimming lessons

## People with a disability and their carers

*“Group, family and school change facilities, as well as change options for people with disabilities. Improved accessibility throughout the entire facility. Install a pool pod, state-of-the-art hoists and Changing Places accessible facilities. Increased safe parking on site, making the Centre more accessible. Dedicated conference/hall facilities for hire. Hearing Loop audio system for hearing impaired throughout the gymnasium. Zero depth play space which is suitable for wheelchairs. Gradual railed ramp entry into the warm water pool. Sustainable use of energy with a mix of renewable energy sources used for operating the Centre.”*

Man, aged 35-49, born overseas, no dependent children at home.

64 survey responses were received from people with a disability and their carers (19.3% of all responses).

The modal respondent in this segment is a woman aged 50-59 who was born in Australia, lives in Dandenong/Dandenong North, has no dependent children at home and has visited Dandenong Oasis in the past two years but has not visited Noble Park Aquatic Centre during the same period.

People with a disability and their carers express many different top responses when compared to all survey respondents, with the following exceptions:

Category	Question	Top response	Number (%)
<b>General questions</b>	Q10. Which activities would attract you to the new Centre?	Gentle exercise	47 (73.4%)
<b>Warm water relaxation and therapy area</b>	Q14. What would you like to use the warm water and relaxation area for?	Therapy / hydrotherapy	40 (62.5%)
	Q15. Which design features would make you more likely to use the warm water and relaxation area?	Close to change rooms / amenities	43 (67.2%)
<b>Main indoor pool hall</b>	Q18. What would you like to use the main indoor pool hall for?	Exercise / fitness	26 (40.6%)
	Q19. Which design features would make you more likely to use the main indoor pool hall?	Easy access to pools	33 (51.6%)
<b>Dry health and fitness facilities</b>	Q21. Which activities would you like to do in the gymnasium?	Rehabilitation / therapy	29 (45.3%)
	Q22. Which activities would you like to do in the program rooms / group fitness rooms?	Physiotherapist supervised training	31 (48.4%)
<b>Other facilities</b>	Q27. Which facilities and spaces would you like included in Mills Reserve?	Seating areas	45 (70.3%)

People with a disability and their carers highlighted the importance of easy access, safety and universal design.

- A single level building or excellent lift facility if multi-level.
- Co-location of community services into a community hub at the Dandenong Wellbeing Centre.
- More disabled parking.
- Hydrotherapy pool is important for many people with a disability, but access can be difficult at peak times for group activities - a larger hydrotherapy pool may be required or dedicated times without group activities scheduled.
- Ramp access to hydrotherapy pool and 50m pool.
- Graduated depth in main pool from shallow to deep.
- More rails and handles in the hydrotherapy pool and changerooms.
- Dedicated change rooms for people with a disability.
- A changing places facility to enable people with high support needs to participate.
- Drying tube / body dryer for people with disability.
- Focus on issues specific to older adults.
- More warm water spaces for active exercise.
- Quiet change room for people with autism.
- Quiet spaces for older adults.
- Group classes for people with mental health needs.
- Varied heights of benches in change areas for older adults and people with a disability.
- Signage size and colours designed to be easy to read for people with vision impairment.
- Facilities for people with hearing impairment.

A word cloud of design features requested by participants. The words are arranged in several lines. The most prominent words are 'parking', 'gym', 'access', 'exercise', 'disabled', and 'disabilities'. Other visible words include 'making', 'disabled showers', 'change', 'also', 'area', 'patron', 'groups', 'time', 'facilities', 'Centre', 'keep', 'separate', 'people', 'please', 'good', 'pool', 'pool area', 'disabled changerooms', and 'disabled'.

*Word cloud, Q28. Are there any other design features that you would like included based on your age, level of ability, family / carer requirements, gender, cultural background and / or faith?*

A number of focus groups were held that highlighted the needs of those with a disability and their carers. These include the CALD Disability Network, the Positive Aging Committee, and the Disability Advisory Group

Across all groups there was strong support for the facility. The key message to emerge was that there needs to be good access across the whole facility for those with a disability including the car parks, facility and pool entry points, the change rooms, lifts, meeting spaces and allied health spaces. There was also broad agreement that the definition of disability should also include those with disability other than a physical impairment i.e., autism. Two groups raised the need for quiet or low sensory spaces to meet the needs of those with neurological and other health issues.

Accessible car parking was another topic that was a high priority for these groups. It was mentioned that the existing Oasis was hard to access from the car park. Parking and drop off should be close to the front door on

and on the same level. One group also called for a shuttle bus to transport those with a disability to and from the centre.

There were some requests for some form of tactile surfacing throughout. One group queried whether a ramp or hoist would provide the best access to the warm water pools. There was support for the café and suggestions that it should also be open from the outside to meet the needs of the broader community.

The following table highlights the main issues relating to people with a disability and their carers that emerged from focus groups, workshops and meetings:

<b>Strongly supported</b>	<b>Supported</b>	<b>Suggested</b>
Good accessibility through the entire facility including the car parking	Lots of space in change rooms to cater to wheelchairs etc	Lift that is big enough to accommodate wheelchairs, scooters and stretchers
	Easy parking access near the front door, including for ubers	Handrails with brail
	Ramp <u>and</u> hoist access into pool/s	Consider a shuttle bus to support those with a disability
	Include accessible car parks at the front of the facility	Include tactile ground and other surfaces
	Quiet spaces for those with audio issues (possible at certain times of the day)	

### **Non-binary or undisclosed gender**

One survey response was received from a non-binary respondent (0.3% of all responses) and one response was received from an undisclosed gender respondent. The non-binary respondent is aged 12-17 and was born in Australia - they expressed the following preference for change rooms:

*“Personal rooms inside to change/something similar to a toilet stall but for changing.”*

### 4.3 Workshop, focus group and stakeholder meeting findings

The workshops, focus groups and stakeholder meetings were undertaken online via Microsoft Teams or Zoom. A total of 94 people participated. A short visual presentation was made by a facilitator who would outline the purpose of the meeting and the history of the project (including engagement history). The participants were then stepped the project proposals and provided with the opportunity to provide feedback and suggestions.

What follows is a summary of the feedback to emerge across all workshops and focus group engagement. It is categorised and highlights the top issues and ideas that emerged. Each idea is ranked either as, a) strongly supported, b) supported or c) suggested, based on the number of times the comment / theme was mentioned.

The feedback is grouped as follows:

- Facilities
  - General
  - Warm water relaxation and therapy area
  - Main indoor pool hall
  - Dry health and fitness facilities
  - Other facilities and spaces

### 4.3.1 Facilities

#### General

##### Affordability

Affordability and the pricing structure was raised by numerous participants across all ages. Most comments related to ensuring that those on lower incomes or with less resources (including groups) were not discriminated from using the facility due to cost.

<b>Strongly supported</b>	<b>Supported</b>	<b>Suggested</b>
Consideration given to support those on a low income	Consider cheaper off-peak rates to encourage older adults to use the centre during the day.	Ensure meeting spaces are affordable for all (some local clubs have resource issues)
	Consider different prices are different times of the day	The creche needs to be affordable. Pricing structure for single parents, adults learning to swim etc.
	Consider a loyalty system	Ensure ongoing consultation with disadvantaged groups

##### Welcoming spaces

Many participants suggested the facility needed to be welcoming, especially on first impression. Some creative ideas were put forward to support this.

<b>Strongly supported</b>	<b>Supported</b>	<b>Suggested</b>
Inclusion of quiet spaces to relax in	Include reflections to local indigenous heritage in art/stories etc	Hire staff who are multicultural and have language skills
	Reflect the multiculturalism of the area in signage and art etc	Consider naming the site to reflect the traditional owners
	Promote the facility in multiple languages to help a wide range of people feel welcome to attend	Artwork and plants in foyer areas

### Warm water relaxation and therapy area

There was widespread support across all groups for the warm water pool. Some groups highlighted the therapeutic benefit of this for older users and for those with a disability.

Strongly supported	Supported	Suggested
Temperature of water is very important	Separation main pool from warm water	Consider a moveable floor to maximise adaptability
	Access to pool via ramp and hoist	Include hot tubs for parents
	Suggest different pool depth rather than a standard depth across the whole pool.	

### Main indoor pool hall

The community are broadly very supportive of the main indoor pool hall, with the main concern being water and air temperature control. Pool depth was also an issue that was raised several times in addition to the functionality of the moveable boom / swim wall and the ability to access lap swimming lanes when required.

The ability of the 50m pool / centre to cater for swim club activities and competitions was identified by local stakeholder group/s. Younger participants called for a wide range of water play to be included in the main pool hall.

Strongly supported	Supported	Suggested
Temperature of water very important (not too hot or too cold)	Access to pool via ramp and hoist	Consider a moveable floor to maximise adaptability
Separation of users and activities (i.e. kids activities / swim lessons from lap swimming). Separation of main pool from warm water	Include water play area/s (slides/inflatable obstacle courses/tipping bucket).  Include toddler specific area	Moveable boom or swim wall to maximise use. (Boom to come from the shallow end so blocks can be left in place at the deep end.)
Good ventilation / quality air control and temperature	Pool depths to support swim club activities. Suggest 1.2m at shallow end and 1.6m (or 2m) at deep end.	Include diving/jumping areas
	Facilities to support swim club activities.	Have life jackets or inflatables for those who can't swim
		Include birthday party room
		Potential to host local competition/s.

## Dry health and fitness facilities

There was support for a range of different dry health and fitness activities to be offered at the Centre.

Strongly supported	Supported	Suggested
	Space to be welcoming for women. Female only programs	Dance and exercise classes to target CALD groups i.e., cultural dance groups
	Ensure the lift to level 1 is large enough for wheelchairs, scooters and stretchers	Access to dry health and fitness facilities for allied health professions and service providers
		Include a meditation space
		Sufficient staff to help patrons

## Other facilities and spaces

### Changerooms

There was general agreement that the change rooms need to be clean and light to help people feel good about using them. Many respondents highlighted the importance of privacy and requested that there are some separate cubicles. The Afghan Women's Group reported that while separate cubicles would be welcome, they were not necessary given they would be attending at a separate time to other users. One group called for warm showers in the change rooms and another for adequate bench space to ensure clothing stayed dry.

Strongly supported	Supported	Suggested
Ensure change room are always clean and well maintained	Lots of space in change rooms to cater to wheelchairs etc	Change rooms need to be warm
Privacy in change rooms is important	Include lockable storage spaces for belongings	Non-slip surfaces in change rooms
	Change rooms need to be easy to find	Some separate cubicles
	Toilets and changing rooms to facilitate different family combinations, such as dads with daughters or mums with sons, not just single-gender spaces	Ensure there are stalls in the change area so clothes do not get wet

Toilets

The most predominate feedback was for easy to find and adequate toilets that are clean and well lit.

<b>Strongly supported</b>	<b>Supported</b>	<b>Suggested</b>
Ensure there are enough toilets that are easy to find	Ensure toilets are well lit	Consider not putting showers next to the toilets because of smell
Keep toilets clean	Toilets and change rooms to facilitate different family combinations, such as dads with daughters or mums with sons, not just single-gender spaces	Have at least one all gender toilet

Allied health services

There was strong support for the inclusion of allied services within the facility. Most respondents expressed a view that it made sense for these services to have a health and wellbeing focus in line with the project objectives. Disability advocates called for those spaces to be accessible and CALD networks had a preference for privacy.

<b>Strongly supported</b>	<b>Supported</b>	<b>Suggested</b>
Focus on health and wellbeing services	Consider separate spaces/ access to allied services	Consider potential for some consultancy suites to be available for temporary / visiting specialists i.e. NDIS therapist
	Ensure that allied services can maintain a level of privacy for clients, separate waiting areas etc	Allied services need to have their own reception
		Run regular (weekly/monthly) programs that target nontraditional users
		Encourage use of 'active scripts' where health providers prescribe activity

## Café

There was strong support for a café within the facility across all groups. Several of the respondent groups suggested that the café also open to the outside and serve a broader community. Feedback on the type and range of food offerings was broad. Many groups supported the inclusion of healthy foods while CALD groups referred to the need to have culturally appropriate foods on offer.

<b>Strongly supported</b>	<b>Supported</b>	<b>Suggested</b>
Cafe facilities could imbed healthy choices	Café could serve food that reflects the cultural diets of the service users	The café should be able to serve people outside of the facility as well as inside
		Include vegan options
		Include mini vending machine
		The café could run cooking classes if it had a commercial kitchen

## Club rooms and meeting rooms

There was wide support for club and meeting rooms. Issues of access, affordability and technology were most commonly raised. It was mentioned that spaces are required for pre-swim activities and committee meetings. Meeting rooms should be fitted to provide a level of independence for the user, i.e., WiFi and easy to use IT. Flexible spaces were also suggested with movable furniture to maximise usage and adequate storage.

<b>Strongly supported</b>	<b>Supported</b>	<b>Suggested</b>
	Consider at least one meeting room designed to include a self-contained space, with external access, running water and a toilet	Include meeting rooms lockable storage spaces for belongings
	Meeting spaces should be fully equipped e.g. WIFI/IT supported	Make space for clubs to have a club room (i.e., swim club)
	Space should be multi-purpose with stackable tables, chairs etc	Meeting areas need to have their own reception / space to check people in.
	Ensure meeting spaces are affordable for all (some local clubs have resource issues)	Include a games room

### Environmental design

Participants expressed multiple ideas to enhance the environment and sustainability. Air and water quality and temperature were frequently mentioned. Informing users about air and water quality was also suggested.

<b>Strongly supported</b>	<b>Supported</b>	<b>Suggested</b>
Pool and air temperature should be set at appropriate levels (not too hot or cold)	Ensure change rooms are warm	Include a community garden around the facility
	Advertise the water and air quality in the building	Include plants (i.e., bonsai) for decoration

### Retail

There was support for the inclusion of appropriate retail offerings in the facility i.e., swimwear (including culturally appropriate swimwear), pool play equipment etc.

<b>Strongly supported</b>	<b>Supported</b>	<b>Suggested</b>
		Include culturally appropriate retail (swim wear for multicultural communities etc)
		Include a shop where you can buy swimming gear

### Seating and storage

Seating and storage were mentioned multiple times with most respondents requesting an adequate amount of seating and secure storage be made available in and around the pool as well as in the change rooms.

<b>Strongly supported</b>	<b>Supported</b>	<b>Suggested</b>
Include lockable storage spaces for belongings	Seating and storage should be near pools	Consider tables and chairs outside as well as inside
	Seats for parents near the pool area is important	Include phone charging points near seating

## 4.4 Public submissions findings

A total of eighteen (18) public submissions were received. The submissions are attached to **Appendix 3**.

Sixteen of the eighteen submissions strongly called for the new DWC facility to exceed a 6 Green Star rating, both as a built and operating environment. These submissions were very consistent in that they were all underpinned by an environmentally sustainable ideology that strongly requested the following:

- Total electric operations including the use of renewable energy, in both the development and the operations
- No use of gas power
- Triple glazing of windows and appropriate shading
- Sustainable building materials including the reuse of Old Dandenong Oasis materials (where feasible)
- Ozone filtration systems
- Visible, real time energy management including visibility to the public of how much energy is being used and from what source.

Some of the sixteen like submissions also spoke to the need for effective ventilation in all spaces, with some suggesting this would also support a COVID safe environment.

None of the fourteen alike submissions were opposed to the development with several offering strong support (albeit with Green Star conditions).

*'I am so excited about the new Dandenong Aquatic Centre and am writing to you to ask that it be made as sustainable as possible;'*

*'I am really pleased to see the Oasis Pool is being replaced with an Aquatic Centre which will boost many sustainable features'*

Two submissions referenced Indigenous communities, with one suggesting consultation should occur with 'First Nations people, CALD communities and GLBTQI+ and disability advocates' to ensure the space is culturally, physically and mentally safe. Another suggested incorporating a mural by a local indigenous artist.

Of the other two submissions one was very strongly advocating for the continuation of the squash courts in the new facility and highlighted the health benefits of squash as a sport. This submission also called for versatile floor spaces.

*'the versatility of floor spaces needs to be considered for both financial collaboration as well as the physical availability of this extra space'*

The other submission reported having a previous negative experience with Dandenong Oasis stating it was old and tired, and hygiene practices were not up to standard. The author of this submission advocated for a new modern design.

*'If you could inspire a new design for the Dandenong Oasis then that could encourage me to come along, otherwise I am still hesitant'*

Additional ideas to emerge from the public submissions are:

- Quality lighting and visibility in car parks (1)
- Integrated nature (green wall, native plants) with information (1)
- Tree canopy around the building (1)
- Greetings in all languages (1)
- Clear signage (1)
- Outdoor group and individual training (1)
- Competitively priced vegan food options (1)
- At least one all gender toilet (1)
- Aquatic services for disabled and aged (1)
- Separate hydrotherapy pool (1)
- A gym and children's aquatic stuff (1)

# Appendices

## Appendix 1 - Survey questions

## Dandenong Wellbeing Centre 'A new Oasis' - Community Survey

### Designing Dandenong's new aquatic and wellbeing centre

#### Have your say

**Council is seeking community feedback to help shape the design of the new aquatic and wellbeing centre in Dandenong.**

**In 2019, Council resolved to replace the existing Dandenong Oasis with a new Centre at Mills Reserve, located on Cleeland Street in Dandenong. This decision was based on extensive planning and consultation and identified the need for the new Centre to focus on health and wellbeing, with the aim to get more people, more active, more often.**

**Following two rounds of consultation and over 1,500 community surveys, Council agreed that the new Centre would include the following proposed facilities:**

#### **Aquatic – Main Pool Hall**

**50m pool (with moveable boom)**

**Learn to swim pool**

**Leisure pool / water play**

#### **Health and Fitness**

**Gymnasium**

**Program / group fitness rooms**

#### **Aquatic – Warm Water Pool Area**

**Two (2) warm water pools**

**Spa**

**Sauna and steam room**

#### **Other Facilities**

**Allied health consulting suites**

**Meeting room/s and creche**

**Café**

**Foyer, reception, administration**

**Change rooms and amenities**

**Council is now seeking further community input to help design these facilities and spaces, to make the new Centre welcoming and accessible to people of all ages, abilities and cultural backgrounds.**

## Dandenong Wellbeing Centre 'A new Oasis' - Community Survey

Information about you (all information will be kept confidential)

\* 1. What is your age?

- 5-11    12-17    18-24    25-34    35-49    50-59    60-69    70-84  
 85 and over

\* 2. What is your gender?

- Female    Non-binary  
 Male    Prefer not to say

\* 3. Where do you live?

- Bangholme    Dandenong, Dandenong North / South  
 Keysborough    Noble Park, Noble Park North  
 Lyndhurst    Springvale, Springvale South  
 Other (please specify)

\* 4. Where were you born?

- Australia  
 Other (please specify)

\* 5. Do you have any dependent children at home?

- Yes  
 No

## Dandenong Wellbeing Centre 'A new Oasis' - Community Survey

### Information about you (all information will be kept confidential)

6. If you answered 'yes' to the previous question, please specify how many dependent children you have at home in each of the following age brackets

0 to 5 years

6 to 12 years

13 to 18 years

\* 7. Do you or any person in your house have a disability?

Yes

No

\* 8. How many times have you visited Dandenong Oasis in the past two years?

0 visits

11 to 50 visits

1 to 10 visits

51+ visits

\* 9. How many times have you visited Noble Park Aquatic Centre (NPAC) in the past two years?

0 visits

11 to 50 visits

1 to 10 visits

51+ visits

## Dandenong Wellbeing Centre 'A new Oasis' - Community Survey

### General questions

**The new Dandenong Wellbeing Centre will be for current aquatic centre users as well as people who haven't used a facility like this before. Facilities, programs and services at the new Dandenong Wellbeing Centre will be for people of all ages and abilities, so that more people can participate and live healthy.**

\* 10. Which activities would attract you to the new Centre? (please select all options that interest you)

- Active exercise** (lap swimming, swim lessons, club / squad activities, group exercise class, using the gym for cardio or weights etc.)
- Gentle exercise** (hydrotherapy, yoga, pilates, gentle exercise class etc.)
- Socialise with friends** (meeting friends for coffee, socialising in the spa or warm water pool, spending time with friends or family at the leisure pool etc.)
- Access health services** (physiotherapy, rehabilitation, exercise physiology, nutritionist etc.)
- Attend classes / programs in the meeting rooms** (educational classes or seminars, programs, meetings etc.)
- Use or visit outdoor sport and recreation facilities next to the Centre** (i.e. sports field, community park, children's playground, picnic facilities etc.)
- Other (please specify)

- None of the above

\* 11. Which features would make the new Centre user friendly, accessible and welcoming? (please select all options that interest you)

- |   |   |
|---|---|
| <input type="checkbox"/> Lots of seating / space to socialize       | <input type="checkbox"/> Indoor / outdoor landscaped areas    |
| <input type="checkbox"/> Cafe                                       | <input type="checkbox"/> Facilities for children and families |
| <input type="checkbox"/> Child minding / creche                     | <input type="checkbox"/> Space/s for young people             |
| <input type="checkbox"/> Change rooms for different areas and users | <input type="checkbox"/> Low sensory areas                    |
| <input type="checkbox"/> Quiet room for breastfeeding               | <input type="checkbox"/> Warm, light filled spaces            |
| <input type="checkbox"/> Well controlled temperature                |   |
| <input type="checkbox"/> Separate areas for different uses          |   |
| <input type="checkbox"/> Other (please specify)                     |   |

- None of the above



## Dandenong Wellbeing Centre 'A new Oasis' - Community Survey

### Warm water relaxation and therapy area

**A dedicated warm water zone is proposed for programs and casual use, providing opportunities for gentle exercise, relaxation, hydrotherapy, rehabilitation and much more. Proposed facilities include:**

#### ***Warm Water Pool 1***

**For programs and clinical use such as rehabilitation, hydrotherapy, gentle exercise classes etc.**

#### ***Warm Water Pool 2***

**For casual use, relaxation, socialising, gentle exercise, therapy etc.**

#### ***Spa, sauna and steam room***

\* 12. Would you like to use the warm water relaxation and therapy area?

Yes

No

## Dandenong Wellbeing Centre 'A new Oasis' - Community Survey

### Warm water relaxation and therapy area

13. Which facilities would you like to use in the warm water relaxation and therapy area? (please select all options that interest you)

- Warm water pools  Spa
- Sauna and steam room
- Other (please specify)

14. What would you like to use the warm water and relaxation area for? (please select all options that interest you)

- Relaxation  Group exercise class
- Socialising  Self-directed exercise
- Therapy / Hydrotherapy  Pre-natal or post-natal classes
- Rehabilitation  Women's only classes
- Gentle exercise  Special needs group classes
- Other (please specify)

15. Which design features would make you more likely to use the warm water and relaxation area? (please select all options that interest you)

- Privacy (separation from other areas)  Seating areas around pool
- Quiet / not too noisy  Seating in the pool
- Easy access (ramps, hoists etc.)  Soft lighting
- Handrails in and around the pool
- Close to change rooms / amenities
- Other (please specify)

- None of the above



## Dandenong Wellbeing Centre 'A new Oasis' - Community Survey

### Main indoor pool hall

**The main pool hall is proposed to provide a range of indoor water bodies including:**

- 50m pool with moveable boom to enable the pool to be divided into two 25m pools
- Learn to swim pool
- Leisure pool with water play features

\* 16. Would you like to use the main indoor pool hall?

Yes

No

## Dandenong Wellbeing Centre 'A new Oasis' - Community Survey

### Main indoor pool hall

17. Which facilities would you like to use in the main indoor pool hall? (please select all options that interest you)

- 50m pool  Learn to swim pool
- Leisure pool / water play
- Other (please specify)

18. What would you like to use the main indoor pool hall for? (please select all options that interest you)

- |  |   |
|--|---|
| <input type="checkbox"/> Lap swimming              | <input type="checkbox"/> Play / recreation  |
| <input type="checkbox"/> Swim lessons (child)      | <input type="checkbox"/> Socialising        |
| <input type="checkbox"/> Swim lessons (adult)      | <input type="checkbox"/> Training           |
| <input type="checkbox"/> Club or squad activities  | <input type="checkbox"/> School activities  |
| <input type="checkbox"/> Group exercise classes    | <input type="checkbox"/> Kids parties       |
| <input type="checkbox"/> School holiday activities | <input type="checkbox"/> Exercise / fitness |
| <input type="checkbox"/> Other (please specify)    |   |

19. Which design features would make you more likely to use the main indoor pool hall? (please select all options that interest you)

- |   |  |
|---|--|
| <input type="checkbox"/> Lots of seating                    | <input type="checkbox"/> Water play for primary school children      |
| <input type="checkbox"/> Spaces to meet people / socialise  | <input type="checkbox"/> Water play / spaces for young people        |
| <input type="checkbox"/> Close to change rooms / amenities  | <input type="checkbox"/> Shallower water for leisure and programming |
| <input type="checkbox"/> Not too noisy                      | <input type="checkbox"/> Good natural light                          |
| <input type="checkbox"/> Easy access to pools               | <input type="checkbox"/> Access to outdoor space                     |
| <input type="checkbox"/> Close to cafe                      |  |
| <input type="checkbox"/> Water play for pre-school children |  |
| <input type="checkbox"/> Other (please specify)             |  |

- None of the above

## Dandenong Wellbeing Centre 'A new Oasis' - Community Survey

### Dry health and fitness facilities

**A large health and fitness area is proposed to cater for people of all ages and fitness levels, offering a large gym, program rooms / group fitness rooms, lounge and dedicated change rooms.**

\* 20. Would you like to use the dry health and fitness facilities?

Yes

No

## Dandenong Wellbeing Centre 'A new Oasis' - Community Survey

### Dry health and fitness facilities

21. Which activities would you like to do in the gymnasium? (please select all options that interest you)

- |  |   |
|--|---|
| <input type="checkbox"/> Cardio (i.e. treadmill, rowing, bike) | <input type="checkbox"/> Personal training        |
| <input type="checkbox"/> Weights                               | <input type="checkbox"/> Rehabilitation / therapy |
| <input type="checkbox"/> Functional training                   |   |
| <input type="checkbox"/> Group training                        |   |
| <input type="checkbox"/> Other (please specify)                |   |

- None of the above

22. Which activities would you like to do in the program rooms / group fitness rooms? (please select all options that interest you)

- |   |  |
|---|--|
| <input type="checkbox"/> High impact activities (i.e. aerobics) | <input type="checkbox"/> Personal training                   |
| <input type="checkbox"/> Spin class                             | <input type="checkbox"/> Virtual class                       |
| <input type="checkbox"/> Gentle exercise (i.e. yoga)            | <input type="checkbox"/> Physiotherapist supervised training |
| <input type="checkbox"/> Meditation                             |  |
| <input type="checkbox"/> Pilates                                |  |
| <input type="checkbox"/> Other (please specify)                 |  |

- None of the above

23. What features would make the dry health and fitness facilities more user friendly, accessible and inviting? (please select all options that interest you)

Spaces to meet people

Virtual training

After-hours access (24/7 gym)

Self-serve kiosks / booking systems

Separate entry

Separate spaces (i.e. beginners v regulars)

Other (please specify)

None of the above

## Dandenong Wellbeing Centre 'A new Oasis' - Community Survey

### Change rooms and amenities

**Different types of changeroom and amenities are proposed for the new Centre.**

\* 24. What type of changeroom facilities would best suit you? (choose all options that interest you)

- |   |  |
|---|--|
| <input type="checkbox"/> Male or female changeroom          | <input type="checkbox"/> Family change room                      |
| <input type="checkbox"/> Individual / all gender changeroom | <input type="checkbox"/> Changeroom for people with a disability |
| <input type="checkbox"/> Group changeroom                   | <input type="checkbox"/> Changeroom for high needs disabilities  |
| <input type="checkbox"/> Other (please specify)             |  |

25. Are there any special features you would like included in these changerooms?

## Dandenong Wellbeing Centre 'A new Oasis' - Community Survey

### Allied health consulting suites

**Consulting suites for allied health services are proposed at the new Centre.**

26. Which type of allied health services would you like to access at the new Centre?

- |  |  |
|--|--|
| <input type="checkbox"/> Physiotherapy           | <input type="checkbox"/> Counselling / social services |
| <input type="checkbox"/> Exercise Physiology     | <input type="checkbox"/> Osteopathy                    |
| <input type="checkbox"/> Nutrition               | <input type="checkbox"/> General Practitioner          |
| <input type="checkbox"/> Podiatry                |  |
| <input type="checkbox"/> Women's health services |  |
| <input type="checkbox"/> Other (please specify)  |  |

- None of the above

## Dandenong Wellbeing Centre 'A new Oasis' - Community Survey

### Outdoor spaces and facilities

**A site plan is being prepared for Mills Reserve to help guide the future development of the site and the area around the new Centre.**

27. Which facilities and spaces would you like included in Mills Reserve?

- |  |  |
|--|--|
| <input type="checkbox"/> Seating areas                                   | <input type="checkbox"/> Picnic facilities                         |
| <input type="checkbox"/> Children's play area                            | <input type="checkbox"/> Informal grassed area / open space        |
| <input type="checkbox"/> Fitness stations                                | <input type="checkbox"/> Pathways                                  |
| <input type="checkbox"/> Recreation area for teenagers                   | <input type="checkbox"/> Plaza / forecourt for community gathering |
| <input type="checkbox"/> Trees and landscaped areas                      |  |
| <input type="checkbox"/> Active sports area for organised and casual use |  |
| <input type="checkbox"/> Other (please specify)                          |  |

- None of the above

## Dandenong Wellbeing Centre 'A new Oasis' - Community Survey

### Other comments

28. Are there any other design features that you would like included based on your age, level of ability, family / carer requirements, gender, cultural background and / or faith?

29. Other comments:

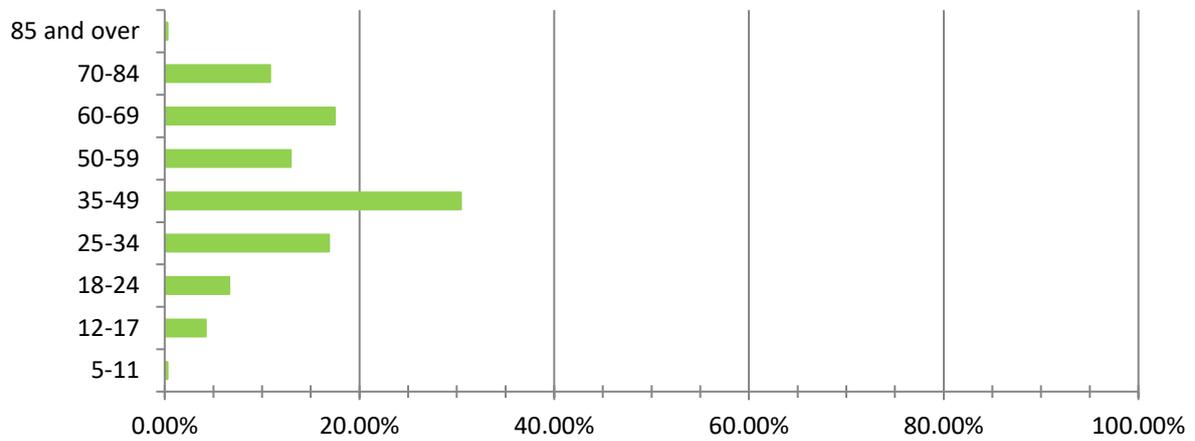
30. **Please provide your email address if you would like to stay informed about the project.** The draft design is proposed to be released later this year for further community feedback.

**Appendix 2 - Survey data**

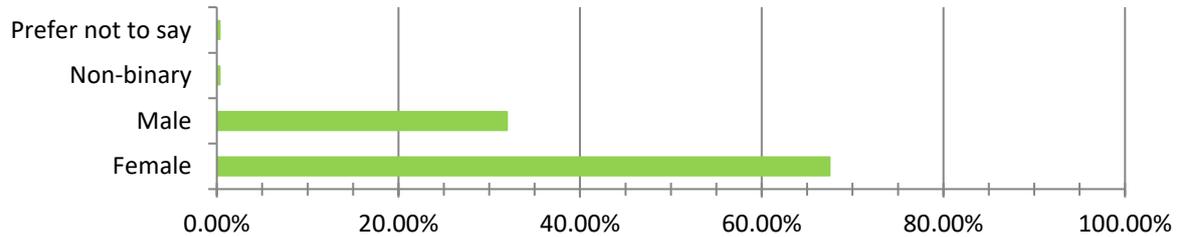
# Dandenong Wellbeing Centre – survey responses by segment

All respondents; 332 respondents

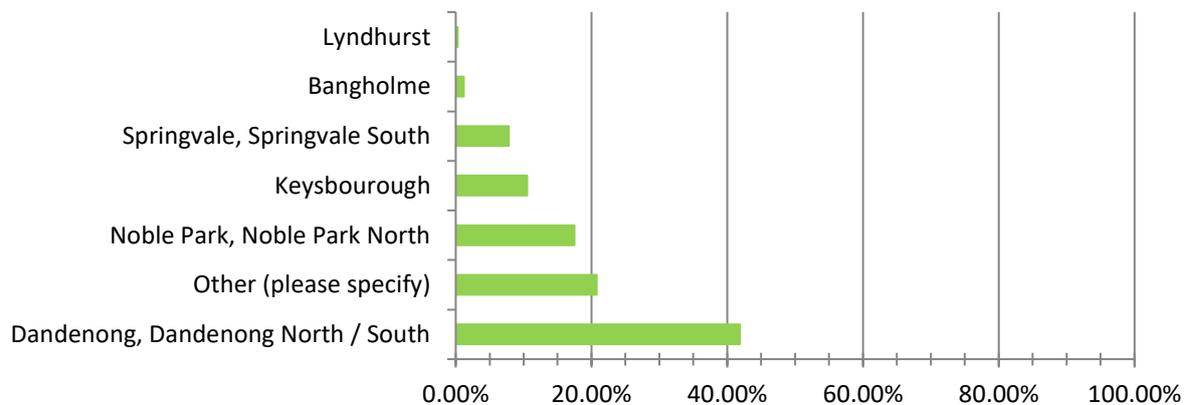
## Q1. What is your age?



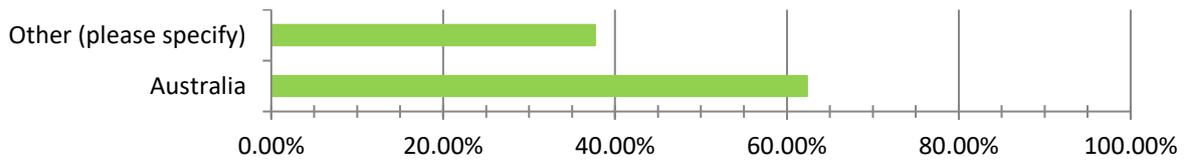
## Q2. What is your gender?



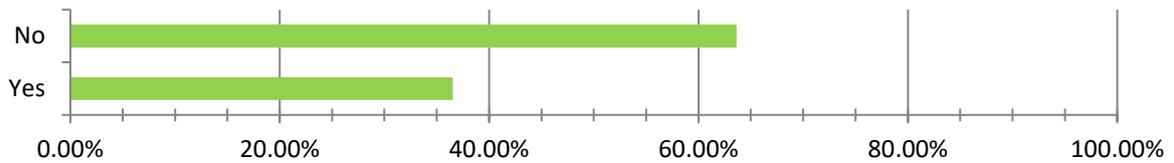
## Q3. Where do you live?



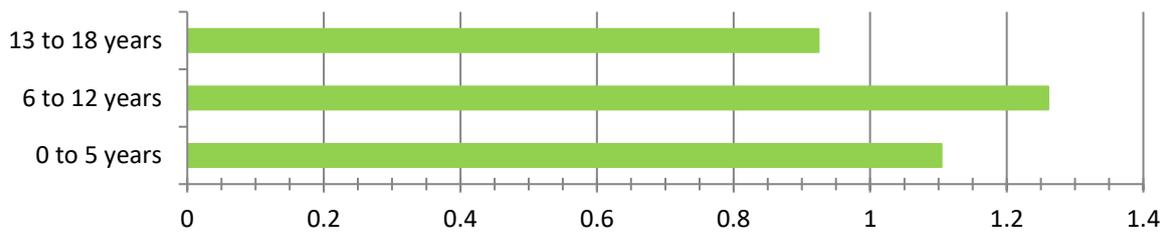
Q4. Where were you born?



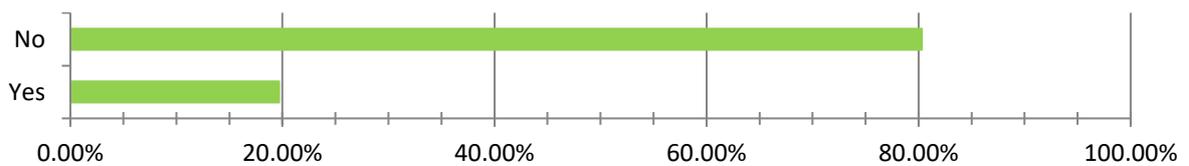
Q5. Do you have any dependent children at home?



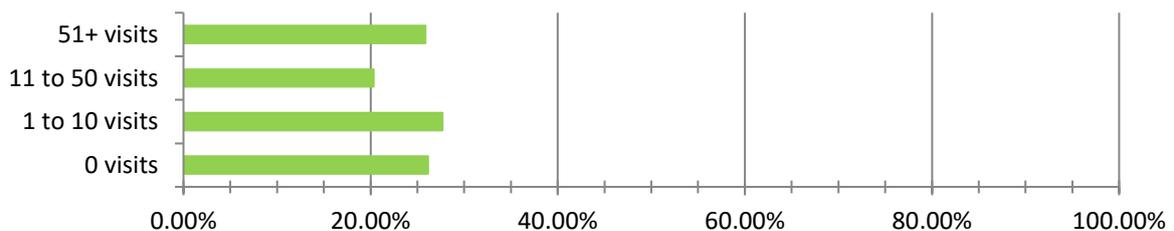
Q6. If you answered 'yes' to the previous question, please specify how many dependent children you have at home in each of the following age brackets



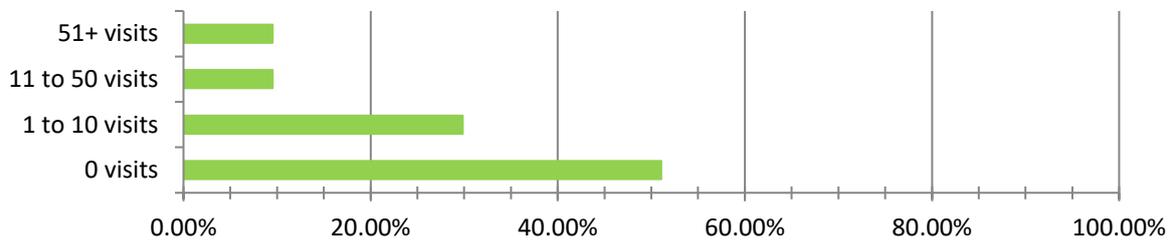
Q7. Do you or any person in your house have a disability?



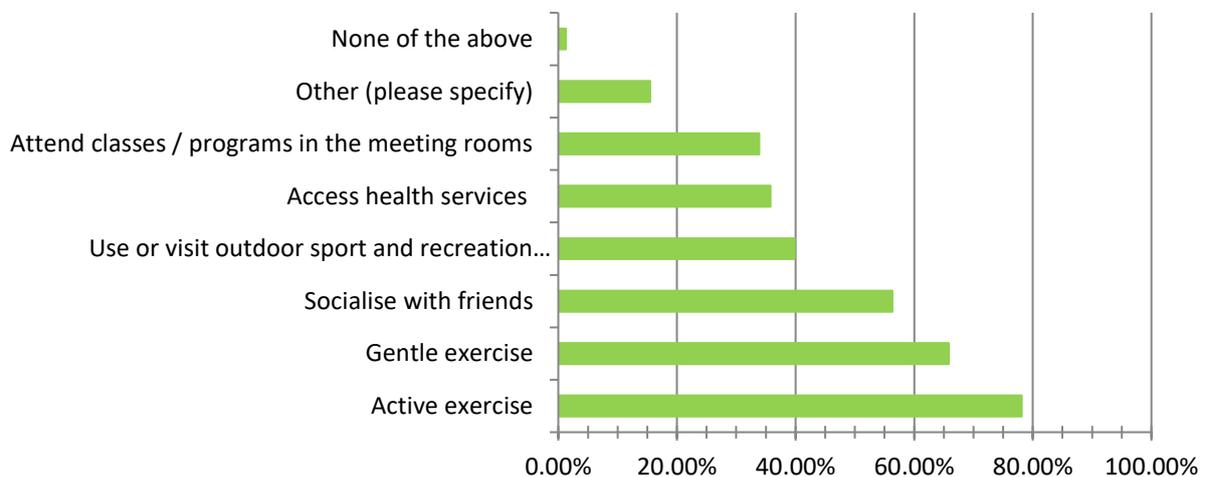
Q8. How many times have you visited Dandenong Oasis in the past two years?



Q9. How many times have you visited Noble Park Aquatic Centre (NPAC) in the past two years?



Q10. Which activities would attract you to the new Centre? (please select all options that interest you)



Other responses:

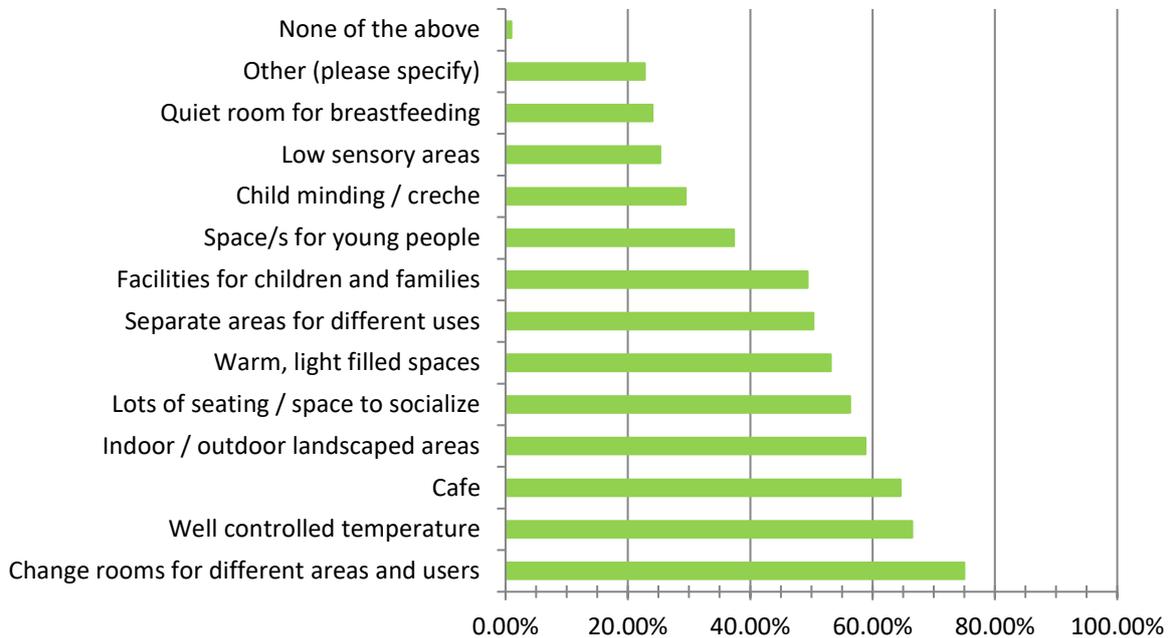
exercise Hydro pool swimming lessons older park fun children used sauna courts  
 water place pool good kids community squash courts Spa play  
 need water slides area

- Water Polo if we had it.
- Environmentally, culturally, age, gender and ability friendly space with ethical food and drink options and renewable electricity instead of gas - things like that would help me be proud to go there and want to bring my family, friends and acquaintances with me
- Water slides and water playgrounds
- A major hub for wellbeing, exercise both indoors and outdoors, including dining facilities would be a welcome place to socialise. Could you add tennis courts?
- Ladies only swimming pool
- Tennis court, Badminton Courts

- squash court
- Table tennis and squash
- squash courts
- I am an ESL teacher and thought it could be good to use meeting rooms to hold classes? Just a thought.
- community events
- 24 hours gym & Brazilian Jiu Jitus classes
- 50 outdoor pool
- Kids water play and water slides
- nail salon
- Water park and water slides... Seperate ladies water fun area because of majority in Muslim community
- Spa and hydro pool is more for recovery than socialising the big one for me is sauna as having heart disease it helps my fitness,circulation and weight control as well as detoxing
- Squash Courts
- Indoor out door play with young kids Skate ramp outside for older kids like at frankston
- the existing facilities are the reason we come to Dandenong oasis. The pools can be used in all seasons because it is indoors but it can be opened up during summertime. This place is used by all age groups. the upgrade at noble park is all outdoors except for a small kids pool for kids swimming lessons.
- arts and craft retail and healthy cafes exterior to the centre would be good. A shopping destination.
- AQUATIC EVENTS/COMPETITIONS
- Hydrotherapy
- this should be the community hub not a separate entity providing cross over programs to a hub down the road all services need to be together
- squash courts are a really big part of dandenong oasis at least 1 court should be considered
- Squash court
- Waterslides and good play area like Frankston Aquatic Centre
- Bicycle parking / bicycle path access
- Sauna
- Swim lessons for kids
- Fun! Outside of lockdown when visiting has rarely been an option, residents need something fun especially as Doveton pools are likely to close. What about water slides for older children - oasis is not attractive to teens or young adults at all.
- Children's pool area for the grandchildren
- Hydro pool as Dandenong valley pool closed
- seating area that is specially set aside for older people to relax and pool staff enforce regulation so they are not overrun with children and inconsiderate parents and adults
- Hydropool is a must.
- Hydro pool for exercise
- warm water pool and spa
- Sauna and steam room
- Spa & Sauna
- Sauna
- Water jets for back massage
- Just enjoy swimming as an exercise to keep fit.
- Nice surrounding environment and easy to access through public transport

- A slid would be nice
- Children swimming lessons
- an outdoor gym like park specially for people like me who are Victorian competitive swimmer and need a place just to do drylands sessions before swimming lessons.
- Playing badminton

**Q11. Which features would make the new Centre user friendly, accessible and welcoming?  
(please select all options that interest you)**



**Other responses:**

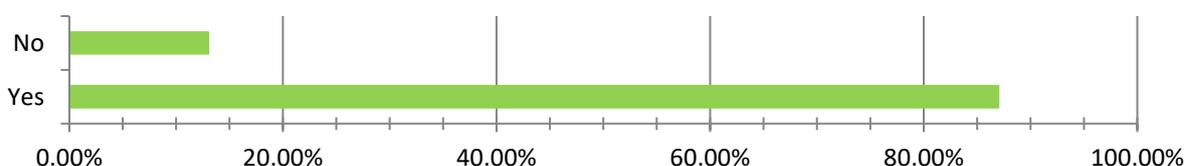
good metre pool kids room one separate space Cleanliness facilities disability  
 use people area hydrotherapy pool pool access  
 swimming centre change rooms Muslim women open  
 need prayer outdoor separate changing room large time

- Welcoming options like vegan, kosher, halal, gluten free and fodmap food and drink options, clearly identified so people know they have options, and advertised environmentally friendly design elements, such as triple glazed glass windows for energy and heat efficiency
- Female-only sessions
- Beach access and water wheelchairs for the warm pool/s.
- Women's only space
- Cleanliness, space, outdoor covered and heated areas
- Access to equipment for hydrotherapy sessions such as pool noodles, hand paddles , water dumbbells
- Cleanliness
- Ladies only swimming pool
- No boom in the 50m pool, there are very few indoor pools that offer 50m lanes, and once the boom is in, the pool will always be split so you have to swim 25m laps

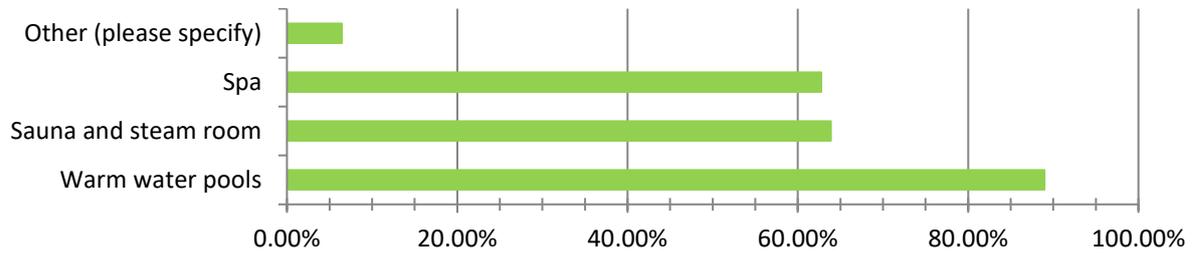
- relaxation/mediation zone open plan single storey with outdoor spaces integration with indoor spaces
- Pet friendly and playground. Open plan and one story building.
- single storey
- Small children's park, meeting or business room,
- reception and foyer; reception stations in different areas
- Playground for kids
- Waterslides
- A warm, quiet (not loud, splashy, spraying fountains, etc) swimming area for kids.
- A large hydrotherapy pool that at one end is 1.8m deep. Lots of hydrotherapy pools at aquatic centres are too shallow.
- Ramps to get in hydro pool and 50 m pool. Steps aren't easy for a lot of people.
- free lockers
- To exercise, be active and access to exercise physiology and personal training
- Squash courts
- Skate Park for older kids like Frankston Integrated community hub
- Gender neutral bathrooms
- BBQ area Shaded outdoor area for families/friends to relax while not swimming.
- if there is opportunity include a wave pool. swimming in the ocean isnt a calm environment and this could be used in some swimming classes or just to have fun.
- Lots of parking onsite
- You need to have a 50 metre indoor and outdoor pool. Build it and they will come - especially the schools (i am a Primary & Secondary school Sports Co-ordinator
- Separate change rooms for children that require supervision or minders - such individuals or groups should not be allowed in same change rooms as adults
- Temperature controlled change rooms.
- good disability access
- Basically an outdoor 50 metre pool and a good kids play area.
- ADEQUATE SEATING AREA FOR EVENTS/COMPETITION IN POOL TO SUPPORT REGULAR PROGRAMS TO RUN CONCURRENTLY WITH AN AQUATIC EVENT (eg. 25M COMPETITION)
- feeling clean all the time - even during times of heavy use
- every one wants cafe but they dont make money- it's a service that every one says they must have
- A multifaith room used for prayer with prayer Mats provided (when COVID safe) and ensuring the room is designed with Muslim community in mind re... considering the direction they need to pray. A pool that can be partitioned off to be private for special events such as women's only and LGBTIQ+ Swim nights. Also ensure there are gender neutral bathrooms as well as a separate disability toilet.
- Bbq area should be by the entrance, easy access
- Firstly, I would like to see a more ventilated and open areas to allow more fresh air, based on current COVID measures. Secondly, I would like to have separate change rooms for large schoolchildren groups.
- Ramps to get in the hydro pool, and to get in 50 metre pool. The steps to get in the current 50 metre pool are a little too steep, especially the first one is higher than the others, and in my case with bad knees its hard to get in. Shallow, wider steps would be better if a ramp can't be done.
- Change room close to the pool - cubicle change rooms.
- The learn to Swim Pool needs to be big enough to accommodate the large swim school program that the current centre supports, eg. at least a 16 x 10m lanes, more would be better. Anything smaller would be useless and a waste of time.

- Cleanliness. I used to be a member for some time using gym and pool, sauna. I left as the facilities were pretty dirty and gross.
- Water slides, fun areas for all age groups, not just little kids! Also accessible toilets and change rooms.
- Obviously there are spaces that could be used as a community hub ...all under one roof line yet this is not being considered WHY? This is an expensive build and could suit both purposes without extra expense to the community. This area will have sufficient parking as well instead of carving up more land
- Facilities for women only, cultuturally sensitive practices, swimming areas/times for women
- Changing places facility so that those with a disability can make use of the centre.
- Ramp into warm pool for wheelchair
- Currently there is very limited accessibility to the hydrotherapy pool when classes or Physio sessions are held. We need a much bigger hydrotherapy pool to accommodate everyone or, preferably, two separate pools - one for group bookings and one for individual use.
- Open plan, single level
- Decent toilet facilities Easy access to upstairs facilities- LIFT!!
- Prayer room
- Opens at 5.30 am
- space for young people!!!!!! WHAT ABOUT SPACES FOR OLDER PEOPLE??????????
- I see you have "Facilities for children and families" & "Space/s for young people" Spaces for older patrons has been omitted WHY? We older patrons make up a large percentage of memberships.
- Rooms to have windoes that open
- Internet available for casual use.
- Disable change rooms
- More rails and handles for people who use the hydrotherapy pool after suffering an accident, when you go to changing rooms we are all fumbling .
- a bigger spa - in the past , it was so crowded.
- no moveable boom blocking lap lanes
- Larger Sauna & Spa. If maintaining the same size then have atleast two of each
- Safe floors so not slippery
- Changing rooms for privacy
- Ozone filtration system (no chlorine byproducts)
- Female specific area we really need it for the Muslim community
- Separate swimming areas for women only
- One night swimming specially for women and please consider Muslim women facilities such as separate changing room not close to male changing rooms
- A halal cafe, as a lot of people who go there are Muslim. I would also really appreciate it if there was a small prayer area for Muslims too.
- Universal design for the area design

### Q12. Would you like to use the warm water relaxation and therapy area?



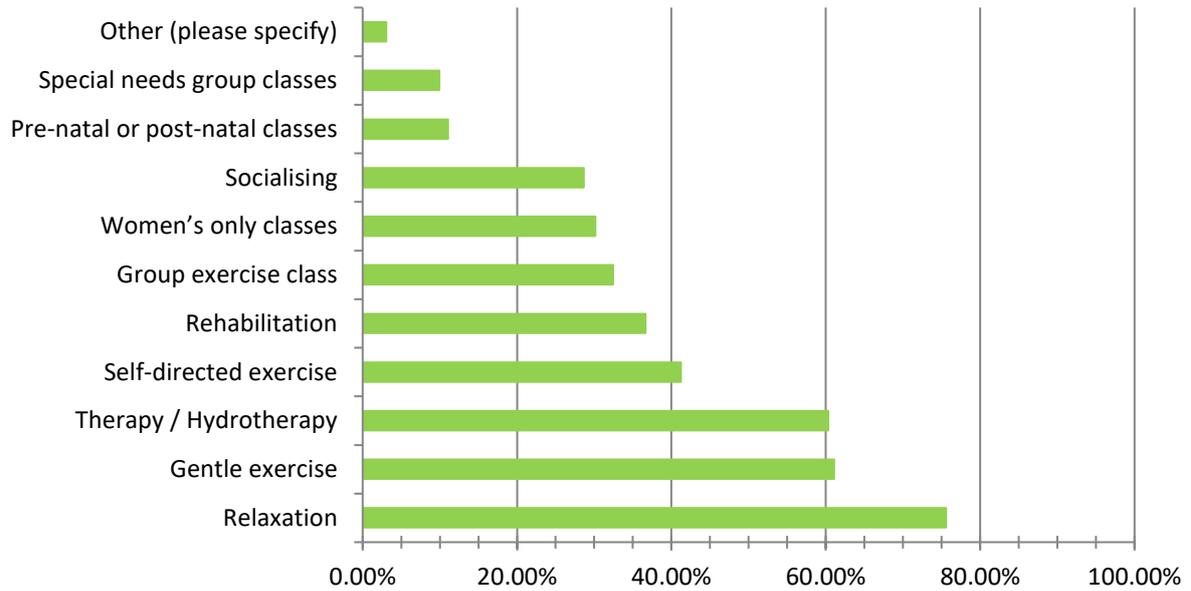
**Q13. Which facilities would you like to use in the warm water relaxation and therapy area?  
(please select all options that interest you)**



**Other responses:**

- Access to outdoor heated area - lounge chairs to relax in between sessions
- mainly the warm water pools, one should be dedicated to aqua classes the other for casual use and rehab
- Infrared sauna
- hydrotherapy specific pool
- sauna and spas are another item everyone says they must have but become a dirty unhygienic area that turns people off
- infrared sauna
- The sauna and spa have a horrible reputation because of the type of people who use it and won't leave How are you going to stop this sleaziness? . The hydro pool usually gets booked out daily so casual users have no hope here .How can this be overcome
- Hydro - chronic arthritis Fibromyalgia
- Pilates, physio therapy, gentle swimming
- What is of real importance to many of us is the freedom to actually be able to use such warm water pools when & for the timing that suits our life style. A main issue is the unavailability of the hydro pool for casual users to do independent exercise routine or to just relax due to set classes always occupying the hydro.
- Hydropool
- Vit D light therapy beds
- out door cold pools
- Some massage machines under water if our bag hurts or if we need a back massage
- ice cold water pool for recovery

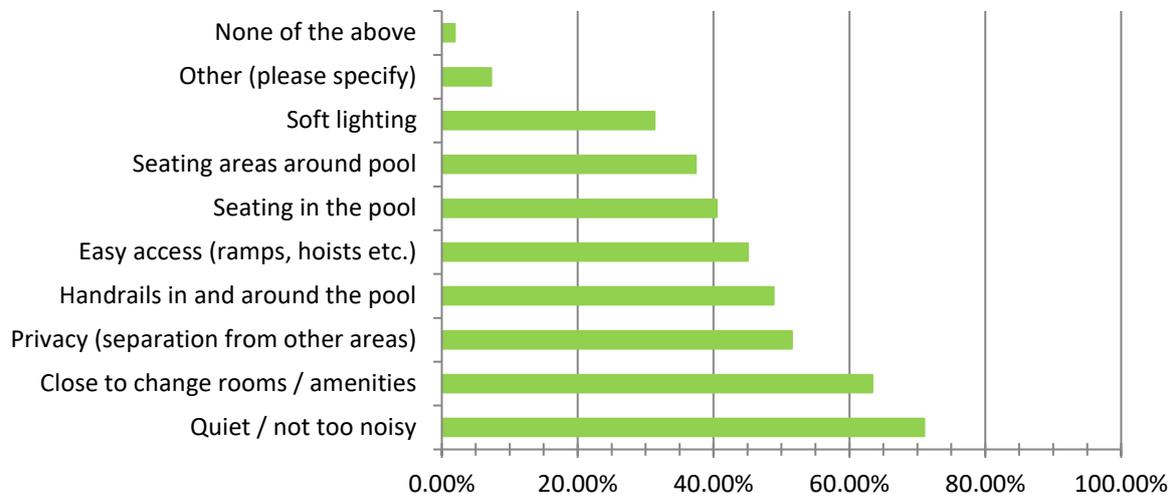
Q14. What would you like to use the warm water and relaxation area for? (please select all options that interest you)



Other responses:

- To run maintenance classes for elderly - I am qualified to do this
- Steam room for muscular and skin issues
- Bigger sauna is crucial with the amount of people that use it. A keep noise down sign would be good too certain groups like to talk excessively loud while your trying to relax
- To swim laps
- Stress relief, recovery from exercise, improve skin
- So long as people feel comfortable and not subjected to sleazy congregations of people
- not to have to use my paid membership being limited because the hydro pool is totally booked out with exercise classes.

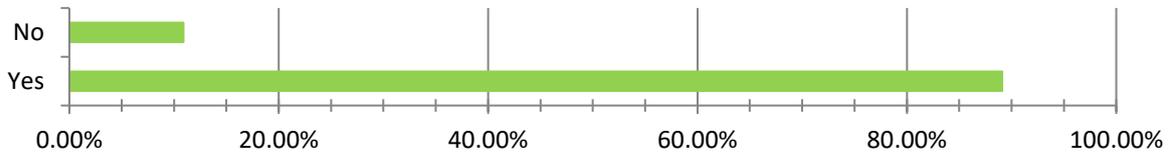
**Q15. Which design features would make you more likely to use the warm water and relaxation area? (please select all options that interest you)**



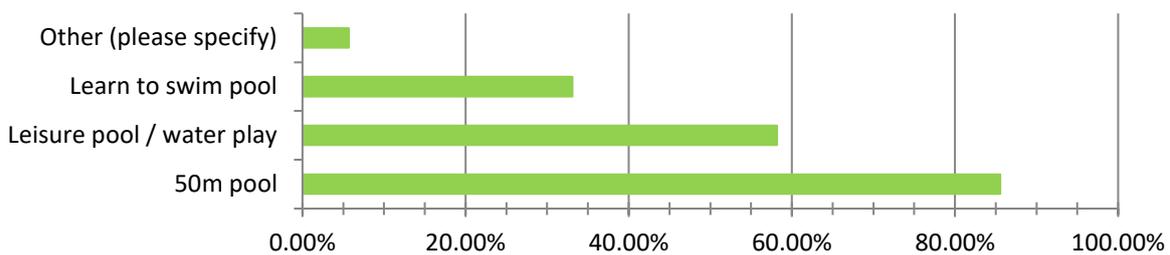
**Other responses:**

- Salt water if possible instead of strong chlorine as many people have problems with chlorine, especially for therapy groups and aged populations - also therapists who have more exposure to this - if you had a salt water option I know many people who would come there a few times a week - me included
- Child free
- It would be great to incorporate modern or cultural designs that are unique to the area... also include environmental friendly elements too.
- Maximum depth at one end of 1.8m, not for the pool to be all 1.2m which is too shallow.
- Ramps to get in
- Big space to have more privacy
- Limits on amount of people in the hydro pool as it's hard to do rehab or therapy when the pool is full
- Lockers near this pool for safe keeping of items
- This pool also needs to be appropriate depth to allow people. to work out at the correct depth
- do remember the old people need a separate space.
- Relaxation music in background
- and warm water classes
- Seating in the pool No..people will stay in one place and not move over or along fr others. It happens now they stay in the corners, and we can't go around the pool.
- Clean water quality and consistent water temperature
- Not too much talking
- Adequate provision to securely and safely store personal belongings
- Female only area
- Warm water please plus massage

### Q16. Would you like to use the main indoor pool hall?



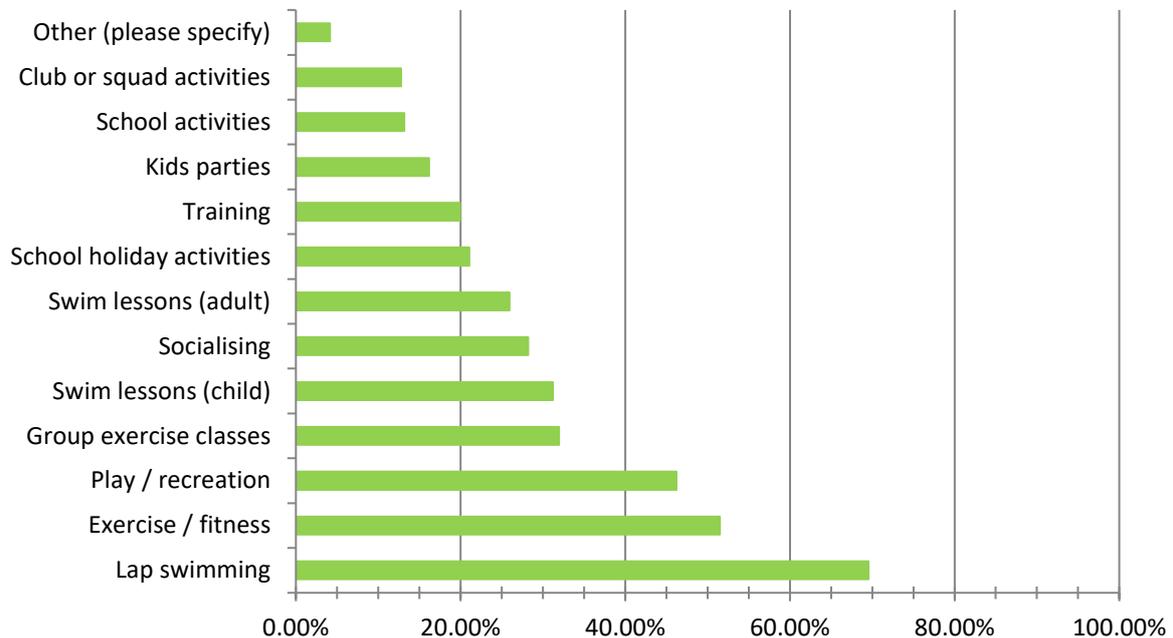
### Q17. Which facilities would you like to use in the main indoor pool hall? (please select all options that interest you)



#### Other responses:

- These area has alot of people who requires swimming lessons
- 50m pool NOT split into 25m lanes.
- I like lap swimming. I currently attend oasis because I like that it is a full 50m. I don't like swimming a 25m pool
- A 25 mètre boom is the quickest way to deter serious swimmers and squads to the facility. I love in Dandenong, on Heatherton Rd and I travel to Harold Holt to swim!! I also go to NPAC and only Oasis if I absolutely have to (kids).
- 25M POOL POSSIBLY FOR EVENTS AS WELL
- Heated pool for hydrotherapy
- This movable boom should not be included, for various reasons, one is that they tend to stay in the middle of the pool. Do not install in the 50m pool.
- The competition for pool space is annoying . Public plus classes running plus swim lessons means pool is carved up with land ropes . In warmer weather people expect exclusive access all areas. All ancillary staff expect to have their specific areas to operate their programs Hope this will be separated out in this configuration
- This facility would be used by my grandchildren
- Again it is important to maintain at least three lap lanes at all times. Particularly when the swimming classes &/or water aerobics classes are in action. made even more crowded by the squads who do have to practice somewhere. Over the years we have been limited, for all lappers to be compelled to use only two lanes at these times. That is regardless of the ability of the lappers. Leading to overcrowding, dangerous injury collisions & impatience of the faster lappers. This is important to be avoided in the future facility.
- 50 metre pool divided into 25 metres is useless for lap swimming when you are swimming 3-6klms at a time
- Swimming of 50 metres preferred for lap swimming.
- equipments such as climbing the waterfall, rock climbing on the deep end, Tarzan rope and diving

Q18. What would you like to use the main indoor pool hall for? (please select all options that interest you)

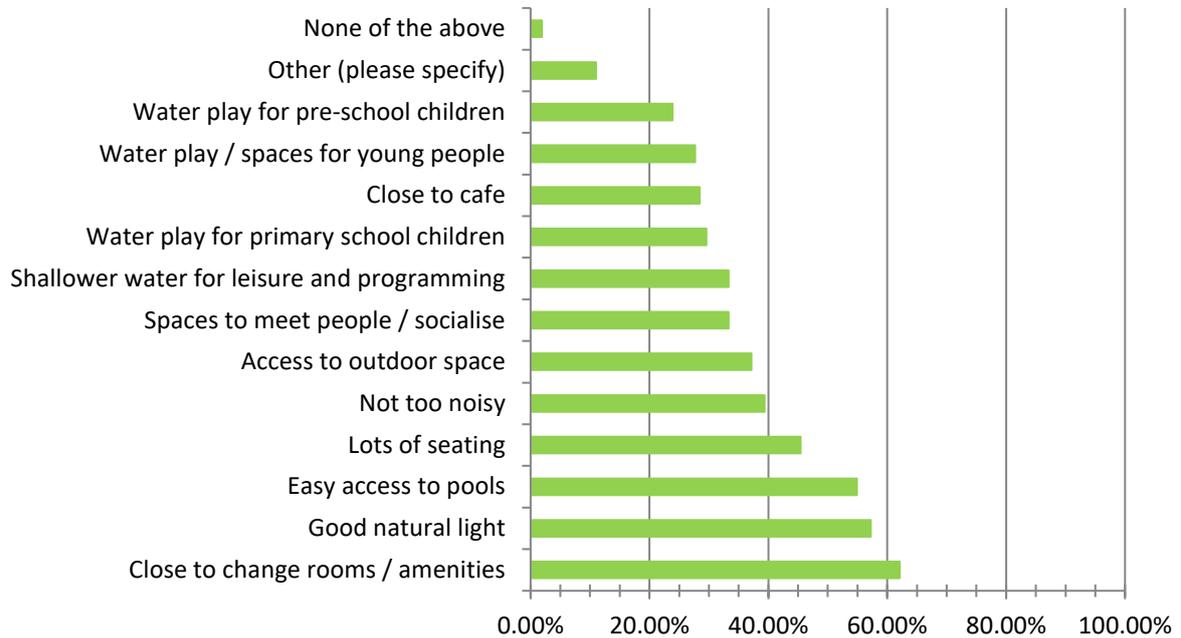


Other responses:

## classes lap swimming swimming exercise

- water polo
- I like lap swimming but oasis is currently lacking in kids play activities, so I never take my kids there
- Relaxation
- you need to have a lap swimming designated area that is available only to lap swimmers from opening time until closing time 7 days a week.
- AQUATIC EVENTS SUCH AS SWIMMING COMPETITION/CARNIVAL (25M OR 50M)
- women's only swimming lessons
- make sure that there is always lanes available for casual swining and not have the place full up with classes
- I, like many my age & ability like to do laps followed by self-guided exercise in the 50 metre pool. Some days when my body is ailing I would be more comfortable finishing my exercises in the Hydro or the children's fun pool as the extra warmth is helpful. Frequently this has not been able to happen due to Hydro Pool being closed for classes & swim classes taking up so much of the childrens fun pool one can't even get to knee depth to exercise or even to relax or for others to socialise whilst their children are having swim lessons.
- Slow lane for lap swimming
- Female only swimminG

**Q19. Which design features would make you more likely to use the main indoor pool hall? (please select all options that interest you)**



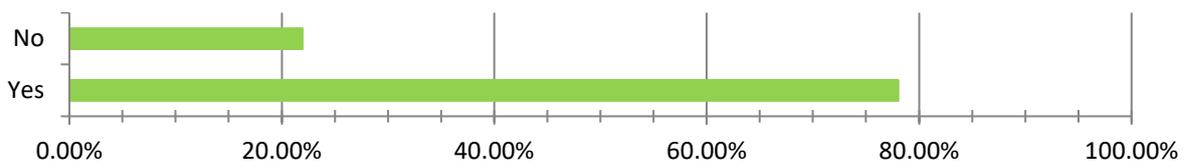
**Other responses:**

seating lane speeds water lap swimming Good showers lanes area pool  
time lap cafe children sauna people cafe culture spaces

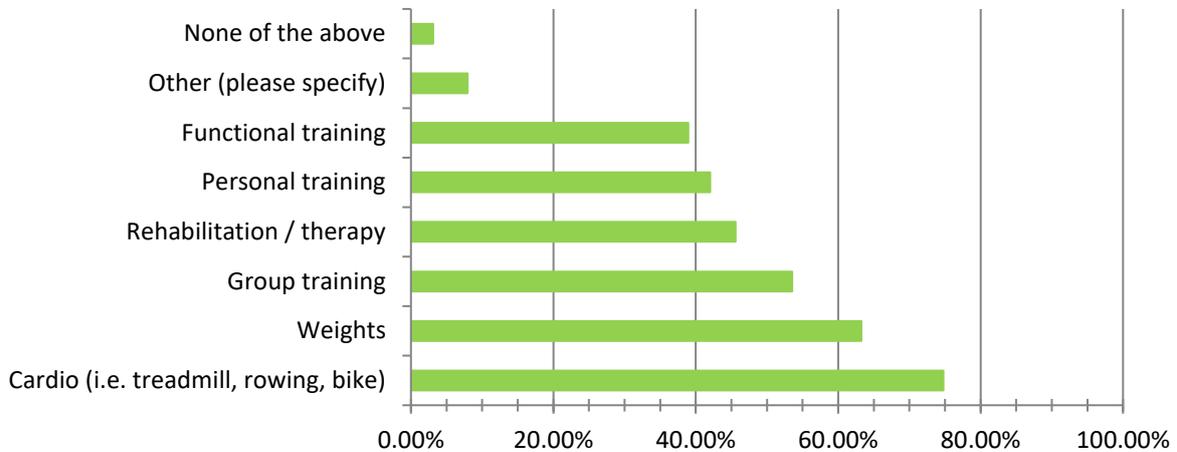
- Close to doors that can be opened to allow fresh air into centre on days weather permits. The air in wet date as can be off putting cos it doesn't seem fresh.
- clean not a strong chlorine smell good ventilation comfortable seating
- Special time for ladies only
- 50m lanes
- A kids play area like water slides and spouts
- Good access to lockers for safe keeping of items
- i would prefer (and so would all my lap swimming mates) a designated 50 metre indoor pool for lap swimming only and a 25 metre indoor pool for lessons, play, exercise classes, socialising.
- Modern Zen like design.
- I think lap pools are best as lap pools and the magic to a new centre would be in creating the spaces external but attached to it. A village where you can except use but then go to a beautiful cafe like MR Blacks in Berwick. Or Soulfoods in Officer. Or Serotonin in Burnley. We don't have NOT ONE cool cafe in Dandenong which is truly uninspiring in this day and age of cafe culture and for Melbourne's second city. We really deserve to have some gorgeous cafe options. And I'm optimistic that the new Oasis will provide a destination of retail, cafe culture (semi detached or completely de attached from the swim centre). There's no way I'd go to CBD Dandenong for anything other than the market. So the opportunity with this new centre is to finally bring some cool, Melbourne cafe culture to the area and attract new buyers to the area.

- MULTI PURPOSE TO ALLOW FOR MULTIPLE ACTIVITIES/EVENT TO RUN CONCURRENTLY SPACE FOR CLUB/ROOMS/OFFICIATING OFFICE AND STORAGE OF CRITICAL EQUIPMENT. ADEQUATE POOL SIDE SEATING FOR BEST POSSIBLE USAGE OF FACILITY FOR EXTERNAL BOOKINGS
- More change rooms with shower for parents with opposite gender child/ren
- WELL POLICED lane speeds. For years and years now, both Oasis and NPAC have \*not\* enforced lane speeds, and this makes it almost impossible for the regular membership holders (your bread and butter) to lap swim. We are always having to dodge, or run headlong into people who are just floating in the lane, overcrowding the lanes to the point of ridiculousness or very slow casual swimmers who jump into the fast/medium lanes and "apparently" do not know what they're doing. Dedicated lap lanes should be policed and maintained at all times for lap swimmers only, not casual floaters, and then lane speeds should be maintained by staff.
- Warmer pool temperature
- No movable boom, do not install. Keep the pool 50m with lap lanes.
- Same as Frankston
- Ramp or wide, not steep steps to get in
- Sunlight reflective glare minimisation in pool design for the benefit of lifeguards supervising people in the water.
- Please don't have it totally booked out for lessons all the time!!!
- Easy access for children/adults with a disability.
- Easy (ramp) entry into the pool
- Again pre-school children, primary school children & young people are listed. WHAT ABOUT OLDIES?
- Prefer 50 m for lapping
- Good water quality and consistent water temperature
- Warm showers near pools and sauna
- no boom . blocking lap lanes !! pool close to spa and sauna{ DRY Sauna}
- Seating arrangement to meet with people
- Open showers around the pool
- Female only spaces
- Some more heating would be nice too.

**Q20. Would you like to use the dry health and fitness facilities?**



Q21. Which activities would you like to do in the gymnasium? (please select all options that interest you)

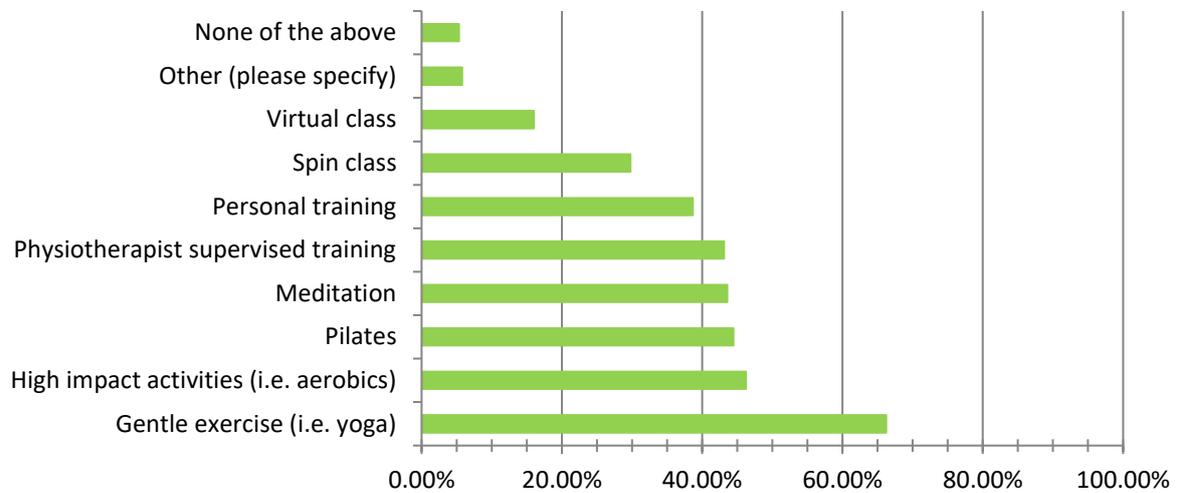


Other responses:

womens group **Yoga** gym pilates

- Womens self defence classes boxing fitness
- Reformer Pilates
- Spin and circuit training
- Indoor cycling
- womens training only section (separate dedicated room for women use gym)
- Yin Yoga
- Women only exercise or gym
- yoga, meditation, pilates group fitness in small group
- Group classes
- Yoga, pilates
- Co Vid has shown cleanliness is going to be a huge factor Alright when shiny and new but equipment malfunctions through rough use and becomes problematic, cleanliness and cleaning will will need to be a huge factor considered in what is provided
- Yoga
- Tai Chi
- Yoga
- Yoga
- A quiet area for stretching, meditation/yoga
- I would really like some gym stuff

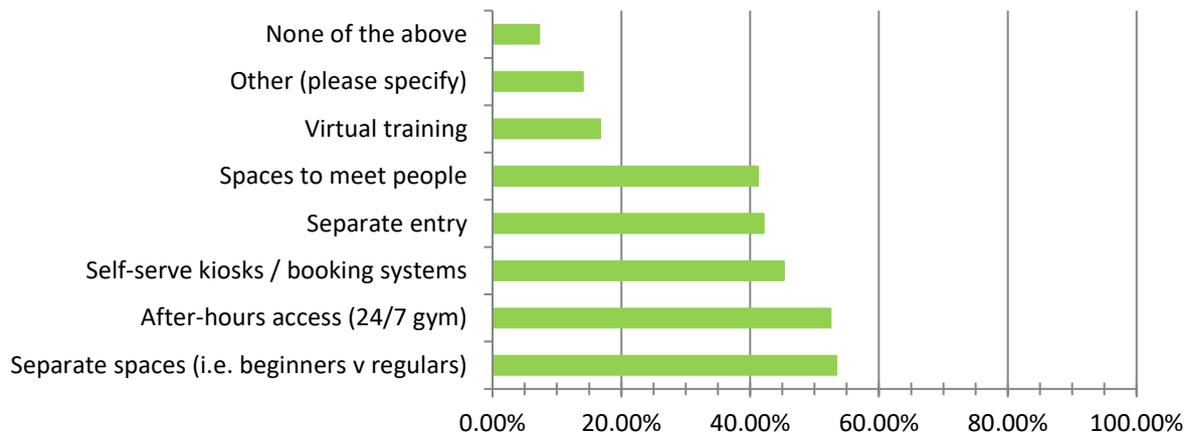
**Q22. Which activities would you like to do in the program rooms / group fitness rooms?  
(please select all options that interest you)**



**Other responses:**

- Dance fitness classes
- Kickboxing or women’s self defence classes.
- Yoga Classes
- Boxing
- group fitness classes
- COURSES SUCH AS CPR/FIRST AID/COACHING/TEACHING MEETING ROOMS FOR CLUB/COMMUNITY MEETING/SOCIALS
- Tai Chi
- These rooms need to be functional and able to be divided off
- reformer pilates
- Reformer pilates
- Tai chi
- Light pace group fitness - circuit group fitness
- I would like some exercise and physiotherapy in order to relax and forget about everything

Q23. What features would make the dry health and fitness facilities more user friendly, accessible and inviting? (please select all options that interest you)



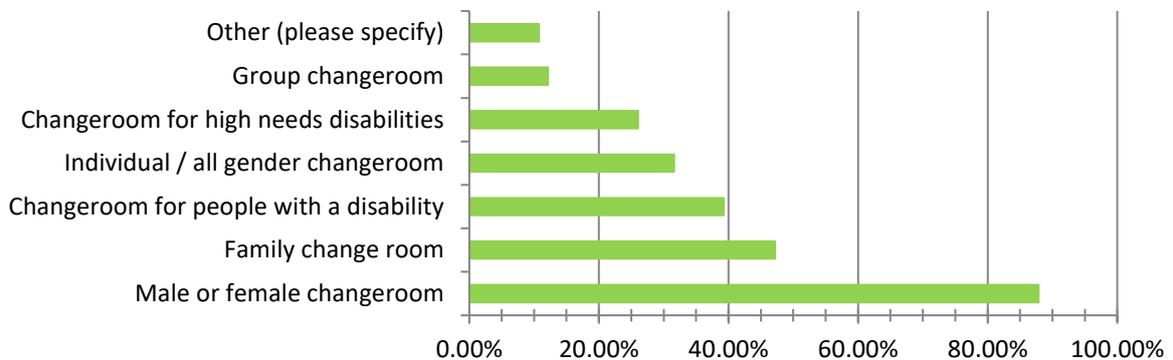
Other responses:

light working Separate times training gym good spaces area staff  
females will people problems equipment cleaning

- easy access - not having to stand in long line to enter/sign in good lighting clean
- Dedicated female only training space
- Safety
- Easy ground level access
- Easy access for elderly people and people with special needs, it should be a one story building.
- easily accessible
- receptionist to personally welcome people, show the area.
- Staff that are engaging and there to assist.
- a good sick bay for the gym with a bed in it with plastic sheets on it to protect the mattress and pillows. Also, please have a good ceiling fan in the sick bay and air conditioning to keep people cool in hot weather
- Ability as a member to scan ourselves into the facility quicker
- You can put all the meeting spaces you like in there. If the coffee and food is crap; they will be crap. Also let's be honest, very hard to create good cafe culture in a swim centre. Therefore it needs to be semi detached, access to a landscaped area and natural light. Faced towards parklands and an area for kids to play.
- AREAS THAT CAN BE EASILY USED FOR MULTI PURPOSE ACTIVITIES/MEETINGS
- 24/7 entry and gyms is going to be problematic -cleanliness ,safety, mis use of equipment setting your self up for failure Good cleaning regime will be paramount
- Women only times/areas
- Disabled friendly equipment and access. I had to cancel my gym membership as I can't climb the stairs
- Don't agree with 24/7 too many problems who will help if there is a real problem you are asking for operational problems
- Good accessibility

- Ground level access
- Single storey as current gym is upstairs
- Friendly staff, sufficient equipment in good working order
- Quality equipment/highly trained staff for advice and direction
- Good air flow and temperature control and a programme of adequate/continual cleaning. A separate room/area dedicated to stretching, meditation/yoga and light exercise.
- More training professionals on site for support
- Training area with view to pool below (as per Casey ARC)
- Female area
- Separate area for women only
- Separate times for males and females as a lot of Muslim females reside in Dandenong and would like to have more time with the females only. Maybe a few separate pool places for females only in that place would be really nice too

Q24. What type of changeroom facilities would best suit you? (choose all options that interest you)



Other responses:

gender group one people family open Seperate female separate using need  
 space shower individual change rooms also  
 change male rooms big changerooms make children disability  
 male female doors good

Other responses:

- Need clean and more spacious changerooms - more individual cubicles with seats in them - shower and room to actually change in one private space for those that want it- solves need to leave your belongings, shower, move to another room to change. I found it a nuisance to plan my changing and showering and my bags - also need place to leave belongings safely while using pool and facilities
- to clarify my response, one change room for men and another change room for women
- Male and female changeroom
- Changing rooms for children and infants
- separate female & male change rooms in all the locations with good showers and good basics included hand soap, shampoo, conditioner, toilet paper, clean toilets, hand dryers that can also be used as hair dryers,
- ceiling fans and also good air conditioning
- Just standard changerooms are good
- I like the big private change rooms at oasis
- more private booth in the male and female change rooms. the family change room is too open when you have child(ren) of a different gender. to have at least one private change room in the male or female change rooms will make it easier so you can change yourself and them in privacy. or similar to noble park aquatic centre install a shower head in the open so people can rinse themselves then go into the individual change room.
- Whilst I don't need family/disability change rooms I would like to see them there for those who need it.

- Separate change rooms for children & Minders - not to be with adults or older children
- Larger individual change spaces
- Change room with more shower facilities for parents with opposite gender child/ren
- A dry bench away from the shower to allow the kids to get dressed in that space and adults to sit and change too.
- we are making a rod for all of us over this gender issue sadly and there will always be one group that is not satisfied Working doors on disability / family dressing rooms need to be sturdy to override all the mis use of entry NPAC doors are an example the ball bearings didnt stand up to wear and tear
- Just keep the change rooms normal, as they are.
- Changing room for school children and separated entry door
- Cubicle changeroom that isn't cramped.
- definitely needs separate change rooms for school groups.
- Separate individual rooms to change and/or shower in. There was never enough rooms to change and I personally do not like changing in a big room full of people. Privacy for everyone is more important than trying to fit more people in one big room.
- Separate fully accessible rooms for male and female to shower and change in addition to family rooms.
- Separate change rooms for males and females
- Adequate number of disabled showers and they need to be policed by staff and not those that thing they are privileged by setting up their gear and having some one sitting guard to prevent others that have finished from showering. STAFF NEED TO BE MORE PROACTIVE AND FORCEFULL IN REINFORCING RULES AND NOT TAKE THE SOFT OPTION, AS IS OFTEN THE CASE AND ASKING THE AGREEVEIVE CLIENT TO MAKE THE CHANGE!! THIS REINFORCES BAB BEHAVIOUR.
- Certainly adequate segregated changerooms & disability changerooms are necessary. Family & group changerooms are OK as well.
- more showers
- Well ventilated
- Separate Male separate female Individual cubicles Hair Dryer
- Gender-based change rooms

Q25. Are there any special features you would like included in these changerooms?

hooks hook hanging please individual changing clothes keep people use separate  
Hairdryers shower cubicles Hot dry hand benches towel private dressed  
rooms Seating areas hair change doors  
showers wet change rooms Also space  
Heating lockers hair dryers toilets Cleanliness good separate clean Bigger  
floor baby privacy family cubicles wet clothes large individual change rooms Individual

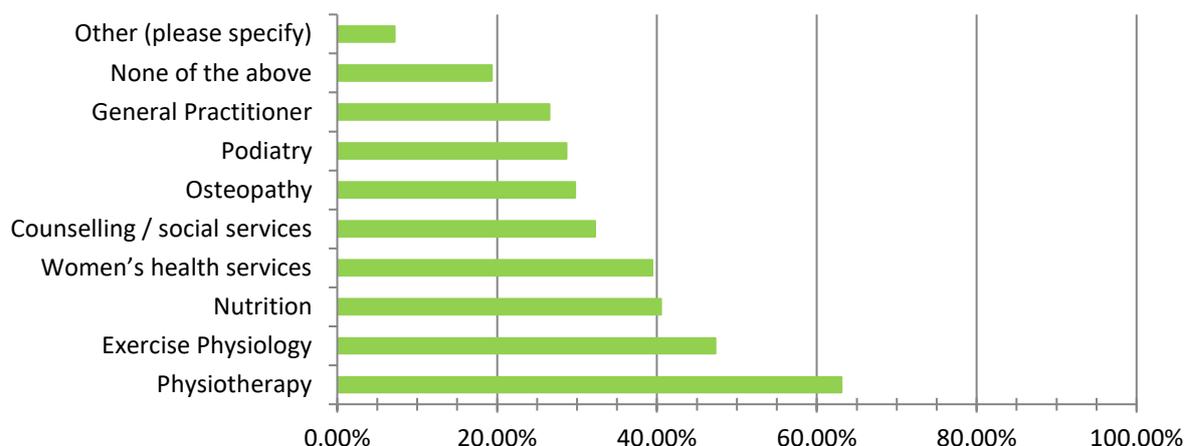
- Non slip floor
- individual changing cubicals
- I like the private change areas in the current main female change room
- Privacy areas
- Nappy change stations in the mens as well as womens!
- Showers, toilet, more space, place to wash your hand, different areas for different type of people
- Hooks on back of toilet and shower doors. Not so open as to add more walls to create semi privacy when changing
- the shower room have enough space
- Due to multiculturalism we need a lot of lockers and change rooms showers with privacy
- No hand dryers (too noisy for autistic kids). Heating/warmth so not cold when getting out of the pool.
- Ample ventilation natural light to prevent hot mouldy feel
- More private changerooms and more shower cubicles
- Separate change room for women
- Seating Private rooms
- More Showers & more Toilets
- private shower cubicles and private cubicles for changing hair straighteners
- Hairdryer
- good shower heads lockers Hairdryers separate change room cubicles
- Seats, mirror and tap
- Bigger and cleaner and more modern. They are awful at the moment
- More private showers
- Lockers inside change rooms, hair dryers, body wash and shampoo dispenser in showers
- Hose to clean the benches and floors after use of after someone has dumped 100kg of hair everywhere, yuk!
- Hairdryer, lockers
- private secured area,
- Open shower space in gendered changeroom rather than cubicle like NPAC
- Included world class amenities
- changing table for babies
- Baby change mats / tables Free or very cheap lockers
- If close to quiet spaces, please be mindful of Dyson hand dryers (very noisy and distracting).
- Shower cubicles with space to change afterwards

- separate female & male change rooms in all the locations with good showers and good basics included hand soap, shampoo, conditioner, toilet paper, clean toilets, hand dryers that can also be used as hair dryers,
- a radio playing good easy listening music playing a good radio station like 3MP or Smooth FM
- Dryers for hair drying please
- Big private spaces to change
- Lockable Cubical for changing in Large shower areas that have a look and room to change in
- Somehow keep the area dry after coming out of shower so the clothes doesn't get wet as I get dressed.
- Drying tube
- showers hair dryers complimentary toiletries or at least a toiletry machine
- Soap dispensers shower area and more than 5 showers
- Lockers
- Shower and dressing room
- Individual closed showers Locker area High ceiling, well lighted and we'll ventilated Glass roof to see the sky/ nature
- Lockers in the change rooms
- Places for Dads to be able to change their kids
- Showers that heat quickly. NPAC showers often don't get beyond tepid.
- Heating
- Family to not be shared with disabled
- existing facilities in the large change rooms are good. lockers in change room would be good.
- Lots of shower cubicles and some private change cubicles. Also a seperate changeroom for large school groups
- Heating please
- Group change rooms, seperate space for privacy.
- open showers so people don't close the cubicle door for half an hour while other people are waiting to shower (this happens every day at WAVES leisure Centre & GESAC.
- Toilet access should not be via the actual change room Urine and other dirt will be walked through the change room floor
- Just make sure there a lot of showers
- Showers , lockers and private or discreet areas to change.
- Hot showers.
- Individual change areas in gender specific change rooms.
- That there be more individual change rooms as opposed to large group rooms and more disability change rooms. Also, on a health note , the new facilities be built to be mould and germ resistant.
- ABILITY TO KEEP FLOOR SPACE AS CLEAN AS POSSIBLE BENCH SEATING AND HOOKS... POSSIBLE INDIVIDUAL SHOWER STALLS INCL CHANGING ALL IN ONE
- Heating
- Seating, wall hooks. Areas where you can undress while wet and then areas to dress that are dry. At the moment there is sometimes water all over the floor/benches so hard to dress without wetting your clothes
- Change room with shower facilities for parents with opposite gender child/ren
- Separate change rooms and separate showers rooms
- Wet clothes hangers,dry area and wet area
- A bench away from the shower to get dressed.
- Cleanliness

- Heated change rooms, individual change rooms
- Fixtures that cant be stolen or broken
- Large and small toilets
- No too large, smaller areas for privacy
- change rooms should be well lit, individual changing areas.
- clean and safe and tidy
- Yeah Wifi.
- hanger hooks, bench and space to change make the bench quick dry
- Cleanliness
- Change room that is kept clean with quality toilets, open storage and showers. Past experiences from showers were poor drainage, irregular water pressure and temperatures depending on how many people were using the showers. Shower cubicles could be more spacious with appropriate storage/shelves for toiletries and change of clothing that would still be DRY after a shower.
- Family change room spaces for parents with multiple children. A shower and dry change space in one. Mothers especially with young children need this. Also if children are of different genders they can change together without offending older patrons
- Showers, seating, hooks to hang things, toilets, hairdryers.
- Please consider disable people
- More natural light and better ventilation
- Drying tubes. Like what they have at movie world
- Ability to shower multiple kids at the same time (space, number of shower heads)
- Sanitary bins
- Adequate size.
- not allow people occupied the clothe hooks e.g. hanging their stuffs while they are not there for hours.
- We need to be able to rinse off kids in warm clean water. Ok if this is a group shower as at GESAC then individual change only rooms. But need more toilets than are at GESAC, near the lessons, or else kids in the middle of a lesson can't use the toilet because people are changing in it. Also needs regular cleaning so it isn't wet all the time - wet floor plus kids is a nightmare
- A bench to put your things and sit if needed to change. Hooks. Good lighting. A mirror.
- Enough room to get dressed in cubicles , doors that open and close where locks aren't broken or stolen
- Accessibly, space
- Adult size change beds for those with disability, hoists, separate showers. Basically a changing places facing.
- Hand dryers set up high to dry off hair in the winter
- Larger shower rooms.
- Hot showers; hair dryers
- Hand rails
- changing table for babies
- showers cubicle shouldn't be too small, but should have some room to move a little.
- Warm floors
- Individuals / separate change room
- Doors to each shower. Individual showers
- more shower cubicles
- Places to hang clothes to keep dry. Benches for bags
- Shower fixtures to be user friendly.

- More showers with doors
- Private change cubicles
- Lockers
- Well lit and ventilated. Plenty of hooks and benches
- bigger shower cubicle than at present. with room for your belongings that wont get wet.
- Bench height for mature age could be higher
- More handrails please
- Good size large area showers area. Large and safe lockers. Centrifugal dryers for towels, swimwear
- Showers
- Hair drying facilities and plenty of showers
- benches and hooks for hanging towel, clothes etc
- Hot and cold water in the wash basins Mirrors Liquid soap - perfumed Clocks
- Adequate climate/moisture control. Secure storage of personal belongings. Proper cleaning programme, not just once a day but also during the day.
- Hairdryers, towel dryers
- More individual showers. More separate areas for those with disabilities and family rooms
- Lockers
- More enclosed shower stalls.
- Privacy and cleanliness
- Cubicles to change
- Better doors.
- Privacy
- seats and things to hold your bags
- a lot of parking space
- Personal rooms inside to change/something similar to a toilet stall but for changing.
- Changing the baby, space to our clothes, towels, and wet clothes please I always put my towel over the door as there is one hanger for clothes and it get heavy. Please provide shampoo for us sometimes we forget. It's useful.
- A hook for hanging clothes
- Parent rooms
- Universal design
- Hoist and full accessibility including rails in disabled/family change areas. Seating

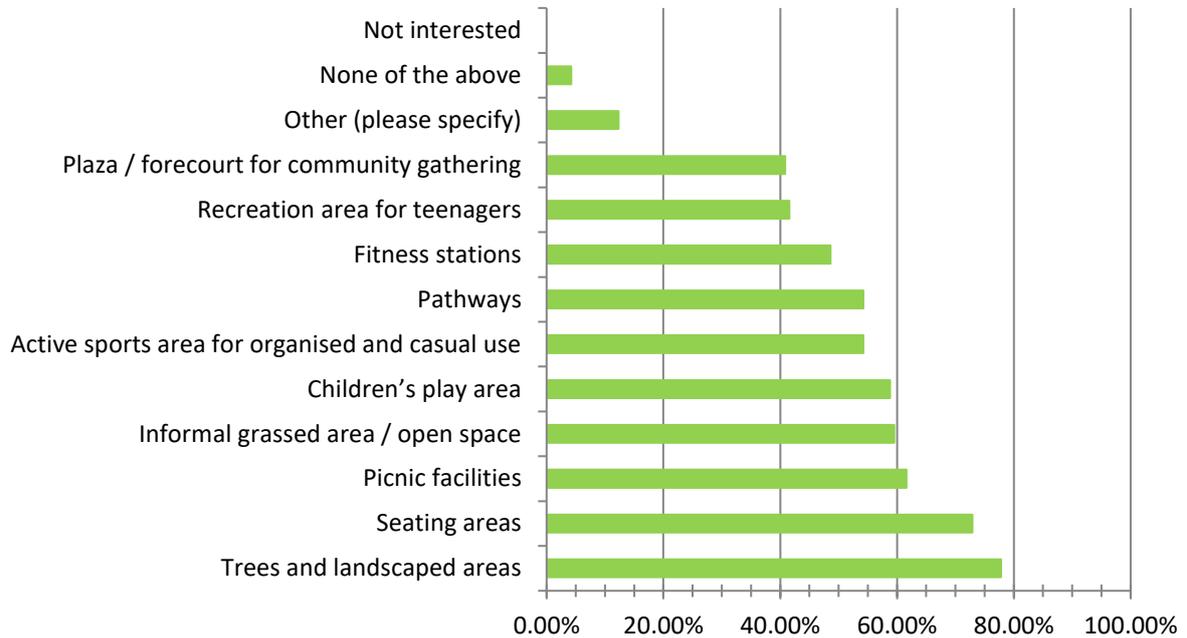
## Q26. Which type of allied health services would you like to access at the new Centre?



### Other responses:

- OT
- as much as possible - will be welcomed some female GPs please
- Information center for Health Related queries
- would consider using only if offering bulk billing / reasonable prices
- Myotherapy
- Acupuncture
- We don't need all these offices taking up valuable space - all of these services are on offer down the road at Dandenong Hospital - don't reproduce the wheel.
- OFFICE SPACE THAT CAN BE UTILIZED BY MULTIPLE PROFESSIONAL ON ALTERNATE DAYS OR AT THE SAME TIME (CHOSEN/OUTSOURCED BY BOOKINGS) INCLUDING PHYSIO, MYOTHERAPY, CHIROPRACTOR, OSTEO, PODIATRY, NUTRITION, EX PHYS, WOMENS HEALTH, ALL OF ABOVE
- Dietitian
- Myotherapy
- Heart health specialist
- Massage
- Weight Management
- why would you put these in when they already are catered for in the community???? where would you put such a facility????? and how long before it become too hard to maintain. Management have trouble keeping good staff and those in charge now don't really care. Remember council is in the business of streets, parks and garbage. NOT health providers. This is just another thing council will have to contract out to make profit for some other origination at rate payers expense!
- Some of the above listed make me wonder if implemented, where this facility would change & risk losing its "health & wellbeing value in passive & strenuous exercise" & become like a super clinic. A General practitioner? Doctor surgery is for actual ill persons. Leisure Centre is for working on & with ongoing illness & disease. I in particular use my swimming & exercise for fitness & keep myself healthier & have over much of the time been able to avoid colds, flu & the like. Having a GP on sight would unnecessarily raise that risk of colds, flu & the like for many of us & has the potential that patrons would go elsewhere.
- Remedial Massage
- Remedial massage, HBOT
- Occupational Therapy

Q27. Which facilities and spaces would you like included in Mills Reserve?



Q29. Other comments:

community space fitness people use court outdoor sports area toilet  
parking open facilities will etc Bbq

- Recognition of country through acknowledging murals/artworks, etc. and indicate inclusivity, peace, community, diversity through verbal and written words, symbols, art and communication
- Preservation of existing trees, especially the old gums. A gathering place and place of Acknowledgement for Traditional Custodians
- Bbq
- outdoor sports facilities - would love tennis courts nice walking track - even running track would be very welcome I would use it more clubs - athletics, tennis, etc
- Easy toilet access including baby change and toddler use
- Please include less active public areas as possible. The area attracts substance and at times undesirables and these people dispose syringes and other amenity issues next to the kindergarten and play /green areas
- basketball court squash facilities
- Tennis court, squash, bocci
- Cafeteria and Health and beauty shops
- Large aquarium with marine life in it, similar to the one at the Royal Children's Hospital.
- public toilets
- Big screen with open spaces all around, similar to that in Springvale and Dandenong
- BBQ area

- 50 METRE OUTDOOR POOL open all year round - there are so many other parks etc in the local area that offer all of the above . Don't waste the valuable outdoor space and use it productively for a 50 metre pool. In Terms 1 & 4 it will be booked solid everyday for swimming carnivals.
- Cafe and retail hub. Landscaped. This is not a good idea for bbqs where people will overcrowd it and leave rubbish. Better to develop the wetlands as a Bbq picnic family playground area I'm hoping this parcel of land is all about sport, fitness, health, landscaped and great cafes.
- none of these other options should be allowed as it will just encourage anti social behaviour.
- GRASS OR ARTIFICIAL THAT CAN BE USED FOR MULTI PURPOSE SPORTS WITH ADEQUATE TREES/SHADING AROUND FIELD(S)
- Dog park please!!
- Toileting facilities
- fitness stations are a dime a dozen now in every park expensive to install and maintain
- A rooftop for socialising and Group fitness such as yoga
- Skate park
- Outdoor theatre for community use
- Path in a loop for kid bike riding
- Fitness stations are almost in every park are expensive and take up valuable space A hub here as well would cut out duplication of programs
- volley ball court
- A meditation labyrinth
- Car parks- More disabled parking than at present
- Toilets
- Plentiful parking
- Again it is very concerning that oldies are being specifically omitted. ie 'recreation area for teenagers' It is unclear exactly what form 'Plaza/forecourt for community gathering' would take. Seems vital to add a reminder. THIS IS A LEISURE FACILITY. Dandenong & surrounding areas have adequate shopping precincts with plazas. An all-ages play, walking & outdoor but sheltered exercise area in conjunction with the set team activities is what the outdoor Mills Reserve is about.
- again teenagers considered but not older people
- Lighting
- no rip off parking fees , and a 4 hour time limit minimum for parking
- Open showers
- Outdoor recreational fitness areas outside for teenagers
- Prayer rooms
- Casual costs to be lower!
- Muslim female and need a separate area that can accommodate my needs for separate male and female area
- There could be a way to have the main pool start off shallow and get deeper?
- For any program having a separate women only area would be great. There are so many women and girls that can not join to some programs or swimming pool because of cultural and religious reasons.
- Please provide a space for studying or sitting and doing work with natural light, nature and quiet place.
- Family spaces
- Badminton court

Q28. Are there any other design features that you would like included based on your age, level of ability, family / carer requirements, gender, cultural background and / or faith?

great disabled changerooms outdoor community large women think big also one  
 change rooms Na access provided parking Nil good Safety space  
 disabilities use place pool children area Group people will  
 facilities important gym ramps needs separate exercise indoor  
 Please time building even rooms well change disabled make lap swimming pool Centre

- Easy public transportation and public safety (day and night!)
- Consultation with Bunurong/Boon wurrung Traditional Custodians to include features that they feel would demonstrate respect, Acknowledgement and Cultural Safety for all Aboriginal and Torres Strait Islander Peoples. And their flags on display.
- - Exceeding 6 Green Star - As Built and also operating - Totally electric with NO gas including stand by using integrated heat pumps, renewable energy and batteries - Triple glazed windows - Sustainable building materials (include reuse of old Dandenong Oasis materials where feasible) - Real time energy management including visibility in the building to the public. - Ozone filtration system - unlike chlorine, ozone leaves no harmful by-products in the water or the environment
- Important that the facility is built and operated exceeding 6 green stars - i.e. no gas at all, triple glazed windows, ozone filtration.
- Swimming clothes, swimming things
- Library
- easy access, ramps, clean facilities, ventilation , less chlorine smell.. please consider salt water pool for exercise
- Definitely a water playground!
- Breastfeeding space/ parents room similar to what is provided in shopping centres would be great
- An outdoor space for everyone to enjoy and use
- Outdoor Tennis courts Indoor Badminton courts
- Squash courts single level building
- basketball court squash facilities
- Tennis court, squash, bocci
- I think to have it more family oriented and more for the children and 24:7 gym for older people. Undercover shelter outside the pool area. Outdoor pool / waves pool , something similar to the glen waverly pools. Change rooms definitely need to be updated ! Disgusting at the moment and outdated and I believe all should be enclosed / cubicle and spaced out Car park is a Good size . And definitely more surveillance cameras and more staff! At the moment it has too many rooms .eg squash courts , fitness ect. Somethings are not noticeable and Unknown unless you wonder off and look around. I personally just have less rooms but larger ones so more can attend to classes or whatever it may be. I've lived in Dandenong all my life and I'm 39 with one child and to be honest the Oasis has never been appealing. I would rather travel and go to another pool. Please if you are going to update this place , do it right ! The last time it updated , wasn't anything special. It has so much potential with

such a big land and a multicultural area. Just needs to be more modern and catered for . Good luck



- I have previously been a member at the oasis and even recall attending the opening back in the 90s. It is a long overdue upgrade for the area. Safety and security also need to be a focus of the project to ensure that any upgrades to the centre and adjoining reserves are not damaged due to anti social behaviour.
- gender neutral change rooms and toilets
- 1) womens only training section gym 2) place to relax and sit gender only 3) place to study for young adults
- Water slides
- Variations of inclusion should be priority, and various languages- maybe booking system that assist with these language barriers
- General information centers and for how to keep city clean and neat.
- Group, family and school change facilities, as well as change options for people with disabilities. Improved accessibility throughout the entire facility. Install a pool pod, state-of-the-art hoists and Changing Places accessible facilities. Increased safe parking on site, making the Centre more accessible. Dedicated conference/hall facilities for hire. Hearing Loop audio system for hearing impaired throughout the gymnasium. Zero depth play space which is suitable for wheelchairs. Gradual railed ramp entry into the warm water pool. Sustainable use of energy with a mix of renewable energy sources used for operating the Centre.
- Waterslides
- ensure that there are covered/shady areas and uncovered areas
- please put good ceiling fans in the gym and in the pool area and also very good air conditioning particularly in the gym to keep people cool when exercising in the gym in hot weather. Also, have high ceilings in the gym so the ceiling fans will move the hot air around as it rises. Also, please have good air conditioning in the pool area as it can get very hot in there from the heat of the pool. Good radio systems in both the pool and gym area so people can easily hear the radio in these areas. We think you should play good easy listening music in both the gym and pool areas on the radio. Play either the station 3MP or Smooth FM.
- Community garden
- I think a kids play area like there is at noble park aquatic is needed. But indoors would be better. There is no centre close by that offers this.
- Muslim prayer areas needs to be made even a small dedicated room can be serve the purpose
- Just make everything have disabled accessibility. Ramps, rails, more disabled parking.
- exercise charts on the warm water pool walls with exercise suggestions some women only warm water exercise times group exercise classes / groups for people with mental illness
- Covered areas for rainy days. Gazebos
- age and needs level of ability
- When decorating the gym space, please don't use pictures of thin white people to 'provide inspiration. Use images of people of all body types doing all kinds of movement exercises like yoga, running, weights etc
- Functional art spaces Access to 24/7 public transportation Police stationed in the area
- Facilities to hold swimming competitions
- solar panels on the roof and using solar power. capture and use of rainwater. use of artwork.
- Access to facilities for people with disabilities.

- Love that we are getting 2 x Hydro pools. They are very popular and it is frustrating when the pool is closed or roped off to half the size if that is the only time you can attend. I would probably go more often and utilise my membership if I knew a 2nd public hydro pool was always available.
- big sauna, spa(especially) and steam room spaces
- Just an indoor 50 metre lap swimming pool & an outdoor 50 metre lap swimming pool.
- An out door spa like Harold Holt that isn't creepy. Landscaped areas where the parents can enjoy beautiful coffee and healthy food while the kids play outside after their swimming lessons.
- that there be more individual styled change rooms and definitely more disability change rooms with fittings to cater for various disabilities. Not everyone likes to change in big group rooms.
- DO OUR BEST TO ENSURE THE MOST NUMBER OF POTENTIAL CLIENTS WOULD WANT TO UTILIZE FACILITY - A SUPREMELY DESIREABLE DESTINATION
- I'd like a lap swimming area in one of the warm pools. I find even the indoor lap swimming pool too cold.
- Swimming lessons for children with disabilities
- Safety from anti social elements
- make it a community hub, save money by making it a multi purpose area as it has good parking and services Dand North
- I think having two hydrotherapy pools is a great idea. My mum regularly uses the hydrotherapy pools for physical rehabilitation. She needs to regularly check the availability of the pools to see if a class is scheduled, and visit the centre when the hydrotherapy pool is free. Having two hydrotherapy pools means there will be more availability for her to use it.
- Women only fitness facilities
- Christian prayer room or a Cross would be nice
- Skate park would be great for the kids
- functional space for community/ sports groups access
- Having a very diverse demographic in Dandenong, being fair and equitable for all cultures may be a little difficult to achieve. If its skewed more to one community, it may turn others off coming to the center. Security is another issue. Especially if attending when dark, car parks can be places which deter people coming to use the center.
- please always consider the disabled people
- A skatepark for teenagers. A beach volleyball court in the outdoor space. A bigger shop for swimwear. Waterslides. Ninja warrior course. Rock climbing wall.
- Just be as disabled friendly as possible.
- bicycle parking , walking tracks, outdoor waterpark
- Connect local youth groups to do murals (taskforce/ysas/homelessness services)
- Provision for false start ropes for swimming competitions in long course (50m) and short course (25m) configurations.
- Ensure people using the spa/sauna are members or paid service user only. Also, the locker should be maintained properly & easy to use.
- Tree and shrub planting. Water sensitive urban design features
- Just a nice space to be. Not loud and noisy. Landscaped in and out. Make it a destination people want to go to to spend time there as it's good for your soul. Nice lighting and ambience. Nice colours, even different colours for different areas.
- Yes, again I mention something for teens and young adults like large water slides.
- culturally informed planning to meet the needs of the community
- Accessibility for frail elderly people e.g. my 93 y.o. mother who uses a walker.
- Single level facility

- A gradual step down in to the pools.
- Gym downstairs or Lifts provided
- Good parking availability
- The current color scheme of the gym is outdated,dull,ugly & lifeless. An escalator or lift to access the gym instead of the staircase or better still consider building the gym on ground level.
- I haven't seen the design but key features would be keeping children's activities separate from older adults activities, perhaps separate kiosk facilities would help. Older adults appreciate quiet time. Because of the proposed location, people may be hesitant to drive to or through central Dandenong, so plenty of parking close to the facility will be important
- Can hydrotherapy pool(s) incorporate some form of right angle hand rail system for exercise use - possibly in the centre of the pool(s). Both corners in existing pool are in constant demand.
- Spa sauna steam
- Adequate seating & tables & lockers on deck. Adequate lighting, natural is always better. Proper access & view for all staff poolside, particular lifeguards & swim teachers & instructors without walls obstructing view & quick access. In the disability areas it is important that adequate disabled showers & near by but separate disabled changerooms be included. Having the disabled showers & the disabled changerooms separated allows for more expedient usage. When a disabled patron finishes showering, they move to the dry disabled changerooms to dress & finish in their own timing. Also allows the next patron to access & shower in the disabled shower sooner without having to wait until the previous patron has completely finished their shower & dressing. This can take quite a long time & the waiting patrons risk getting cold whilst waiting.
- There has to be adequate change rooms for disability and older people
- Group aquatic fitness classes need some privacy. At present the open Cafe area overlooks the pool which makes those exercising uncomfortable when people can sit staring at participants.
- It would be good to have grass trees enviroment for resting after exercise coffee food etc
- Access to Parking Parking Bays to be wider especially for mature aged getting in and out of vehicle More Disability parking spaces Rubbish Bins in car parking area Long term parking for Dandenong Hospital and Chisholm TAFE to be seperated from Centre
- Over 70 friendly
- parent room for breast feeding and nappy change, room for multifaith - prayers etc
- Good outdoor area lighting, large size carpark. Clear, large, color friendly for vision impaired people signage. Facilities for hearing impaired people. Facilities for chidren with diverse habilities or disabilities
- Spacous changing facilities otherwise I think you have covered it all really well.
- rails are essential for entry in and out of pools, spas.
- Have noted that Muslim women struggle to attend any activities. Please keep them in mind when designing this lovely site. Mothers with small children also struggle to find a moment for themselves,
- When performing lap swimming fresh air from outside across the 50 metre pool.
- Spa centre with beauty therapy, for example relaxation massage, facial treatments and massage, foot massage and pedicure, etc. Endota would be the ideal option.
- Design consideration for maintenance, cleaning, light and climate control. And safety of patrons.
- Car Parking preferably with monitored security cameras
- Make it worthwhile , make it special, make it a place people would like to come too. A large children's water play area would be great, a cool plunge pool near the saunas, waterfalls and lots of greenery
- Private shower stalls, as some people get very embarrassed
- What is off-putting at Oasis now are the stairs to the gym. Could a gym be on ground level?not everyone has healthy knees..

- Age considered exercise areas
- Will the gym be on the ground floor or at least have a lift if on next level.
- The design of the new Dandenong Aquatic Centre should be 6 Green Star with sustainable building materials integrating materials from the old Dandenong Oasis where possible and triple glazed windows alongside noise-reducing acoustic insulation & optimised thermal to reduce power needs for temperature control. The Centre should have an all-electric system of integrated heat pumps, renewable energy from rooftop solar and Australian-Made Hydrogen batteries as well as solar-powered electric car charging facilities integrated with the parking. The doors should also be wheelchair friendly sliding ones with buttons for opening and closing.
- More disability access
- Add a slide again that was fun
- Some swimming pools have just 2 or 3 hours women only program per week which is not enough. It is not equality nor equity.
- Badminton coaching session for every age

Q29. Other comments:

Will sustainable building materials none new facility Thank Dandenong Oasis new business  
people enough built Please facility now pool least use  
women centre allow needs think better Green Star  
swimming current facility Na metre pool bigger Oasis

- Be cost effective, energy efficient at least 6 Green Star, renewable energy and all electric, sustainable design and build with on energy audits, ozone filtration.
- It should be net zero emissions like Brimbanks new aquatic center. It needs to be totally electric with no gas including stand by using integrated heat pumps, renewable energy and batteries. It should have triple glazed windows and use sustainable building materials. It should have an ozone filtration system.
- Easy to book function rooms, self service online.
- A few days for only lady's/girls in a week no men/boys. A special area for women
- could we have only women day's at least twice a week
- The new facility needs to be as big if not bigger than the current Oasis and should be single level. Therefore, the current designated spot on Mills reserve is not big enough and should be located next to the current building along Heatherton Rd.
- The proposed area marked on the map for DWC behind the residential housing fronting Cleland Street appears to be too small. The new facility should be at least the same size and footprint as the current facility so that it provides at the least the same facilities and caters for the growing population over the next 40 - 50 years
- I think that the building should be a single story one, design for people with special needs, kids, families with prams that can not be using stairs. Giving the fact that this a future plan, the bigger the designated area and the building, the better for the whole community since we are growing and we need a space to meet everyone needs.
- May be a small business center. Why? Business people with families would like to attend the facilities with these services as well. May be venue for catering and eating facilities for families, small communities, businesses, groups, clubs, schools for meeting and eating at the same time.
- Reserve the history of Dandenong Oasis or should reflect on its past/history.
- Perhaps, there could be allocated sessions for women only from various culturally and religiously sensitive backgrounds to participate at the new ARC, segregated from Men. This may allow women from marginalized or culturally distinct communities to participate in activities provided by the Centre. Promoting social interaction, inclusivity and positive lifestyle choices. A space they can utilize as place to exercise, be healthy, and have fun. An inclusion of divided health and fitness areas for both 'noisy' and 'quiet' group exercise classes. Continued use of the International Association for Public Participation (IAP2) principles as a guide within their strategies, policies, and frameworks for community consultation and engagement.
- Please have good waterslides for the kids.
- Edible landscaping!
- Fees should be nominal
- More aqua classes on the weekend please!

- Social/community club would be great to keep connected with people.
- Cheaper Membership options for those with chronic illness / disabilities to encourage them to exercise and participate
- \$60 million seems expensive when we already have Noble Park Pool and Doveton Pool nearby.
- Please include more member lockers. They are often not working meaning we need to interrupt the lifeguards to open a locker. Also lockers near the hydro pool as well as the main pool would be helpful rather than walking soaking wet across the centre to reach the lockers. Thanks.
- As a Physical Education Sport Co-ordinator of 30 years I have seen the gross negligence of mistakes and badly missed opportunities in the Leisure facilities of WAVES (no outdoor 50 metre Pool), GESAC (where they should have built an indoor 50 metre pool), Clayton Pool is an absolute joke, Noble Park where that tiny indoor space was never ever going to be enough, they should have at least built a 25 metre indoor pool. Face the facts - our population is only getting bigger, build a facility that will cater for now and the future - none of the above complexes bothered taking that into account - swimming is the best low impact exercise on the planet.
- As a national level swimmer; I would very much like to be training in my home city. And I would like to not have to travel to Officer, Berwick or Burnley or Mornington Peninsula every day for a vegan cacao hot chocolate. We've got all the foods of the world BUT NOT ONE GOOD CAFE.
- Ensure the social media/online support for this centre is top-notch.
- I think having two hydrotherapy pools is a great idea. My mum regularly uses the hydrotherapy pools for physical rehabilitation. She needs to regularly check the availability of the pools to see if a class is scheduled, and visit the centre when the hydrotherapy pool is free. Having two hydrotherapy pools means there will be more availability for her to use it. I live close to Oasis, and would like to use the pool more. I think if there were more membership options to choose from, that would work better for me.
- Do not install a movable boom to the 50m pool.
- More individual cubicles/change rooms. Quality ventilation in all spaces. High level of cleanliness in all areas.
- Pricing should be affordable for the people of the community. Dandenong is known as a low socio-economic area, hence pricing should be proportional.
- Ability to store lane ropes on pool deck but underground.
- Please make sure this facility is suitable for use for swimming competitions throughout summer (having retracting doors to allow airflow) and winter. Make sure the shallow end in the 50m pool isn't too shallow so that people can still tumble turn.
- The facility should be/have/use: . 6+ Green Star . totally electric without gas . stand-by should use renewable energy and batteries . triple-glazed windows - sustainable building materials (include reuse of Dandenong Oasis materials where feasible) - real-time energy management - an ozone filtration system
- Building should be single storey bigger than it is now. It should be built on Mills Reserve next to where the building is now along Heatherton Road.
- Only definitely hydro and maybe Physio also remedial massage
- This new centre is a long term investment. Please ensure it is of a scale that allows for long term population growth. The centre should contain all the current facilities contained in the Oasis plus more, including allied health services and outdoor leisure and recreation spaces to form a state of the art facility that will attract both locals as well as people from other suburbs.
- The new building should be located next to the current Oasis along Heatherton rd. This will allow for a building just as big as the current facility with a single storey footprint.

- Will the facility come under the Council's or YMCA? I find the charges are much higher since the YMCA took over. Not affordable for some.
- Staff should be given the authority to remove patrons that are constantly breaking rules eg using the hydro pool, sauna & spa without paying. Access to these areas should be made harder by better supervision or a scanning system. These offenders take up space and has been a reason why I cancelled my membership.
- I eagerly look forward to enjoying the new facility. I urge all involved in the planning & decision-making etc of this facility, put yourself in our shoes. Perhaps ask "is it relevant?" "Is this what patrons firstly need & then consider wants" & lastly "consider all patrons of all ages & all abilities" many of the survey questions whether by design or oversight omit older patrons. Older people are more active & seek to be fitter than their predecessors. The young & families are important but so are the old. Many grandparents do the support work with Swim/Squad Classes, Gym Training & Sports Practice & more. We don't always just seek to sit down at the side whilst such is on. But I also don't want to be at the centre & be confronted with a shopping centre/medical surgery or similar hustle & bustle & the potential risks to everyone's health, safety & calm they present. Swimming centres are by their nature noisy & that's enough.
- life guards need to enforce rules AND NO BE INTIMIDATED by antisocial behaviour. DOING NOTHING GIVE PERMISSION FOR BAD BEHAVIOUR AND TAKES AWAY THEE ENJOYMENT OF THE POOL
- lockers
- Considerably more time available with 50metre long pool configuration than with 2x25metre configuration using a swim wall.
- Only concern is the boom on the 50 metre pool that limits laps to 25 metres instead of 50. It would be useful to explain why the necessity.
- People should not be allowed to use the pool wearing dresses or different clothing items other then made of specific fabric for wearing in the pool. Not hygienic,
- Like to see the finished plans.

**Appendix 3 - Public submissions**

## Report Appendix 3

### Dandenong Wellbeing Centre

#### Stakeholder and Community Engagement

#### PUBLIC SUBMISSIONS

A total of 18 submissions were sent to Council's community consultation email address during the consultation period in relation to the DWC design process.

#1	<p>Dear Members of the Consulting Committee,</p> <p>I am sure that you have received many requests for the continuation of the Squash courts.</p> <p>Some important reasons to provide this facility at the New Well-Being Centre:</p> <ol style="list-style-type: none"> <li>1) Squash has been an important sport in the Australian Sport arena for many decades</li> <li>2) Squash has thousands of active participants and supporters</li> <li>3) Squash provides a very good cardio program of fitness for all age demographics</li> <li>4) Squash courts at Oasis have also been multi-disciplinary, in that they also get used by other classroom groups for other activities.</li> <li>5) The versatility of the floor space needs to be considered for both financial collaboration as well as the physical availability of this extra space.</li> </ol>
#2	<p>I have completed the survey and I hope I can contribute somehow into the great development as further feedback I want to share. I never went to Dandenong Oasis again after I experienced nothing has changed that was negatively impacting my interest. Pool centre is so old and dying in vibes of no modern design and layout. I found there was lack of hygiene practices by patrons and workers. As I was drawn away from it, I found my place at Monash Aquatic &amp; Recreation Centre in Glen Waverly. If you could use their place of inspiration to design a new Dandenong Oasis then that could encourage me to come along otherwise I am still hesitant.</p>
#3	<p>Hello,</p> <p>I would like to contribute to the consultation for new Dandenong Aquatic Centre.</p> <p>Please consider</p> <ul style="list-style-type: none"> <li>- Exceeding 6 Green Star - As Built and also operating</li> <li>- Totally electric with NO gas including stand by using integrated heat pumps, renewable energy and batteries</li> <li>- Triple glazed windows</li> <li>- Sustainable building materials (include reuse of old Dandenong Oasis materials where feasible)</li> <li>- Real time energy management including visibility in the building to the public.</li> <li>- Ozone filtration system - unlike chlorine, ozone leaves no harmful by-products in the water or the environment.</li> </ul>
#4	<p>To whom it may concern,</p> <p>I am a Greater Dandenong resident, living in Noble Park. I am excited to learn about the plans for the new Dandenong Aquatic Centre. Many of the plans are very suited to the needs of my family.</p>

I would like to see a heavy emphasis on sustainability in the design, in particular I'd like to see the building be a showcase for sustainability within our area, including:

- **exceeding 6 Green Star** ratings both as built and while operating.
- **Fully electric**, with as much on-site renewable generation and storage (batteries) as possible, and without any use of gas.
- **Integrated heatpumps**
- **Triple-glazing** and appropriate shading for optimal temperature control during all seasons
- **Sustainable building materials**, including re-purposing of materials from other buildings such as Dandenong Oasis wherever possible.
- Visible, real-time **energy management** to highlight when the building is generating or using energy from different sources, and the different contributions, and information around the building explaining how different features contribute to sustainability and energy efficiency.
- **Ozone** filtration system

Additionally, I'd like to see:

- Heavy focus on **effective ventilation** in all spaces, to make them as COVID-safe as possible (this also has benefits against other respiratory conditions such as colds and flu when we finally begin to re-open).
- Clear lines of sight from staffed areas to key areas of the building to help visitors feel safe. Security call points in key areas where people might feel unsafe.
- Good quality **lighting and visibility** in car parks and external areas - lighting the ground, but without adding to light pollution.
- **Integrated nature** - plants as an integrated part of the building design, inside and out, especially in entrance areas, the cafe and near the pool - a green wall on the outside would be amazing! Native plants designed to attract birds and insects at different times of year, and with information panels and QR codes with links to local native plant nurseries would be a great way to raise awareness. The nurseries could even have a small stall at the site on a regular basis.
- At least one meeting room designed to be converted to a **self-contained space**, with external access, running water and a toilet facility, that could be used e.g. as a testing or vaccination suite or for other purposes where such a space would be a benefit to the community.
- A range of nutritious, inviting and competitively priced **vegan food options** in the cafe making up at least half the options, such as plant-based curries, stir fries and salads.
- At least one **all-gender toilet** and changing space.
- Toilets and changing rooms to facilitate **different family combinations**, such as dads with daughters or mums with sons, not just single-gender spaces - changing cubicles of different sizes directly off the pool area could be useful for this.
- A mural by a local **Indigenous artist** or artist group in a prominent space to pay respects to the traditional custodians of Country,
- **Greetings** in the languages of all nationalities present within our council area.
- An outdoor environment that facilitates **outdoor group and individual training and activities** - e.g. a space for evening yoga or fitness classes during the summer, given that outdoor exercise is much safer during COVID and this is likely to remain a concern going forward.
- Colour coding or **clear signage** of spaces and pool areas - as someone who is very short sighted without glasses, navigating pool spaces after leaving a changing room can be

	<p>fraught, and often puts me off swimming altogether! Ensuring pool rules, guidelines and current status (e.g. if lanes are being used for different purposes) are clearly indicated in multiple locations, with big, clear signage and very large clocks visible from the pool, would be a huge benefit to me, and many others with visual challenges.</p> <p>I look forward to seeing the next stages in the development of this exciting building.</p>
#5	<p>I feel that the proposed Aquatic Centre should include</p> <ul style="list-style-type: none"> <li>• Aquatic services for disabled and aged persons.</li> <li>• Exceeding 6 Green Star As currently constructed and also operating</li> <li>• Totally electric including using renewable energy. Consideration given to solar, battery storage, or wind if applicable.</li> <li>• Triple glazed windows</li> <li>• Use of current building materials where possible.</li> <li>• Ozone filtration system.</li> </ul> <p>Regards Bob and Rose Warren. (Rose currently used the Centre.)</p>
#6	<p>Please consider these design features when coming to a discussion as they are extremely important in my view.</p> <p>Water polo pool, or incorporate it into the main pool as this is a growing sport and highly regarded as great fitness sport.</p> <ul style="list-style-type: none"> <li>- Exceeding 6 Green Star - As Built and also operating, with enough solar PV arrays to provide a considerable reduction/surplus in import of electricity.</li> <li>- Totally electric with NO gas including stand by using integrated heat pumps, renewable energy and batteries</li> <li>- Triple glazed windows</li> <li>- Sustainable building materials (include reuse of old Dandenong Oasis materials where feasible)</li> <li>- Real time energy management including visibility in the building to the public.</li> <li>- Ozone filtration system - unlike chlorine, ozone leaves no harmful by-products in the water or the environment</li> </ul>
#7	<p>Features the Aquatic Centre should also have are:</p> <p>Exceeding 6 Green Star - As Built and also operating</p> <ul style="list-style-type: none"> <li>- Totally electric with NO gas including stand by using integrated heat pumps, renewable energy and batteries</li> <li>- Triple glazed windows</li> <li>- Sustainable building materials (include reuse of old Dandenong Oasis materials where feasible)</li> <li>- Real time energy management including visibility in the building to the public.</li> <li>- Ozone filtration system - unlike chlorine, ozone leaves no harmful by-products in the water or the environment.</li> </ul> <p>Building should also be situated on Mills Reserve next to existing building along Heatherton Road. It should be single storey and should be as big or larger than existing building.</p>
#8	<p>Concerning details for the Greater Dandenong New Aquatic pool:</p> <p>I was very pleased to hear that Greater Dandenong are building a new aquatic pool.</p> <p>As council is aware of the need and importance of the new buildings being 'environmentally green' and preferably exceeding 6 Green Star, I assume that:</p> <ol style="list-style-type: none"> <li>1. the pool will be totally electric with no gas</li> </ol>

	<p>2. triple glazed windows</p> <p>3. sustainable building materials to be used</p> <p>4. an ozone filtration system, not chlorine</p> <p>As an environmentally conscious citizen I am interested in all these details. I know that council is trying to become green in its own energy use and therefore that of all new buildings.</p>
#9	<p>I would like to add to the community consultation. Can the new Dandenong Aquatic Centre be built as a net zero emissions building. In 2021,</p> <p>What I'd like to be incorporated:</p> <ul style="list-style-type: none"> <li>- Exceeding 6 Green Star - As Built and also operating</li> <li>- Totally electric with NO gas including stand by using integrated heat pumps, renewable energy and batteries</li> <li>- Triple glazed windows</li> <li>- Sustainable building materials (include reuse of old Dandenong Oasis materials where feasible) this is paramount to ensure less landfill. Use what can be reused. Incorporate old with the new.</li> <li>- Real time energy management including visibility in the building to the public.</li> <li>- Ozone filtration system - unlike chlorine, ozone leaves no harmful by-products in the water or the environment</li> <li>- Tree canopy surrounding the complex</li> </ul>
#10	<p>I would like to make some suggestions for the new Oasis pool.</p> <ol style="list-style-type: none"> <li>1. Triple glazed windows</li> <li>2. Exceeding 6 Green Star as built and operating</li> <li>3. Totally electric NO GAS including standby using integrated heat pumps, renewable energy and batteries</li> <li>4. Sustainable building materials (including reusing old Oasis materials where feasible)</li> <li>5. Real time energy management including visibility in the building to the public</li> <li>6. Ozone filtration system unlike chlorine ozone leaves no harmful by-products in the water or environment.</li> <li>7. A separate hydrotherapy pool.</li> </ol> <p>Really looking forward to our new Aquatic Centre</p>
#11	<p>I am so excited for the new Dandenong Aquatic Centre and am writing to you to ask that it be made as sustainable as possible. Considering CGD's commitment to action on Climate Change and that a Climate Emergency was declared, I think that the new pool facility should be made with this in mind.</p> <p>The new development should be fully electric, using integrated heat pumps and use of ozone filtration. The new design should exclude any non-renewable energy resources in ongoing pool and facility management. I ask that the new facility include the following:</p> <ul style="list-style-type: none"> <li>- Exceeding 6 Green Star - in its build and also ongoing operations</li> <li>- Totally electric - NO gas including stand by using integrated heat pumps, renewable energy and batteries</li> <li>- Triple glazed windows for temperature management</li> <li>- Sustainable building materials (include reuse of old Dandenong Oasis materials where feasible)</li> <li>- Real time energy management - including visibility in the building to the public.</li> <li>- Ozone filtration system - unlike chlorine this leaves no harmful by-products in the water or the environment.</li> </ul>

	<p>These features would make this new centre an outstanding example for other Councils and help make CGD a leader around Australia. Aiming for Zero Emission Targets for this facility would act in line with declaring a Climate Emergency and policy around this.</p> <p>Thank you for reading my email.</p>
#12	<p>I am really pleased to see the Oasis Pool is being replaced with an Aquatic Centre which will boast many sustainable features. Dandenong Council is setting a high standard for businesses and other council to follow.</p> <p>I would like to see implemented in the plans for the centre constructions that include:</p> <ul style="list-style-type: none"> <li>6 Green Star rating or more</li> <li>Totally electric with NO gas including stand by using integrated heat pumps, renewable energy, and batteries naturally</li> <li>Triple glazed windows</li> <li>Sustainable building materials (include reuse of old Dandenong Oasis materials where feasible)</li> <li>Real time energy management including visibility in the building to the public.</li> <li>Ozone filtration system because unlike chlorine, ozone leaves no harmful by-products in the water or the environment</li> <li>A gym and lots of children fun aquatic stuff (my students enjoyed nothing better at the end of year BC (before Covid) spending a day at the Oasis playing as organised by the YWCA.</li> </ul>
#13	<p>I would like to make the case for the new Dandenong Aquatic Centre to be a zero net emissions building.</p> <p>A key way to do this, which would set the new Oasis apart from other aquatic centres, would be to use an ozone filtration system instead of harmful chlorine, which contaminates our waterways.</p> <p>There are other ways to make the centre as environmentally friendly and economically sustainable as possible by cleverly using triple glazed glass windows instead of focusing on heating systems, reusing whatever is possible from the old Oasis, going beyond 6 green star ratings for both the building and the operating of the facility, using renewable electricity instead of gas, and allowing transparency and opportunity for improvement through real time energy management.</p> <p>I would also hope that approval and consultation has been sought by local First Nations Australians as well as Culturally and linguistically diverse Community members and members of the GLBTQIA+ community and local disability advocates and representatives to make this space a culturally, physically and mentally safe place.</p>
#14	<p>Great to see plans for the Dandenong oasis redevelopment moving along.</p> <p>I'm emailing tonight to reiterate the importance of building and operating this facility exceeding 6 green stars. A 50m pool can be a huge consumer of energy, so it is important that this new pool is built to run totally electric (heat pumps, batteries, solar/ renewables factored in and realtime energy management incorporated and made visible to the public). Now is not the moment to be building a gas-heated pool! In construction sustainable materials should also be prioritised and of course triple-glazed windows are important to reduce heat loss. I would also like to see the facility use Ozone filtration over chlorine as part of the commitment to reduce the environmental footprint of the facility.</p> <p>I would appreciate being kept in the loop on updates on this project.</p>

#15	<p>In reference to the new aquatic centre, it is important that it is a net zero emissions building so the facilities need:</p> <ul style="list-style-type: none"> <li>- Exceeding 6 Green Star - As Built and also operating</li> <li>- Totally electric with NO gas including stand by using integrated heat pumps, renewable energy and batteries</li> <li>- Triple glazed windows</li> <li>- Sustainable building materials (include reuse of old Dandenong Oasis materials where feasible)</li> <li>- Real time energy management including visibility in the building to the public.</li> <li>- Ozone filtration system - unlike chlorine, ozone leaves no harmful by-products in the water or the environment.</li> </ul>
#16	<p>Hi feedback on the upcoming Dandenong Swimming</p> <ul style="list-style-type: none"> <li>- Exceeding 6 Green Star - As Built and also operating</li> <li>- Totally electric with NO gas including stand by using integrated heat pumps, renewable energy and batteries</li> <li>- Triple glazed windows</li> <li>- Sustainable building materials (include reuse of old Dandenong Oasis materials where feasible)</li> <li>- Real time energy management including visibility in the building to the public.</li> <li>- Ozone filtration system - unlike chlorine, ozone leaves no harmful by-products in the water or the environment.</li> </ul>
#17	<p>I consider it of utmost importance that this new facility feature the most up to date technology consistent with net zero emissions.</p> <p>It should exceed where possible 6 Green Star rating as built and also in operation.</p> <p>It must be totally electric. No gas.</p> <p>Triple glazed windows.</p> <p>Sustainable building materials including reuse of old Dandenong Oasis materials where possible.</p> <p>Real time energy management including visibility in the building to the public.</p> <p>Ozone filtration system-unlike chlorine, ozone leaves no harmful by-products in the water or environment.</p>
#18	<p>After deliberation and consultations with other like minded people from our area, we would like to see in our new Dandenong Aquatic Centre</p> <ul style="list-style-type: none"> <li>-Exceeding 6 Green Star - As Built and also operating</li> <li>- Totally electric with NO gas including stand by using integrated heat pumps, renewable energy and batteries</li> <li>- Triple glazed windows</li> <li>- Sustainable building materials (include reuse of old Dandenong Oasis materials where feasible)</li> <li>- Real time energy management including visibility in the building to the public.</li> <li>- Ozone filtration system - unlike chlorine, ozone leaves no harmful by-products in the water or the environment.</li> </ul>