



# Springvale Community Hub

Strategic Plan / 2020–2025

Action Plan Draft Review / 2020–2022



# Introduction

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

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



The Strategic plan outlines four Strategic Objectives:

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

The Action Plan 2020 – 2022 was developed for delivery over an initial 2-year period, from the time of endorsement in September 2020 to June 2022.

It was intended that the timeline for delivery would enable establishment of the hub, public opening and delivery of the actions allowing for unknown impacts of ongoing COVID-19 restrictions.



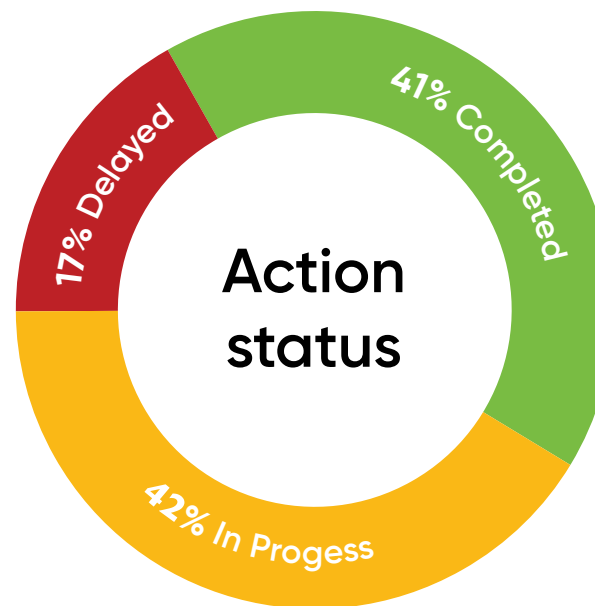
# Review Summary



The Springvale Community Hub opened in October 2020, during a range of COVID-19 restrictions. Since opening the hub has been impacted by a range of restrictions until April 2022, when the whole hub was able to open with minimal restrictions.

Due to the impact of COVID-19, a number of actions have been delayed or are proposed to be carried forward to the new Action Plan development.

This aside, there have been a range of very successful stories and outcomes, including some significant community led projects and programs.



# 1. Engagement & Activation

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



Status key:



Completed










In progress








Delayed

Priority	Action	Examples of progress	Status
<b>Provide welcoming and inspiring places and programs for the community to connect.</b>	Respond to ideas and suggestions from the Community for developing welcoming and inspiring programs and places within the hub, including running topical focus groups where required.	Several initiatives at the Hub have been championed and led by local community members including – monthly clothes swap, home-schooling network meet ups and sustainability themed workshops.	
	Develop inspiring programs both indoor and outdoor, including virtual programming on screens throughout the Hub.	During COVID restrictions, the Libraries team was able to pivot and produce great online content with good audience engagement. Since in-person programming has commenced the demand for virtual programming from the community has significantly decreased. However, innovative programming continues to happen on the outdoor screen.	
	Broadly promote access to the Hub to local community groups, playgroups, schools and wider community as a place to meet, connect and deliver programs.	Connections have been made with local schools, childcare centres, playgroups and the local home-schooling networks. All groups use the Hub as a place to meet and participate in activities.	
<b>Develop effective partnerships with stakeholders to deliver increased opportunities for the community.</b>	Seek and progress partnership opportunities and conversations to increase program and service offerings through the hub and library.	Ongoing partnerships with Springvale Neighbourhood House and Learning Centre, Wellspring for Women, Job Advocates Victoria, Springvale Services for Children, Killester College and local home-schooling networks. Library partnership with the Justice of the Peace service has an average daily attendance of 30 people.	



Priority	Action	Examples of progress	Status
<b>Develop a year-round calendar of programmed activities across the Hub.</b>	Develop an annual program plan, based on community consultation, to activate entire precinct – delivered by Council and / or by Community Groups.	The hub team, in conjunction with all key stakeholders of the hub programming and activation team and external stakeholders, are continuing to develop this annual program plan. COVID-19 has made it challenging to plan for the future, however with restrictions reducing this can now occur.	
	Continue Virtual Programming post COVID, delivered online and via onsite video screens.	Since in-person programming has commenced the demand for virtual programming have significantly decreased. However, innovative programming continues to happen on the outdoor screen.	
	Responding to community engagement, deliver an active living and recreation educational workshop.	This action intertwines with Council's Make Your Move Strategy and is on hold due to COVID-19 restrictions. Planning for this workshop will be undertaken shortly.	
<b>Seek to identify sponsorships or grants to broaden service offering and programs.</b>	Develop a plan to identify grant funding, philanthropic and sponsorship opportunities to deliver new programs and services across the hub.	VicHealth grant application submitted to support physical activity and food security initiatives at the Hub, additionally the Library Health and Wellbeing Grant funding enabled additional programming in 2021. Application in progress to Mission Australia grant funding to support literacy programs.	
	Support community groups to identify and apply for grants that enable additional services and programs to be run from the hub.	Informal conversations have been had with community members and groups around funding opportunities. The SCH Committee have been briefed on Council's grants available to community groups and are able to support groups to apply.	
<b>Engage with visitors to support programming and identification of needs for services and programs.</b>	Provide multiple options for users to share regular feedback, identifying service and program needs and how they would like to be involved.	Community members can direct feedback online or in person to the Hub team and feedback is regularly received through the SCH Committee.  Programs and events at the Hub are evaluated and the community are invited to provide feedback on services and programs they would like to see.	
	Ensure regular community engagement and consultation to identify gaps in service and programs.	The SCH Committee are dedicated to identifying gaps in service and program delivery, in consultation with the local community. Additionally local schools, groups and child care services are regularly asked for input into service and program. One example is the organisation of the International Women's Day Breakfast in which Council partnered with Killester College and Wellsprings for Women.	

Priority	Action	Examples of progress	Status
<b>Provide opportunities and programs within the open space that enhance health and wellbeing opportunities for the community.</b>	Extend delivery of selected library programs to outdoor spaces, weather permitting (e.g. Art Series, Think Tank, Storytime).	Several Library programs such as Libraries After Dark, Story Time and the Art Series have been able to utilise the outdoor space when appropriate.	
	Facilitate an annual inclusive physical activity opportunity for the community on the outdoor courts/open space.	A calendar of annual inclusive events, including activations of the courts at Springvale Community Hub, was placed on hold due to the many impacts of COVID-19 restrictions. Planning will commence on this for end of 2022 – early 2023.	
	Deliver a range of leisure and sport activities that engage the community within the precinct.	<p>Council Sport and Recreation team took part in the Springvale Community Hub Celebration Event in March 2022 to promote the Make Your Move campaign.</p> <p>Sporting clubs held activations at this event displaying various activities. They included the Noble Park Junior Football (Aussie Rules), Handball, Volleyball and Gridiron.</p> <p>Further planning is underway for future sport and leisure activities at the Hub.</p>	
	Incorporate health and wellbeing programming into the Annual program plan.	With many initiatives delayed due to COVID-19 restrictions, some initiatives that have been delivered include the Hearing Australia Bus visits, Monash Health vaccination pop ups and the Women's Health workshops held in partnership with the Centre for Multicultural Women's Health.	
<b>Provide opportunities for Occasional Care to operate from the Hub.</b>	Seek Expression of Interest from local community groups or agencies to provide onsite Occasional Care and support selected candidate to establish need for service and promotion of service within the local community.	Due to the impact of COVID-19 restrictions and associated reduced hiring or use of community rooms by groups and programs, the need for an occasional care service has been unfeasible to progress. This will be reviewed as bookings increase.	



# Engagement & Activation Highlight

## Springvale Community Hub Community Celebration

On Saturday 5 March 2022 the community came together to celebrate Springvale Community Hub.

The festivities were opened by a Bunurong Elder as part of a Welcome to Country, followed by a range of performances from local cultural groups throughout the afternoon. Local services and organisations such as Wellsprings for Women, Springvale Neighbourhood House, Maralinga Community Gardens and many more provided free activities for families, a range of workshops were held inside the building, and rides and a silent disco were among the popular outdoor offerings.

Inclement weather cleared enough for the duration of the event, and over 4000 people attended the day. The event was an opportunity for the community to connect with local services, celebrate the diversity of the Springvale area and explore the new Springvale Community Hub.





## 2. Connectedness

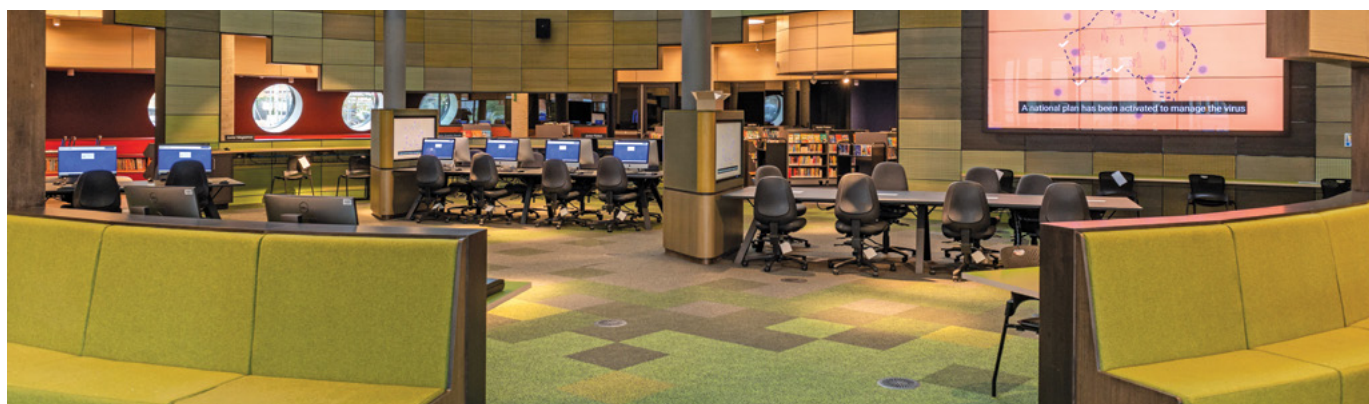
The community is connected, people participate, celebrate and embrace their cultural heritage with pride and feel like they belong.








Priority	Action	Examples of progress	Status
Connect people to Council and Community services, activities, events and information through up to date and responsive practices.	Develop a Springvale Community Hub Community Committee to ensure local community engagement, access, connection and use of hub in accordance with the Strategic Plan.	Committee has been established, endorsed and has commenced meeting. The Committee provides regular feedback, identifies gaps or issues from the community for discussion and action.	
	Provide access to library resources, Council and community information through in print information and on digital platforms, including ensuring best possible use of new mobile responsive website, social media, and Library app to connect 24/7 with current and future users.	Scope of works has been identified, including updating the website, commencing e-news, flyer and a map.  Library social media channels have been launched.	
	Proactively identify opportunities to connect library users with other services, programs and activities delivered by Council and relevant local support services utilising partnership networks.	The following programs have been developed, extended or ongoing: Language and Literacy Service, School holiday programs with Youth Services, Springvale Neighbourhood House and Learning Centre, Daily Justice of the Peace services, Job Victoria Advocates and the COVID Digital Certificate Help Desk.	
	Develop and deliver a regular Springvale Community Hub E-news.	The inaugural Springvale Community Hub e-News will be launched in June 2022.	
















Priority	Action	Examples of progress	Status
Promote and enhance opportunities for community participation, including those that support connections and reduce isolation and exclusion.	Seek Expressions of Interest from organisations to deliver programs aimed at supporting refugee and people seeking asylum within the hub.	Delayed due to COVID-19 restrictions and ability of groups and individuals to have the capacity to deliver such programs.	●
	Deliver State-wide Shared Reading project to engage people with disabilities and volunteers.	Due to the lack of referrals over the past few years in conjunction with COVID-19 restrictions, this has been delayed and will commence again in July 2022.	●
	Identify further opportunities to better cater for the needs of older residents and people with a disability, across all programs and activities.	During the impact of COVID-19, Free Home delivery service to vulnerable and aged patrons via Australia Post increased. Online Tech assist to help elderly and those with IT needs at home.  The Sustainability Festival trialled wheelchair accessible matting on the grassed areas to ensure inclusion for all.	●
	Engage with young people, to facilitate links and referrals into other key services (e.g. AOD, mental health, Springvale based services).	Promotion of programs and services available in the Hub through Greater Dandenong Youth Network e-newsletter and YouthSquad newsletter.  Promotion of programs and services available in the Hub through Youth and Family Services social media.	●
	Deliver Libraries After Dark program to reduce social isolation and impacts of gambling (subject to ongoing funding).	Ongoing- programming delivered every Thursday evening in library spaces to between 5-30 community members each week.	●
	Deliver Supported Playgroups to vulnerable and disadvantaged families from the hub.	Currently delivering Language Playgroup and Smalltalk Playgroup during school term at the Hub.	●







Priority	Action	Examples of progress	Status
Provide multi-purpose spaces that enable a range of programs, services and venue hire options for the community.	Create dynamic, responsive and engaging formal and informal spaces both indoors and outdoors to enhance community wellbeing.	<p>The hub gathers feedback from the community on suggestions for creating and enhancing spaces. Such suggestions have resulted in a large piece of community art completed during the SCH Community Celebration, in which children were asked to contribute a piece of art to a mural. Large board games (chess, connect 4 and jenga) have been used to activate indoor and outdoor spaces, additional couches have been added to the upstairs lounge area.</p> <p>Alongside this the Library has vibrant displays, games consoles, children's big screen for educational games and shared play and creative programs in The Studio.</p>	
	Develop, deliver or host programs and events that celebrate diversity as part of the annual program of activity.	<p>Diverse programming and community celebrations have been delivered such as, Lunar New Year, Reconciliation Week and community language book days. Future programs include NAIDOC celebrations and Talking Faith Program run in partnership with the Interfaith Network will be hosted at the Hub.</p> <p>Some planned programs such as Reconciliation Week were impacted by COVID-19 restrictions and had to be delivered virtually.</p>	
	Develop Community Partnership Framework, enabling consistency when working with community groups partnering with Council to deliver programs or services.	This framework has commenced but is integral to have and work alongside community groups in its development, however with COVID-19 restrictions significantly impacting groups this framework will be developed towards the end of 2022 / early 2023, when groups are able to provide feedback.	
	Develop and widely publish (print and digital) venue hire information.	Room hire information is displayed online and in print at the Hub, this is also being reviewed to improve as community provides ongoing feedback.	
	Develop referral process and needs analysis for community venue hire inquiries to ensure opportunities to support local community engagement, activation and Community development outcomes are maximised.	With COVID-19 restrictions easing Council and the SCH Committee will now ensure its easy to use by the community and promote more broadly.	



Priority	Action	Examples of progress	Status
Provide opportunities to learn about, celebrate and honour the rich cultural heritage of the local community.	Develop a local social history display in partnership with the local community that celebrates Springvale and the broader Community.	<p>A Greater Dandenong Community Honour Roll has been added to the digital touchscreen in the Springvale Community Hub, customer service area.</p> <p>Community exhibitions developed by the local historical societies have been delayed due to the COVID-19 restrictions, however these will occur towards the end of 2022.</p>	
	Work in partnership with local historical societies and community groups to support sharing and display of local history stories to provide access to local cultural heritage content and honour the rich cultural heritage of the local community.	<p>In 2020, the historical society worked in partnership with the Spirit of Enterprise Group to create a trail map which included an overview of the history of the Enterprise story and are currently working on a memorial video documenting Merle Mitchell's contribution to the broader community.</p> <p>Creation of online exhibition videos featuring Springvale and District Historical Society members and collections during 2020-2021 lockdowns.</p> <p>Australian Heritage Festival (April &amp; May 2022). A series of archival video short films from ACMI and the National Film and Sound Archive of what life was like during the 1950s and a celebration of Australia's successful post-war migration scheme are being displayed on the big screens at the Springvale.</p>	
	Deliver and activate the Landmark Public Art Commission for Aboriginal or Torres Strait Islanders.	The Waa and Bulln Bulln Corroboree, Sculpture and Ceremonial Fire Pit was completed and launched.	
	Ensure local cultural expression and celebration of cultural events (cultural festivals and activities) are included in the annual program of activities.	Lunar New Year celebrations were planned and unfortunately delayed due to COVID-19 restrictions. Regular resources displays relevant to cultural events/celebrations are at the Hub. The Hub Community Celebration included cultural performance from several local groups.	
	Work with the local Aboriginal and Torres Strait Islander groups to deliver dreamtime story time sessions with Elders and collate stories that can be displayed on screens.	Dreamtime story time sessions with Bunurong Land Council and other First Nation artists have been planned for June 2022. These will be a range of offerings for both schools and the general public.	

Priority	Action	Examples of progress	Status
Extend current and support volunteering options within the Hub.	Provide support and extend a range of volunteer opportunities at the hub, alongside the Greater Dandenong Volunteer Resource Service.	Onsite Council volunteer opportunities include Reading Buddies, Home Library Services and Council Ambassador (for events when applicable) have been developed. The monthly clothes swap at the Hub has regular volunteer opportunities available and has had regular engagement from the community.  With feedback from the SCH Committee additional volunteer opportunities are currently being investigated including tour and information guides.	
	Deliver intergenerational story time sessions, learning and creative opportunities with seniors and young children (e.g. robots for seniors).	Due to COVID-19 restrictions and the health and wellbeing of some age groups, this has been delayed.	
	Facilitate children and young people library guide volunteer program.	Planning for TRACK volunteering program for young people aged 16–25 is completed. Program to be delivered in Term 3, 2022.	
Connect with youth population in the area, leading to stronger engagement opportunities for this demographic and recognising the strengths of young people as engaged citizens.	Develop a Youth engagement plan incorporating local youth as a consultative group.	A Youth engagement plan was developed, and engagement with young people carried out through existing group to ensure participation.  Young people engaged in FReeZA youth committee and Holiday Activities Committee (HAC) are utilised as consultative groups.	
	Develop youth volunteer opportunities through Libraries and the Hub.	Currently working with local high school students to create a volunteer homework club to support primary aged students.	
	Investigate student internship and entry level employment opportunities in the Libraries.	Several junior library positions were recruited for and filled in 2021.	
	Deliver antenatal yarnning group sessions.	Antenatal Yarning Group is delivered in partnership with Monash Aboriginal Midwives, Dandenong & Districts Aborigines Co-operative Limited Koorie Maternity Services and Aboriginal Best Start. There has been a delay due to COVID and are held at Market Street Community Childcare as this location is more suited to the group.	
	Deliver Annual Children's Forum and conduct children's advisory group meetings.	The annual Children's Forum in 2021 had 140 students in grades 4 from 15 primary schools attending. Due to COVID-19 restrictions the forum was held online. Upcoming Junior Children's Advisory Group Meetings are planned for Term 3, 2022.	



Priority	Action	Examples of progress	Status
Increase connections and activities that support both the Hub and the broader Springvale Activity Centre.	Work in partnership with Springvale Asian Business Association (SABA) and other businesses, to support and strengthen business activities in the Hub and Springvale Activity Centre.	SABA have been engaged on a number of matters including Outdoor Dining, Springvale Boulevard, Covid-19 Business Recovery Taskforce and various Business grant and assistance programs. Unfortunately, Covid has limited the opportunity to host festivals and events including the Lunar New Year which has restricted some of the potential opportunities for collaboration.	
	Undertake place-based measures including Place Score, Behaviour Mapping and Pedestrian counts to inform future investment and track trends in people's attachment to the hub's public realm.	Due to many COVID-19 impacts, this Future Behaviour Mapping is now scheduled for 2023.	
	Promote the presence of Springvale and District Historical Society in the Hub.	In early 2022 Council officers and Springvale and District Historical Society co-created and designed banners with promotional material and historical images of the area. The banners formed part of the Springvale Community Hub Celebration.	
	Provide opportunities for Springvale and District Historical Society to be part of Library tours and programs (e.g. school visits).	Work has commenced on delivery education tours and programs across the whole hub, the historical society will be interlinked with this project.	





# Connectedness Highlight

## City of Greater Dandenong Clothes Swap

An example of empowering the local community, is the clothes swap at the Hub, which was developed after receiving community feedback.

The activity is a partnership between community members and Council's Springvale Community Hub team. After 6 months of planning and rescheduling due to COVID-19 restrictions, the inaugural clothes swap was launched in November 2021 with great support and interest from the local community.

Since the inaugural event, the clothes swap has had a regular presence at the Hub and has established some regular participants and volunteers.

For more information visit the 'Greater Dandenong Clothing Swaps' Facebook [page](#).











### 3. Learning & Creative Living

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



Priority	Action	Examples of progress	Status
<b>Deliver a dynamic library service that responds to community feedback, trends and needs.</b>	Connect people to library resources, programs, council and community services and information through a responsive library service.	Provided a range of displays, online programs and assistance, free home delivery service during COVID lockdowns to keep the community engaged with the Library.	
	Provide access to wireless internet facilities throughout the hub, including emerging technologies, public access PCs and training facilities.	Internet and Wi-Fi provided throughout the Hub, High-end IBM and Apple Mac PCs provided in the Library. Meeting Rooms provided with AV and display screens. Upgraded printers and photocopiers available for public use and the installation of live stream cameras for programs use.	
	Facilitate community engagement in collection development in-line with collection and resource guidelines.	Community Outreach and in library events delivered for Community Language book display events, including <ul style="list-style-type: none"><li>• September 2021 – Greek</li><li>• October 2021 – Punjabi</li><li>• April 2022 – Khmer</li></ul>	



Priority	Action	Examples of progress	Status
Develop partnerships that assist in delivering literacy, learning, arts and creative opportunities.	Continue to nurture partnerships with Emerging Writers' Festival & Melbourne Writers' Festival to deliver arts and creative opportunities.	Emerging Writers Festival program was due to be held at the Hub in 2021 and was postponed due to COVID-19 lockdowns. Emerging Writers Festival and Melbourne Writers Festival planning for 2022 is currently underway.	
	Provide support to local community groups expressing interest in engaging in the arts, to assist them in facilitating successful arts programs on site.	Regular art programming through Libraries After Dark. Art workshops have also been held for disability activity groups.	
	Deliver Family Literacy Project through Communities for Children partnership with Mission Australia and Local Schools.	Ongoing partnership supports delivery of Family Literacy project inclusive of outreach programs and in-house programs for families in library within the hub, during school terms. Continuation of this program is currently pending Mission Australia funding.	
	Support opportunities to increase youth personal development and work readiness skills.	This project has been delayed due to COVID-19 and the limited resources available to run the program.	
	Facilitate Writer and Artist in Residency programs that involve the community through creative engagement.	This project has been delayed due to COVID-19 and the limited resources available to run the program.	
	Participate in National and State-wide literacy, learning, arts and creative opportunities.	CDG Library services have engaged in Summer Reading Club, 1000 Books Before School, Emerging Writers Festival, Melbourne Writers Festival and Australian Poetry Slam and Australia Reads.	

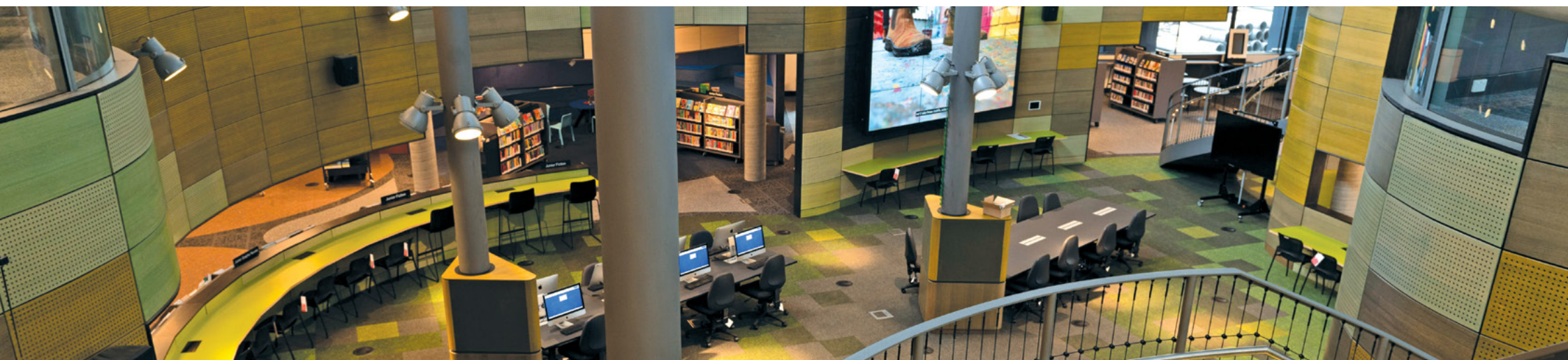




Priority	Action	Examples of progress	Status
<b>Extend and encourage learning and creative opportunities within the open space aspects of the Hub.</b>	Expand the offering of STEAM (Science, Engineering, Arts, Maths) programs for all ages.	As well as regular STEAM programming (Code Club, School Holiday programs, Libraries After Dark), an annual STEAM Festival was planned for August 2021, however it was cancelled due to COVID-19 restrictions. STEAM Festival planning for 2022 is currently underway.	●
	Work in partnership or assist local community groups to deliver learning and creative opportunities in the open space areas of the hub.	Working with local home-schooling networks to deliver outdoor learning opportunities to families.	●
	Develop an annual precinct wide event to celebrate the Springvale Community Hub.	The SCH Community Celebration was held in March 2022 and included a range of cultural performances, community stalls, rides and workshops that attracted over 4000 people.	●
	Provide arts engagement opportunities, including at least four workshops per year.	Library monthly Art Series Workshops as well as regular Libraries After Dark creative programming.	●
	Provide flexible and informal 'Makerspace' and related technology and programs and resources in The Studio.	Regular programming in the Studio (Makerspace) has include STEAM programs, digital literacy programs and children's and adult's art and creative workshops. This area is also used informally by the community when not in use.	●



Priority	Action	Examples of progress	Status
<b>Connect the community with lifelong learning opportunities within the Hub and broader community.</b>	In partnership with local education providers and agencies, develop an annual program plan that assists in the development of literacy, creativity and inspires further learning.	Partnership work has continued or commenced with the Springvale Learning and Activities Centre, Jobs Victoria, Springvale Neighbourhood House and all State Library Victoria and Public Libraries Victoria initiatives.	●
	Lifetime library memberships available – a card from birth to seniors.	Free library membership available to all members of the community from birth to seniors with proactive and targeted communication with members due to lapse or to encourage ongoing use.	●
	Provide work experience and placement opportunities for secondary, vocational learning and tertiary placements for community members.	The library has had work experience students, Duke of Edinburgh community placements, professional placement opportunities for library students of all qualification level all participate in opportunities of learning.	●
	Promote the Services and Programs of the Springvale Community Hub to the local community.	Hub activities have been promoted through posters, Council and Library e-News and social media channels. Additional work will continue in this area including updates to the hub website and development of the Hub e-news.	●
	Provide opportunities for the community feedback after attending programs and activities to inform continuous improvement.	Feedback is encouraged via online forms, surveys, email, in person and paper forms for programs and services. The information collected is used to inform future programming.	●





# Learning & Creative Living Highlight

## COVID Digital Certificate Help Desk

In partnership with local agencies and services, Council set up the Digital Certificate Help Desks at Springvale Community Hub and Harmony Square.

The Help Desk assisted community members with a range of activities included creating accounts, linking myGov to Medicare, downloading certificates, linking to the Service Victoria app and providing information about vaccination pop up centres.

The help desks were supported by library staff working alongside local Job Advocates, bicultural workers and nurses from many community partners including: Settlement Services International, SEPHU – Monash Health, Concern Australia, South East Community Links, Brotherhood of St Lawrence, The Bridge and Dandenong Neighbourhood House.

The strong positive community response has highlighted the need for this initiative, and assisted over 1300 community members over both sites.





## 4. Safety & Sustainability







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



Priority	Action	Examples of progress	Status
<b>Address safety concerns and any vandalism immediately.</b>	Liaise with Council's Community Safety Committee to assist in proactive engagement and addressing any safety concerns.	There have been minimal safety concerns currently to progress to Council's Community Safety committee, therefore this item has yet to progress.	
	Provide information to local residents on how they can report safety concerns, vandalism or graffiti related issues.	Information is available at Customer Service Counters and online. The community is also able to provide feedback via the feedback process on items they wish to see further explored or addressed.	
<b>Engage in proactive programs and security measures to reduce anti-social behaviours.</b>	Seek funding to install Safe City CCTV cameras around the hub to assist in reducing anti-social behaviour.	Safe City CCTV has been installed across the hub and City Hall, assisting to reduce anti-social behaviours.	
	Engage local young people actively in leading and developing community programs and projects, working together to activate the space, ensuring a higher level of ownership / engagement and respect for the precinct.	Holiday Activities Committee program delivered every term and engaged young people in planning and developing the activities that will be delivered in SCH. FReeZA Youth Committee engaged in planning and developing Springvale Community Hub Launch.	
<b>Identify programs and outreach providers that can assist with public health and welfare.</b>	Continue to work with and show case the work local agencies and organisations do to provide outreach services.	Jobs Victoria Advocates currently have weekly outreach at the Hub. Council are working with local homelessness support services to provide an outreach service to the community.	
	Develop localised training and information for staff and community groups on how they can assist individuals in accessing outreach services and programs.	Currently developing a referral pathway/procedure for staff to support homeless community members.	

Priority	Action	Examples of progress	Status
Ensure the site is always presented to a high standard.	Commitment to remove graffiti and fix vandalism as per service standards.	Removal of graffiti and repairing of vandalism has occurred as per Council's service standards.	●
	Provide opportunities for community feedback on the presentation of the site.	Feedback is available online or in-person for all members of the community.	●
	Permanent cleansing staff presence onsite (7 days a week), to maintain infrastructure and provision of cleansing services, to a high service standard.	The hub has Cleansing staff who maintain a presence 7 days per week.	●
	Council officers will play a proactive role in providing education around No Smoking and Litter prevention before enforcement.	Installation of No smoking/littering signs is in progress for the site.	●
	Council staff to develop relationships with contractors maintaining the parks and gardens, ensuring adequate reporting and auditing systems.	Reporting of issues and auditing occurring on a regular basis, to ensure the site is always presented to a high standard.	●



Priority	Action	Examples of progress	Status
Achieve a 5-Star Green Star rated and zero net carbon emissions building.	Develop a display to provide green star information about the building (i.e. water and solar usage) and increase awareness.	Plan to have internal display screens provide real-time energy and water consumption. Metrics to be refined to simplify information to readers.	
	Develop a metrics system to monitor health and wellbeing in outdoor areas and deliver on Green Star commitments.	Unable to develop or monitor community movement due to COVID-19 and competing priorities have delayed this from progressing.	
	Provide Interpretive signage to promote sustainability initiatives in the building and grounds.	A virtual tour of the building has been developed highlighting the sustainability measures of the building. Council will install a Green Star Rating plaque and supporting information on key building attributes in 2022.	
	Review opportunities to educate staff and the community on climate change and environment sustainability.	Council held the 2021 and 2022 Sustainability Festival at the hub aimed at community engagement and awareness raising.  A seed library has also been developed in consultation with the community. The seed library enables residents to take and return seeds that they have collected for their own vegetable gardens at home. This has been accompanied by workshops assisting people to learn more about home vegetable growing.	
	Identify opportunities to mobilise the community, groups or residents to support the implementation of the Climate Strategy.	Hosting of the 2021 and 2022 Sustainability Festival was largely focused on climate change action. This included a student climate change summit in April 2022 as part of the Festival.	
	Undertake a NABERS Energy Rating after the building has been operational for 12 months to monitor to its actual assessment.	This has been delayed due to COVID-19 lockdowns. The building requires 1 full operational year without any lockdowns for the assessment to take place.	



# Safety & Sustainability Highlight

## 6-Star Green Star rating

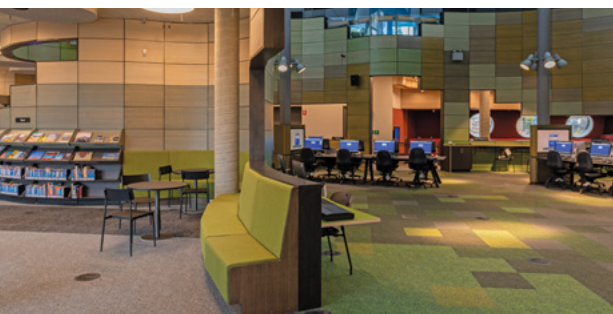
Springvale Community Hub achieved a 6-star Green Star and carbon-neutral rating through innovative design.

The building includes rainwater management systems, large photovoltaic panels and efficient heating/cooling systems. The northern façade acts as veranda and veil, sheltering the building and creating a series of protected outdoor spaces along its edge – all focused towards the River Red Gums. Large windows perforate the building's envelope in every direction, improving light and reducing energy consumption. Along with the 6-star Green Star rating, the building has received a number of awards:

- 2021 Australian Institute of Architects Victorian Chapter Awards, The William Wardell Award for Public Architecture
- 2021 Australian Institute of Architects Victorian Chapter Awards, Urban Design Commendation
- 2021 Good Design Awards, Gold – Architectural Design: Commercial and Residential
- 2021 Think Brick Awards, High Commendation – Bruce Mackenzie Landscape Award
- 2021 Australian Institute of Building – Victorian Professional Excellence in Building Awards, Commercial Construction: \$25 Million to 60 Million
- 2021 Victorian Premier Design Awards, Architectural Design: Highly Commended







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