



# Keysborough Community Hub

Strategic Plan / 2022-2026



## Vision

A vibrant community-led hub that supports life-long learning and connection, with flexible spaces that inspire active and creative living for all ages and abilities.



## Acknowledgement of Country

Greater Dandenong City Council acknowledges and pays respects to the Bunurong people of the Kulin Nation, as the Traditional Custodians of the lands and waters in and around Greater Dandenong.

We value and recognise local Aboriginal and Torres Strait Islander cultures, heritage, and connection to land as a proud part of a shared identity for Greater Dandenong.

Greater Dandenong City Council pays respect to Elders past, present and emerging, and recognises their importance in maintaining knowledge, traditions, and culture in our community.

Greater Dandenong City Council also respectfully acknowledges the Bunurong Land Council as the Registered Aboriginal Party responsible for managing the Aboriginal cultural heritage of the land and waters where Greater Dandenong is situated.



## Background

The **Keysborough Community Hub** is bounded by Villiers Road to the south, Chapel Road to the east, Dandenong Bypass to the north and extends into Tatterson Park to the west.

Keysborough has experienced significant housing development and population growth over recent years, having increased from 5,516 residents in 2012 to 11,840 in 2022.

This surge in population has led to a significant increase in the demand for community services and community development activities, in particular early years services. The Keysborough Community Hub will incorporate these services, plus a range of multi-purpose spaces, to provide opportunities for a wide variety of activities and programs to be offered for the community.

### The Hub will be a place for community connection

To achieve this Council will facilitate management of the Hub, working closely with local community. This will involve taking a proactive place-based community development approach, working with individuals, community groups and other stakeholders to fulfil the vision of the Hub.

This Strategic Plan aims to provide a direction for the Hub over the first 4 years, incorporating goals, aspirations and expectations. This will be monitored through Annual Action Plans, which captures the goals and accompanying measures.

## Consultation

The following key principles were identified as priorities from the feedback:



A range of significant community consultations were undertaken which led to the development of the Keysborough Community Hub:

- ▶ *Greater Dandenong Community Plan Imagine 2030 (Last updated 2016) and Greater Dandenong People's Panel Community Vision and Principles 2040*
- ▶ *Keysborough South Community Hub Feasibility Study (2013)*
- ▶ *Keysborough South Community Hub Final Report – Planisphere (2016)*
- ▶ *Keysborough South Community Hub Site Selection, Concept and Design Draft 2019/2020*

### Active

- ▶ Areas for all ages to be active
- ▶ Flexible spaces indoors and outdoors for physical activity

### Connection

- ▶ Variety of places for people to meet and socialise
- ▶ Programming and activities to be responsive to community need

### Family friendly

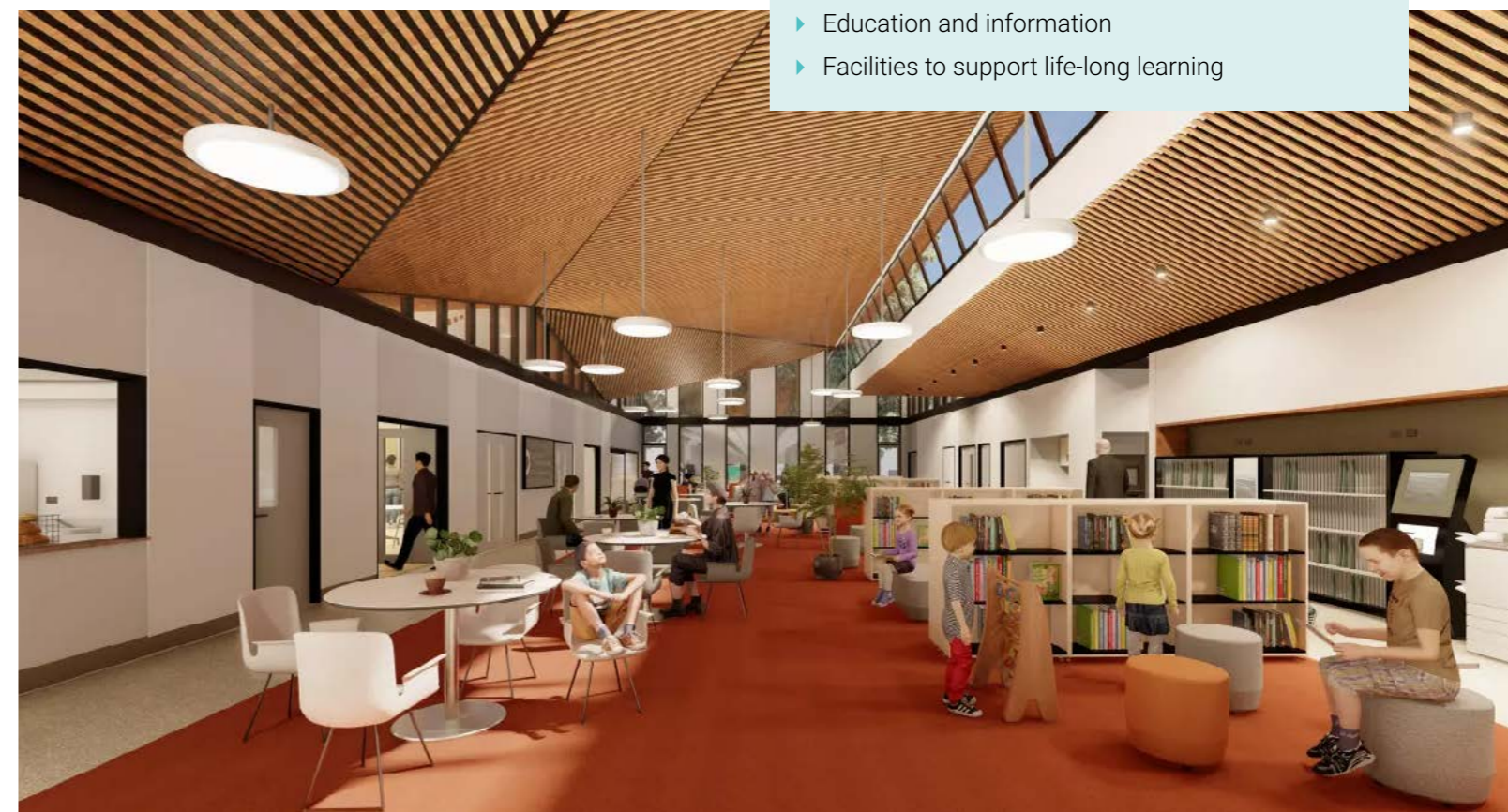
- ▶ Spaces and amenities to suit families
- ▶ Child friendly spaces and programs

### Flexible spaces

- ▶ Spaces that can change and evolve to respond to community need
- ▶ Spaces suitable for all ages

### Learning

- ▶ Education and information
- ▶ Facilities to support life-long learning



# Council Strategic Objectives

The Keysborough Community Hub responds to the Community's Vision for 2040:

- ▶ The City of Greater Dandenong is a home to all. It's a city where you can enjoy and embrace life through celebration and equal opportunity!
- ▶ Our growing city is committed to environmental sustainability.
- ▶ We harmonise the community by valuing multiculturalism and the individual. Our community is healthy, vibrant, innovative and creative.
- ▶ Welcome to our exciting and peaceful community.

And all of the Council Plan objectives:

- ▶ A socially connected, safe and healthy city
- ▶ A city that respects and celebrates diversity, our history and the arts
- ▶ A city of accessible, vibrant centres and neighbourhoods
- ▶ A green city committed to a sustainable future
- ▶ A city that supports entrepreneurship, quality education and employment outcomes



The objectives, delivery and programming within the Keysborough Community Hub will be informed by relevant Council Documents. These include the following strategies, plans and frameworks:

- ▶ Greater Dandenong People's Panel Community Vision and Principles 2040
- ▶ Council Plan 2021-25
- ▶ Children's Plan 2021-2026
- ▶ Discover, Create, Share – Arts, Culture and Heritage Strategy 2022-2026
- ▶ Greater Dandenong Library Strategy 2022-2026
- ▶ Activity Centre's Placemaking Framework
- ▶ Greater Dandenong People Seeking Asylum and Refugees Plan 2018-21
- ▶ Community Hub Framework
- ▶ Community Development Framework
- ▶ Community Engagement Policy and Framework 2019
- ▶ Engage, Active and Connected – Youth and Family Strategy 2021-26
- ▶ Open Space Strategy 2020-2030
- ▶ Sustainability Strategy 2016-2030
- ▶ Waste and Litter Strategy 2015-2020
- ▶ Greater Dandenong Climate Emergency Strategy 2020-30

These plans guide the City of Greater Dandenong's strategic framework.



## Keysborough Community Hub Strategic Objectives

### 1. Engagement & Activation



A welcoming community space for all ages and abilities, that promotes learning, participation and engagement through programs and activities.

### 2. Connectedness & Health and Wellbeing



The community is connected, people participate, celebrate and have a sense of belonging.

### 3. Learning & Creative Living



The Hub will provide pathways for lifelong learning, literacy and creativity, through a contemporary reading lounge, digital engagement and flexible adaptable community spaces and programs.

### 4. Safety & Sustainability



The Hub will provide safe spaces that enhance community pride and promote environmentally sustainable practices for building users and the local community.

## Strategic Objective 1

# Engagement & Activation

A welcoming community space for all ages and abilities that promotes learning, participation and engagement through programs and activities.



### We will:

Provide welcoming, inspiring and safe spaces and programs for the community to connect.

Develop partnerships with external stakeholders, including early years services to support community engagement.

Develop a year-round calendar of programmed activities across the Hub.

Identify sponsorships or grants to broaden service offering and programs for the community.

Consult with the community including, children, young people and their families to identify future need for services and programs delivered at the Hub.

Provide programs and activities that enhance health and wellbeing opportunities for the community.

Implement and monitor the provision of long day care and funded kindergarten programs operating at the Hub.

### How will we know we have been successful:

Collaborative programs delivered (internal and external partners), that cover all demographics and age groups.

The community are supported to apply for grants to deliver inclusive programs, events and services each year to support strategic priorities.

Grants applied to support the delivery of programs at the Hub.

Programs and activities delivered are reflective of the communities needs and have received positive feedback.

Community groups identify programs, events and services that they can deliver collaboratively or independently at the Hub each year.

Feedback from the community is used to plan programs and activities to meet their needs.

Informal activation of all areas of the Hub including open space areas.

Maternal and Child Health service actively connecting families to Council and broader community services.

An early years' service provider is engaged to operate a high-quality long day care and funded kindergarten program.

## Strategic Objective 2

# Connectedness & Health and Wellbeing

The community is connected, people participate, celebrate and have a sense of belonging.



### We will:

Connect people to Council information, events and services, through up-to-date information and responsive practices.

Promote and enhance opportunities for community participation, including those that support connections and reduce isolation and exclusion.

Provide flexible spaces that enable a range of programs, services and venue hire options for the community.

Actively engage with children and young people to inform programs and activities at the Hub.

The community are connected to quality services and programs that support positive health and wellbeing outcomes.

Provide Maternal and Child Health Services (MCH) to support child and family health, wellbeing and safety. Including offering Key Age and Stage consultations, first time parent groups and sleep and settling information sessions.

### How will we know we have been successful:

Number of community participation opportunities offered.

Number of support services or programs (formal or informal) available to the community including pop up, outreach or interview services.

Enable delivery of programmed events or activities that celebrate children and young people.

Regular and ongoing programs designed for young people, children and senior members of the community. Programs and opportunities that increase health and wellbeing opportunities delivered.

Community is engaged in the MCH service, including attending Key Age and Stage consultations, first time parent groups and sleep and settling information sessions.

## Strategic Objective 3

# Learning & Creative Living

The Hub will provide pathways for lifelong learning, literacy and creativity, through a contemporary reading lounge, digital engagement and flexible adaptable community spaces and programs.



## Strategic Objective 4

# Safety & Sustainability

The Hub will provide safe spaces that enhance community pride and promote environmentally sustainable practices for building users and the local community.



### We will:

Deliver satellite community and library lounge that responds to community feedback, trends and needs.

Develop partnerships that assist in delivering literacy, learning and creative opportunities.

Extend and encourage learning opportunities within the open space aspects of the Hub.

Connect the community with lifelong learning opportunities within the Hub and broader community.

### How will we know we have been successful:

Learning and creative opportunities delivered in the buildings of the precinct.

Learning and creative opportunities delivered in the open space of the precinct.

The community engage with library services including borrowing of resources and attendance at programs.

Delivery of a funded kindergarten program and childcare options for families.

Provide information sessions for families on the importance of early child education and child development.

### We will:

Provide welcoming, safe spaces for the community.

Engage in proactive programs and security measures to reduce anti-social behaviours.

Identify programs and outreach providers that can assist with public health and welfare.

Ensure the Hub is always presented to a high standard.

Achieve a 5-star Green Star Rating, representing Australian Excellence for sustainable buildings.

Ensure the Hub caters for activities that promote environmentally sustainable practices to users and visitors.

Work towards a Hub that is adaptive to the changing climate.

### How will we know we have been successful:

The community have a sense of pride and ownership of the site.

Strong partnerships with Victoria Police and security personnel are developed.

Vandalism and graffiti is promptly resolved through monitoring CCTV and security presence. Programs and outreach occur at the Hub when required to support public health and welfare.

The community have the opportunity to regularly provide suggestions for improvement on the presentation of the site.

Actively measure the deliverables of the Green Star Rating and community benefit.

Programs and activities related to environmental sustainability held at the Hub.

No physical disruptions during significant weather events and programs/activities held in the Hub that educate and empower community to respond to climate change.

