

EAGLEHAWK COMMUNITY HOUSE/ RECREATION HUB FEASIBILITY

SUPPORTED BY



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Executive Summary

The Eaglehawk Community House – Recreation and Community Hub Feasibility Study was commissioned as a result of the Eaglehawk Neighbourhood Renewal Action Plan (2004) by the Department of Victorian Communities and the City of Greater Bendigo.

The Neighbourhood Renewal Action Plan identified that the existing Community House is too small and has limited indoor and outdoor spaces; that it is too remote from the majority of the Eaglehawk community; that it has a poor profile; that it has no off-road visitor parking and childcare facilities; and that the community has a desire for larger more flexible spaces in the House.

The purpose of the Eaglehawk Community House – Recreation and Community Hub Feasibility Study was to:

- investigate whether there was a need to relocate/redevelop the existing Community House, and determine the level and type of demand that might underpin any recommendation to do this;
- verify perceptions and anecdotal information that indicated a need for additional indoor spaces relating to grass roots learning and recreation opportunities, community gatherings and meetings; and to
- make recommendations relating to future provision of infrastructure to cater for identified needs.

One of the challenges for the study was the constant need to redefine the project area so as to maximise the benefits of project to specific population groups and geographic catchments. The project identified the need to consider:

- the immediate catchment of the existing Community House given that many people from this area access the House on foot, and the possibility that they may be disadvantaged if the House was to be relocated;
- the broader catchment that takes in the 'estate' ('the estate' is roughly defined as the area bounded by Jobs Gully Road, Averys Road, Gill Avenue and Loudon Street), Neighbourhood Renewal communities and areas such as California Gully which are located to the south-east of the Eaglehawk town centre; and the
- wider Eaglehawk community catchment.

The project recognised that to focus too narrowly on a specific area or target group may result in opportunities to address broader community needs being missed.

The Eaglehawk Community House is located in Truscott Avenue, Eaglehawk. A part-time Co-ordinator is responsible for the day to day operations of the Community House and reports to a Committee of Management.

In 2006 visitations to the House are estimated to be 5,375. Approximately 16 programs were run from the House in 2006 with an estimated 3075 visitations. In addition it is estimated that there were 2300 visitations by people using the House on a casual basis (computer access, social contact, after school 'drop-ins').

Attendances were stronger later in the year following a restructure of the Committee of Management.

It is estimated that there will be 8,657 visitations to the House in 2007.

Other facilities in Eaglehawk that provide indoor opportunities for the community were identified as



part of the project and are well documented in other pieces of work including the Eaglehawk Neighbourhood Renewal Action Plan. These facilities lie mainly outside of the Community House catchment apart from the 'Enterprise Hub'. When completed The Hub will provide training and learning opportunities but little in the way of indoor recreation and social space.

The following provides an overview of project findings.

- The need to reinforce the important role that the Community House plays in engaging people with their community in a safe and supportive environment.
- The Community House is poorly located in terms of profile and has real and perceived (e.g. safety, distance, and relevance to other than the immediate neighbourhood) barriers relating to access.
- The poor standard of the House does not reflect the objectives of 'neighbourhood renewal' relating to provision of quality infrastructure that engenders community pride.
- The type, size and quality of spaces do not allow the House to address the needs of the community.
- There is a lack of governance protocols and procedures at the Community House.
- The need for Community House services and programs to provide opportunities for the whole community with a particular focus on young people, families, people who are not well engaged in their communities, and mothers.
- The need for childcare to be provided at the Community House and preferably as part of an overall strategy to address childcare needs in the community.
- There is a need to relocate the Community House to a site that builds on an existing community hub; that enhances opportunities for integration of infrastructure and program provision, promotion, referral with allied services; and that maximises opportunity for partnerships.
- There are specific design principles relating to amenity that need to guide future provision for a Community House.

This project supports the need to develop a facility that allows the existing Community House to better address the needs of the local and broader Eaglehawk communities in a safe, quality and inviting environment.

The current site of the Community House is inadequate, on a number of measures, to be considered as the longterm site for the Community House.

A number of sites were evaluated against detailed criteria that incorporate best practice principles for facility planning, and address project specific considerations. These criteria relate to:

- Site Considerations
- Community Development Opportunities
- Safety/Security
- Accessibility
- Impacts
- Infrastructure Development

The Eaglehawk Secondary College site is recommended as the preferred site for the future development of the Eaglehawk Community House, or of a facility that incorporates the Community House on the basis that:

- there is the space to accommodate/integrate the design components and features recommended in this study;
- there is the capacity for future expansion;
- there is an opportunity to build on an existing Community Hub that will have benefits in relation to cross referrals between agencies providing services to similar target groups, promotion and integration of management;
- it maximises opportunities relating to provision of 'safe environments';
- the site is not isolated;

- the site has a good level of access to the Eaglehawk public transport network;
- the site is accessible to the catchments identified in the project;
- issues relating to 'impact' (e.g. on residential properties, other activities/facilities) are minimal;
- the site presents opportunities for 'development' partnerships (public, private, community);
- there is the potential to maximise government funding because of the opportunity to co-locate a range of services and programs that can be well integrated.

The project identifies a number of principles that should guide the design of any facility. These principles relate to the need:

- to retain the essential feel or environment of a Community House that makes it relevant to its target groups (e.g. external presentation, décor, size of spaces and type of spaces). If the Community House is part of a larger facility then this principle should apply to the House component of the development;
- for purpose designed spaces;
- for flexible spaces;
- to allow for future expansion;
- to maximise opportunities for integration as part of a 'Community Hub'; and the need
- to comply with relevant guidelines and legislation.

An integrated management model that capitalises on the skills of a 'management group' or agency and at the same time retains the involvement of the community so as to ensure that the facility stays relevant to the community and continues to satisfy funding requirements is the preferred management model.

The following directions are recommended to address the findings of this study.

1. That discussions with the Eaglehawk Secondary College commence in relation to opportunities to locate a new Community House/Community Hub facility on part of the site occupied by the Eaglehawk Secondary College.
2. That discussions involve the YMCA and Council in relation to co-locating childcare facilities and services with the Community House/Community Hub development.
3. That other organisations be canvassed as to their potential interest in being part of a 'Community Hub' development. These organisations should have operating aims and objectives that are consistent with those of the Community House.
4. That minimum design components be those as established in this report.
5. That Local, State and Federal Governments be approached in relation to a development and operational partnership for a new Community House/Community Hub facility at the Eaglehawk Secondary College.
6. That a Business Plan be developed for a new Community House/Community Hub.
7. That programs at the new Community House/Community Hub provide for the needs of the broader community, young people, mothers and children as priority groups.
8. That program priorities relate to lifestyle programs; computer/technology; and fitness; hobby and craft programs; and support programs.
9. That the management structure for the new facility consider a model that includes community and agency (direct or indirect) involvement to ensure the necessary level of skills to manage the facility.
10. That support be provided to the existing Community House to develop a short-term Business Plan.
11. That consideration be given to the provision of sporting infrastructure at the California Gully Oval. Infrastructure provision should be in accordance with Council's policy relating to the type and level of provision at reserves. (Note Council's 'hierarchy of provision' for sporting reserves).
12. That quarterly network meetings be established between key providers to ensure effective integration of program and facility initiatives.

1.0 Background to the Project

1.1 Purpose of the Project

The purpose of the project is to establish the feasibility of a facility that could more appropriately accommodate the operations of the Community House and additional indoor 'spaces' as identified through the study.

The Eaglehawk Neighbourhood Renewal Action Plan (2004) recommended that this project be undertaken so as to determine the type and level of need in the local and surrounding communities for 'an indoor space' to satisfy a range of perceived social and recreation requirements.

Anecdotal feedback from the community indicated that:

- there are no suitable spaces for active indoor activities such as tai chi and yoga;
- there is nowhere to conduct school holiday programs;
- the premises from which the Community House currently operates is no longer suitable for the needs of the community;
- there are not the spaces available in the community to conduct grass roots learning programs such as computer training programs and health wellbeing activities; and
- there is a lack of suitable spaces for meetings and social events such as weddings and birthdays.

1.2 Eaglehawk Community House

1.2.1 General

The Eaglehawk Community House operates from an Office of Housing property located in Truscott Avenue, Eaglehawk. A number of modifications have been made to the House over time to better accommodate activities and programs.

The House consists of a small administration room, a meeting room, a kitchen with an adjoining multi-purpose space, a small computer room (5 computers), a consulting room, a bathroom, and a small retreat or counseling room.

The primary access to the House is via steps to the front door. Two rear doors provide access to an open space area (backyard) that includes a storage garage and minimal landscaping.

1.2.2 Management

The Community House is managed by a Committee of Management which has recently faced a number of governance challenges that were highlighted after the appointment of the new Co-ordinator in 2006.

A new committee has now been established and is looking to develop relevant business plans and operating protocols. The Committee and administration recognise the need to engage more pro-actively with the local community and other providers.

In 2006 the Department of Victorian Communities provided \$41,860, and the City of Greater Bendigo \$15,170 towards co-ordination, programming and operating costs. The House does not receive any other funding apart from that received through program or project grants and that generated through program fees (minor).



1.2.3 Location and Profile

The House is located in a minor residential street which means that it has a very low profile in the broader community. Minimal advantage can be taken of 'drive-by' promotion. The House is abutted by residential properties and anecdotal feedback received through the project indicates that the lack of appropriate parking (no off-street parking) is a concern for local residents.

The profile of the Community House had declined prior to the appointment of the new Co-ordinator. Many of those who were aware of the House were not necessarily aware of the programs and services available at the House.

1.2.4 Programs

The Community House currently offers a small range of programs and activities for which numbers are limited because of the size of the House. The number of programs offered had declined but are now being re-established.

The following table provides an overview of the programs and attendances recorded for 2006.

Table 1 – Attendances at the Community House For 2006

ACTIVITY	No. of Weeks	Frequency	No. of Participants	Total Visitations for 2006 (est)
Bus Trips	20	Monthly	6	30
Bingo	16	Fortnightly	4	64
Art and Craft	16	Weekly	4	64
Pottery	16	Weekly	3	48
Tai Chi	16	Weekly	2	32
Youth Group	40	Weekly	13	520
Playgroup	24	Weekly	20	480
Scrap-booking	20	Weekly	3	60
Phoenix	16	Weekly	9	144
Terracotta Fun	12	Weekly	7	84
Bingo	14	Weekly	8	112
Jewelry making	10	Weekly	8	80
Leadership Group	10	Weekly	3	30
Newsletter group	46	Fortnightly	4	92
Students	10	Weekly	8	80
Computer for beginners	10	Weekly	3	30
Computer access (casual)	46	Daily	5	1,150
Maternal & Child Health visitations	46	Daily	2	460
Office of Housing	40	Weekly	2	80
Casual visitations	46	Daily	5	1,150
School Holiday programs				585
TOTAL				5,375

Table 2 – Proposed 2007 Program and Attendances

ACTIVITY	No. of Weeks	Frequency	No. of Participants	Estimated Visitations for 2007
Bus Trips	40	Monthly	6	60
Bingo	44	Fortnightly	4	88
Martial Arts	20	Weekly	10	200
Youth Drama and performance (8-14yr olds)	20	Weekly	8	160
Youth Drama and performance (14+)	20	Weekly	8	160
Youth Group (8-14yr olds)	40	Weekly	15	600
Youth Group (14+)	40	Weekly	15	600
Homework program	46	Weekly	5	230
Playgroup	24	Weekly	20	480
Scrap-booking	46	Weekly	5	230
Phoenix	46	Weekly	10	460
Jewelry making	20	Weekly	8	160
Leadership Group	10	Weekly	5	50
Volunteer training	20	Fortnightly	5	50
Newsletter group	46	Fortnightly	4	92
Gardening Group	46	Fortnightly	6	552
Walking Group	46	Weekly	15	690
Healthy Morning Tea	46	Weekly	15	690
Computer Workshops	20	Monthly	5	25
Computer access (casual)	46	Weekly	2	1,150
Office of Housing	40	Weekly	2	80
Casual visitations	46	Daily	5	1,150
School Holiday programs				700
TOTAL				8,657

1.2.4 Risk Management

The House is small and cramped and a recent audit carried out by the Police Safety Unit identifies a number of safety and risk management issues that need to be addressed. These issues relate to security of administration areas, handling of money, personal security associated with access to and from spaces within the House disability access and the overall security of the building.

Maternal and Child Health Services are to relocate from the House because of ongoing concerns by staff and recent security issues facing staff.

1.3 Neighbourhood Renewal

Neighbourhood Renewal is an initiative of the Victorian Government aimed at communities that are experiencing a range of social and associated environmental challenges.

These communities have a high proportion of public housing properties and a significant proportion of the population on low incomes, unemployed, on supporting benefits and from low educational backgrounds.



The purpose of Neighbourhood Renewal programs is to strengthen these communities through a 'whole-of-community' approach to addressing disadvantage and the associated inequities. The rationale that underpins Neighbourhood Renewal programs relate to:

- Increasing pride and participation;
- Enhancing housing and the physical environment;
- Increasing employment training and education opportunities;
- Improving personal safety and reducing crime;
- Promoting health and wellbeing;
- Increasing access to transport and other key services.

The program brings together a range of key stakeholders including individuals, community groups, government and private enterprise.

The Eaglehawk Neighbourhood Renewal project commenced in 2002 and has a focus in the area surrounded by Gill Avenue, Green Street and the Jobs Gully Natural Features Reserve.

The Neighbourhood Renewal Action Plan made the following statements in relation to the Community House:

- the House is too small with limited indoor and outdoor spaces;
- the community has a desire for a larger more flexible space, however there is a need to maintain a space that feels welcoming, where people can learn new skills and engage with others;
- the location of the House means that it does not have a good profile / is not very visible and is not central to the total Eaglehawk catchment / identified as 'too remote' from the majority of the neighbourhood and too small / cramped';
- there is no off-road visitor parking; and
- there are no childcare facilities.

1.4 Project Catchment

One of the emerging challenges for the study was to fine tune the area and demographic catchment for the project research and project outcomes. This was reviewed a number of times during the project in recognition of the following:

- that the needs of the community in the Neighbourhood Renewal area and surrounding areas are very specific and different to those of the wider Eaglehawk community. These needs relate to mobility, and financial and other resources;
- that there are no facilities in the Neighbourhood Renewal area to accommodate the local community's social and recreation needs; and
- that to focus too narrowly on a specific area (e.g. Neighbourhood Renewal streets) or target group may result in opportunities to address broader community needs being missed.

1.5 Demographic Profile of Eaglehawk and the Neighbourhood Renewal Area

Eaglehawk has a population of 4,990 (2001 census) and is a suburb of the City of Greater Bendigo which has a population of 85,781.

The following provides an overview of some of the key demographic features of the Eaglehawk-Eaglehawk North-Sailors Gully area as provided through the Australian Bureau of Statistics (Reference: Greater City of Bendigo Community Atlas).



Compared to other the 17 areas that make up the City of Greater Bendigo the Eaglehawk-Eaglehawk North-Sailors Gully ranks:

- 3 in terms of socio-economic disadvantage in the City;
- 3 in terms of the % of its population comprising children aged in the 0-4 age groups (7.2%, Greater Bendigo 6.7%)
- 4 in terms of the % of its population renting from government authorities (6.0%, Greater Bendigo 4.3%, Melbourne Statistical Division (MSD) 2.9%);
- 4 in terms of the % of lone person Households (28.7%, Greater Bendigo 25.5%, MSD 22.2%);
- 4 in terms of the % of its population on low incomes (38.6%, Greater Bendigo 34.4%, MSD 24.5%);
- 5 in terms of the % of one parent families with a child over 15 (12.5%, Greater Bendigo 11.1%, MSD 7.5%);
- 14 in terms of the % of its population employed full-time (54.7%, Greater Bendigo 55%, MSD 61%);
- 15 in terms of the % of its population with internet access (27.1%, Greater Bendigo 34.6%, MSD 40%);
- 16 in terms of the % of its population on high incomes (12.7%, Greater Bendigo 17.6%, MSD 30.5%);
- 16 in terms of the % of its population in management positions (15.9%, Greater Bendigo 24.2%, MSD 29%);

More extreme again are the demographic characteristics of the Eaglehawk Neighbourhood Renewal (population 1,381) area which has even higher levels of early school leavers, unemployment, dependency on supporting benefits, and of public housing than Eaglehawk generally.

The implications of the above demographic data relate to:

- the likelihood of a high level of dependency on support agencies and networks because of poorly developed personal coping skills and abilities that are associated with 'disadvantage';
- the need for a diverse range of programs to support individual and group needs;
- services and programs that provide different entry levels to 'learning' and social interaction opportunities;
- increased demand for mental, social, physical and emotional health support services;
- the need to create 'social modelling' and mentoring opportunities;
- the lack of skills and experience in the community to assist with new initiatives;
- increased costs associated with having to 'buy in' skills and expertise because it is not available in the local community;
- the lack of social networks; and
- a lack of technological skill.

These will be important considerations when determining the type and level of programs and infrastructure and the level of ongoing resourcing required to achieve the desired community outcomes relating to social health and wellbeing.

1.6 Other Facilities

There are a number of other facilities that invite community use. It has been important to consider any opportunities for these facilities to accommodate the needs identified in this study.

An overview of other community facilities and their capacity to address issues identified in the project is provided in Working Paper 4.

In summary these facilities are:

- MUIOOF Centre
- Senior Citizens Centre
- Star Cinema
- Masonic Lodge
- St Peters Church
- Haggard Street Hall
- Salvation Army
- YMCA
- The Hub
- Scout Hall
- Lions Club
- Albert Royal Reserve
- Nth Bendigo Football Clubroom
- Bowling Club
- On Track
- Bendigo Community Health Services
- Tennis Centre
- Pony Club
- Various Schools

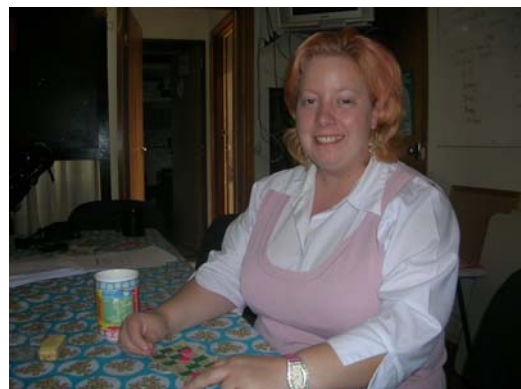
As the project progressed it became clear that to satisfy the growth needs of the Community House and address operational issues there was no or limited capacity at any of these sites to accommodate redevelopment requirements.

A review of these facilities was also considered to try and minimise any duplication of spaces. The design principles developed as part of the project attempt to minimise duplication and propose an integrated model that encourages collocation with other service providers.

1.7 Project Methodology

The following outlines the methodology used for the project.

1. Identification of key stakeholders.
2. Consultation which included:
 - interviews with stakeholders
 - workshop with Project Team
 - workshop with key agency representatives and the Committee of Management (Community House).
 - Community Focus Group
 - BBQ in the park (surveys and feedback)
 - 262 surveys
 - discussion group with school class
3. Overview of the current situation.
4. Review of research and documents relevant to the study.
5. Analysis of needs and opportunities.
5. Development of principles to guide future directions.
6. Future directions overview.
7. Preparation of an Action Plan.
8. Preparation of draft report.
9. Preparation of final report.



2.0 Needs and Opportunities Analysis

The following provides an overview of findings of the project. This information has been drawn from workshops, the Community House survey, providers and professionals and industry research.

2.1 Facility Amenity and Quality of Provision

Amenity

There is a diversity of thinking in terms of the appeal or otherwise of different indoor space environments and how they may influence a person's decision to participate in a program or service.

The best response to this dilemma is to ensure that there is a diversity of spaces within a community to provide for the needs and comfort of the different participant or client groups and service and program needs.

This project reinforces the need to retain a 'House' environment as part of any Community House redevelopment. This should apply to any stand alone Community House, or alternatively to the component of a larger facility that accommodates Community House functions.

The latter would require special design treatments to ensure that it incorporates the specific design and amenity features of a Community House.

Amenity considerations must relate to:

- the internal environment including layout, appropriate entry/reception areas and other considerations that influence the 'feel' of a space;
- outdoor activity areas which if designed well can incorporate outdoor spaces/rooms;
- the approach to the facility; and
- the neighbourhood or locality in which the facility is sited.

Survey and anecdotal information received through the project clearly indicates a need to create/retain a facility that has a friendly, homely and welcoming environment. 56% of survey respondents indicated that 'a friendly environment' is the key factor that will attract them to a Community House. This factor is likely to be slightly more important for women (60%) than men (54%).

Anecdotal feedback from consultation with the broader community, current volunteers and management at the Community House reveals that until recently the House had lost its reputation as a friendly and welcoming venue.

The new Committee has been quick to recognise this sentiment in the community and to put in place strategies to address the issue. However this reputation had become entrenched among certain elements of the community and it will require specific strategies to address the issue.

Quality of Provision

The Eaglehawk Community House is not able to operate effectively in its current form. Even if minimal works are undertaken to ensure that the House complies with relevant guidelines, audits and legislation there is not the capacity for expansion of programs as is warranted. Neither will minimal works provide the type of amenity that will be required into the future.

It is important to ensure the quality of any future facility. Feedback from other projects undertaken by the consultancy team establishes the importance of quality environments.

Not only do they help build community pride they will also influence the level of attendance or participation at a facility and associated activities.

Quality infrastructure will also ensure that facilities have a longer lifespan, remain relevant to community needs for longer, and require less short term/remedial maintenance.

2.2 Governance

The Community House has faced a number of governance issues over the last 12 months which necessitated the involvement of a mediator and resulted in the establishment of a new Committee in September 2006.

There is now the need to prepare a Business Plan that clearly identifies short-term (operational, governance and 2007 program and budget targets) and medium and longer term actions to ensure:

- that the existing funding to the House remains secure, and
- as a basis for attaining additional funding (capital development, and operational) necessary to operate the House so that it can continue to address the needs identified in this study, and continue with the initiatives commenced as a part of the Neighbourhood Renewal Program.

In the short term, planning priorities must focus on developing and implementing appropriate protocols relating to financial management (including cash management), records management, systems management, compliance and promotion.

Many of these procedures and protocols are not formalised. It will be difficult to achieve this with the current level of resourcing.

In the medium to longer term there is a need to:

- develop a 3-5 year Business Plan that clearly articulates performance targets and the associated strategies and resources required to achieve these;
- secure/advocate for higher levels and ongoing sources of funding (Note that considerable time is spent attracting small one-off grants e.g. \$500 and 'in-kind' skills, neither of which can be assumed to be ongoing);
- attract volunteers with business skills to support management/co-ordination of the facility and/or partner with another organisation so that these skills can be shared. This is particularly important given that the support, skills and expertise currently accessed through the Neighbourhood Renewal program staff will not be ongoing once the program ceases to operate/winds down

2.3 Location and Catchment

The Eaglehawk community as a whole has access to a range of different indoor meeting, sporting, recreation and social spaces. The condition and relevance of these spaces to the community varies.

This project recognises that some sectors of the community are able to access these facilities more readily than others (e.g. access to public and private transport, proximity, and financial capacity), however it is not viable to support a duplication of facilities.

Therefore it is important to provide a mix of spaces across the community and within facilities so as to accommodate a range of uses and user requirements.



In considering the appropriate location for a Community House/Community Hub care has to be taken to give appropriate consideration to both the local and broader Eaglehawk communities.

The existing Community House is located within the 'Eaglehawk estate' and close to the Neighbourhood Renewal precinct. There are no other indoor community spaces around which these communities can focus. The location of the Enterprise Hub in Bright Street is intended to provide a focus for the local community and will provide opportunities for training and community meetings. It will not however provide opportunities for recreation and social activities.

While the location of the existing Community House has a relevance to the immediate neighbourhood it has to be challenged whether it has any significant relevance to the broader Eaglehawk community.

The need to locate a facility in the immediate neighbourhood to cater for the needs of people who do not have access to private transport was expressed during the project

It is worth noting that industry research that guides the location of parks suggests that it is only people who live within a 500 metre catchment who will be significantly motivated to attend 'on foot'.

Distance becomes less of a factor for people who live greater than 500 metres from the destination if they don't have a car that is, they will be less likely to attend 'on foot' as their distance from the facility increases.

It is worth noting that only 4% of survey respondents who do not currently attend the House identified an inability to get there as their reason for not attending.

An overwhelming number of survey respondents reinforced the need for the Community House to be better located for safety, accessibility and perceptions associated with the current location.

Research undertaken by the Maternal and Child Health Service that is currently operating at the Community House, identified that the greater number of clients came from the broader Eaglehawk community and traveled by car to access the service.

In a community that is likely to have a high proportion of people who choose to be 'disengaged' regardless of proximity to opportunities, it is particularly difficult to assess the real impact of private transport access on potential attendances. In addition there is likely to be 40% of the community that 'don't think Community Houses are for them' (survey).

Nearly 60% of survey respondents who lived over 1 kilometre from the Community House stated that it was the proximity of the House to their place of residence that encouraged their attendance. This compares with 56% of those attending who live within 500 metres of the House.

These results suggest that distance is not likely to undermine the viability of a facility that is up to 1 kilometre from a potential clients place of residence.

A greater percentage of survey respondents from the local community is likely to attend programs at the House (56% of those living within 500mts, 45% of those living over 1km away) and go to the House for advice and information (23% of those living within 500mts, and 15% of those living further away).

There is a greater percentage of people living further from the House that are likely to attend to use the computers (38% of those living within 500mts, 21% of those living over 1km away) and for friendship (29% of those living within 500mts, 21% of those living over 1km away) than those living close to the House.

2.4 Profile and Promotion

The opportunity to maximise the profile of any community facility should be an important criterion when evaluating site options. Regardless of whether a facility accommodates services that are community or commercial in nature, the siting of the facility has a significant bearing on the sustainability of 'the business'.

A community based facility that relies on government funding and grants must show that it attracts an agreed number of 'clients' or participants to qualify for ongoing funding. A site that attracts 'incidental' visitation and achieves a marketing benefit purely as a result of the site on which it is located, does not have to rely as heavily on other forms of paid promotion.

The Co-ordinator of the Long Gully Neighbourhood Centre stresses the importance of a high profile location if the Eaglehawk Community House is to be relocated, and reports that the current site of the Long Gully Neighbourhood Centre is poor in terms of profile. The Centre allocates considerable resources to keeping the House well profiled in the community.

Feedback shows that the Eaglehawk Community House has lost a great deal of profile over the last 12 months because of the lack of media promotion. This level of promotion is required because of the current low profile site of the House.

The House is poorly located on a number of measures but particularly so in relation to profile. Overcoming the perception that it is a very 'local' facility with little relevance to people living further from the House will require specific and ongoing strategies if it is to stay in its current location.

The importance of the location of the House was also reflected by survey respondents. 74% stated that the House should 'be located near other facilities', 50% stated that the existing House 'was not in a very good position'. 32% stated that they would not use it if it was located in the Eaglehawk main street.

Given that it is the only Community House in Eaglehawk there is a need to ensure that the House has some relevance for the broader community.

A total of 42% of survey respondents stated that they were either unaware that the House existed (28%), or didn't know what it had to offer (14%). This indicates that the profile of the House needs improving. A lack of knowledge about the House (35%) and its programs (17%) is likely to be given by a larger percentage of people living over 1 kilometre away than those living within 500 metres.

Men are more likely than women to state that they were not aware of what the House had to offer (men 19%, women 10%).

As of late 2006 strategies were put in place to increase the profile of the House.



2.5 Target Groups

Community sentiment that the Community House should cater for the whole community is reflected in the survey results in which 85% stated that the House should have a broad community focus.

The fact that there were only 12 percentage points difference between the highest and lowest ranked priority groups also indicates that most groups are seen as having priority needs.

Survey results also suggest that the focus on opportunities for the 'broader community' should be significantly greater in the future than they are now (85%, 54%). This is followed by a desire for a significantly greater focus on young people (49%, 29%), people lacking strong community networks (50%, 34%) and families (54%, 41%).

Table 3 - Community Perception as to who the Community House caters for now and who it should cater for in the future.

	Who the House caters for NOW	Who the House should cater for IN THE FUTURE.
1	The whole community (54%)	The whole community (85%)
2	Mums (44%)	Families (54%)
3	Families (41%)	People lacking strong networks (50%)
4	Individuals (35%)	Young people (49%)
5	People lacking strong networks (34%)	Mums (48%)

There is an indication that young people from the wider Eaglehawk community are not aware of the Community House or do not see it as being relevant to them. There is a small number of young people from the immediate neighbourhood that use the centre as a 'drop-in' facility on a regular basis, or that attend the Youth Club run during the week.

There is an opportunity for any new community facility to work closely with groups and agencies already providing activities for young people (e.g. churches) to take advantage of cross referrals and promotion.

Anecdotal feedback indicates that there is a group of young people that are in danger of becoming 'at risk' (e.g. truanting) but who are not yet part of any formal support or supervision network.

Apart from the school chaplain and Pupil Welfare Co-ordinator there does not appear to be any other support service that young people can be informally referred to, or to which they can 'self-refer' if they fall into this group. Young people at the workshop indicated that they saw the school Chaplain and Welfare Co-ordinator as their only point of referral if they needed assistance with personal matters.

It would appear that there is an opportunity to work with other providers to initiate complementary youth support programs. This would require a close relationship with schools, educational and youth support services, and other providers such as churches and the 'Street Surfer Bus' (youth information/activity bus).

2.6 Programs, Services and Activities

Programs are likely to be the primary reason for which people will be attracted to the Community House. Nearly half the survey respondents that have at some time attended the House indicated that they did so to participate in programs.

Survey results also indicate that there is the perception that the Community House could offer programs that are 'more relevant to the community' (63% of survey respondents).

In 2006 there were an estimated 5,375 visitations to the Community House for a range of formal and informal 'programs'. This equates to weekly visitation of approximately 117 people a week.

Programming at the Community House has suffered over the last 12 months because of the lack of direction caused by management issues and a lack of promotion. It is anticipated that attendances for 2007 will be greater particularly given the appointment of a program facilitator and an increase in volunteers at the House.

When asked what type of programs should be a priority for the future survey respondents who had previously attended the House stated that they would be 'very interested' in:

- computer classes (52%);
- social and friendship groups (50%);
- support groups (48%);
- health and fitness programs (46%); and
- hobby and craft programs (46%).

The most successful programs run at the House in 2006 were the Youth Group, the Playgroup and Phoenix (mental health and wellbeing support group).

The success of the Youth Group together with the significant number of young people that 'drop-in' to the House indicates an opportunity and need for the House to focus on initiatives relating to young people. This also supports the community's desire that the House address young people as a priority group.

The House has 5 computers in a very confined space. These computers are used by a small number of people who access them on a regular but casual basis, and by participants in the Youth Club. Additional discussions are required with local providers to determine the type of computer access and opportunities that should be offered through the Community House.

If the House was to be co-located with another provider of computer programs and services, then it would have to be questioned whether there is the need for a duplication of resources.

It may also be determined that the House may provide a local level of service in relation to computers, and provision for outreach services by other providers.

There does appear to be a demand for preparation/work re-entry programs but again these need to be well integrated with other providers.

It is important that the Community House does not duplicate the core infrastructure that is already in place (providers, equipment, facilities) but rather provides a facility from which these programs can be provided locally. This will ensure that there is no unnecessary competition for funding and undermining of existing programs.

'On Track' currently provides extensive learning opportunities for the community and 'Focus' provides both adult and student courses. Given the cost of upgrading computer hardware and software, planning for computer access and training needs must be well integrated.

Craft and hobby classes were also identified by survey



respondents as a focus for future programs with 46% stating that they would be 'very interested' in these types of programs. There was not an extensive program of art/craft/hobby activities at the House in early 2006, however those that ran in the latter part of the year attracted more participants than earlier programs.

Health and fitness and lifestyle programs have not been a focus of the House in the last 12 months. Feedback from survey respondents indicate that there may be a market for these types of programs at the House with 46% stating that they were 'very interested' in health and fitness classes (e.g. exercise programs) and 42% 'very interested' in lifestyle programs (e.g. budget management).

There is also enough anecdotal information to indicate a demand for health and wellbeing programs that extend to family cooking, nutrition guidance, budget meals etc. St Liborious has initiated a program along these lines however the facilities available do not lend themselves to group participation activities. Any redevelopment of the Community House should ensure that the design allows for extension to accommodate this type of activity into the future.

There is likely to be a demand for 'social and friendship groups', however these outcomes may be achieved through specific programs rather being the primary focus of the group in itself.

There is the opportunity to consider whether some programs which are currently located at other facilities would be more appropriately located at the Community House. An example of this may be the proposed 'Tool Library' that is currently under consideration for the 'Enterprise Hub'. There is an opportunity for this program to complement other Community House programs that are more central to the operations of a Community House than the Enterprise Hub.

Consultation for the project also indicated that there were some past services that were provided at the House that were very well received by the community. Typical of these programs was the 'curtain exchange' and 'clothing exchange'. The House has not provided this service for some time because of the lack of storage space however feedback would indicate a demand.

There is also an opportunity for the House to fill other gaps in service provision that may relate to future core programs. If for example the House was to play a significant role in relation to childcare, then the incorporation of a Toy Library at the House would be appropriate. There is currently not a Toy Library in Eaglehawk.

2.7 Indoor Spaces

One of the perceived needs that prompted the project related to indoor spaces in the local area for private celebrations (e.g. birthdays).

Survey respondents were asked for their perceptions about the types of indoor spaces that were needed in the community. People attending programs at the House and who lived within 500 metres of the House perceived a need for 'indoor spaces where people can meet and do things together' (73%) and 'indoor spaces for activities like tai chi and exercise classes' (72%). This was followed by opportunities for birthdays and celebrations (67%) and outdoor spaces like parks (65%).

People living further away are likely to perceived a need equally for 'indoor spaces where people can meet and do things together' (80%) and for opportunities for birthdays and celebrations (80%).

The hire of spaces to community people and groups that provide programs and services should be encouraged, particularly if they complement the core operations of the facility.

The hire of spaces for private functions like birthdays is not recommended. If these type of functions are to be supported then there should be strict requirements relating to the type of celebration, age of attendees, security bonds, security personnel (professional and paid) etc.

The issues associated with the hire of community facilities for private functions are well-documented and should not be ignored. Many community based organisations do not permit private use of facilities or they allow restricted use only.

Hire of facilities to private users is often seen as an opportunity to raise additional funds to offset maintenance costs associated with the facility. All too often this results in increased maintenance costs associated with the wear and tear on facilities and damage relating to inappropriate use. This then impacts on the presentation of the facility and results in negative community perceptions associated with anti-social behaviour at the facility.

2.8 Child Care

There is a reported shortage of all types of childcare places in Eaglehawk including short and long day care, emergency and respite care, and for places for activities related to social, developmental and recreation play for children.

Discussions have taken place between the management (YMCA) of the childcare centre (The PlayHouse) and the Eaglehawk Secondary College in relation to opportunities to relocate the Play House to the school site.

The Play House has long waiting lists and the current site does not have the capacity to be expanded to cater for the demand.

Childcare is not currently provided at the Community House. Childcare provision is normally considered a requirement for Community Houses in order to support/encourage participation in daytime programs. The type and extent of childcare provision at Community Houses also depends on the role that the House plays in relation to the overall provision of childcare in the community.

If the Community House is to become a more significant provider of community programs, and in particular those focused on mothers and children, then childcare facilities should be considered. In addition, the Enterprise Hub will have a potential need for childcare. There is not the capacity to satisfy childcare regulations as the Enterprise Hub currently operates.

There is an opportunity and a need for an integrated approach to this issue either in relation to infrastructure development (co-location) or service provision across different sites. The preferred option would be for co-location to minimise infrastructure development costs, duplication of core infrastructure, and operational overheads.

The following outlines the requirements for 'Occasional Care' as defined by the *'Children's Services regulations 1998, S.R. No. 59/1998, Part 8 – Facilities'*.

- Children's rooms – A children's room of at least 3.3 sq. mts. for each child. (note that a second room must be provided if children under 3 years of age are being cared for).



- Outdoor space – a useable area of at least 7 sq. mts. for each child.
- Administration Room for conducting administrative functions of the service and consultations with parents/guardians of children and for the respite of staff members.
- Toilets – Not less than 2 junior toilets that can be supervised and observed from within the childcare area.
- Food handling and preparation areas.

2.9 Volunteers

Volunteers play a critical role in Eaglehawk across all community sectors. This is seen in the number of volunteer based initiatives that have emerged to support individuals, families and groups.

Volunteers have also been key to linking people who are isolated in the community with services, social and support networks. This is resource intensive (e.g. door knocking) but is recognised as the most effective way to engage, and engage with, residents from the Neighbourhood Renewal areas.

Volunteer involvement at the Community House currently is largely through the Committee of Management. There are other volunteers that assist on an occasional basis with programs and one-off events or tasks.

It will be difficult to attract and retain volunteers in the current environment. The Co-ordinator reports a difficulty in attracting volunteers and in particular volunteers with the type of skills necessary to develop the House.

It will continue to be difficult to attract and retain volunteers until:

- there is a volunteer engagement structure with defined roles and responsibilities;
- there is a clear delineation between volunteer and management roles; and
- governance practices and procedures have been developed.

'On Track' is now funded to provide certificate courses in volunteering. There is an opportunity to integrate the provision of volunteer training and placement programs, and for the Community House to host programs.

2.10 Community Hubs

The creation of 'community hubs' is a service and facility planning and provision strategy that has a number of key and well-recognised community benefits. Some of the advantages of community hubs are that they:

- attract visitation for a number of different reasons and so have the potential to minimise the number of locations that a client/participant has to attend. This is particularly the case if a particular age or demographic group is the focus of the community hub e.g. mothers, families, children.
- allow integration of services, programs and information/promotional initiatives;
- maximise 'the stay' at the hub which provides opportunity for increased community networking on an informal basis;
- create 'an energy' and activity (64% of survey respondents stated that 'there needed to be more activity at the Community House');
- increase the security of infrastructure and the safety of participants because of the increased activity associated with the site (passive surveillance);
- create an environment (activity) where people's perception of personal safety is increased;

- provide the opportunity for costs associated with developing and maintaining the infrastructure to be defrayed across a number of project/program partners; and they
- increase opportunities for special initiative programs that address local social needs e.g. intergenerational programs in areas of poor family networks.

There is an opportunity to build on the Community Hubs that are already in place in Eaglehawk, or on sites that have the potential to become significant hubs.

Community Hubs identified by the project team are the Main Street precinct (commercial, social), the 'On Track' precinct (learning, social), the Bendigo Health Service precinct (health and wellbeing), the Canterbury Reserve/Neangar Park precinct (sport and recreation), and the Eaglehawk Secondary College precinct (education, childcare, social).

Apart from the Eaglehawk Secondary College site all the other hubs were considered to be too far out of the project catchment to be considered for any new facility that may be developed as part of the project.

Opportunities to develop infrastructure as part of a Community Hub should be maximised so as to achieve some of the benefits identified above.



3.0 Future Provision

3.1 Guiding Principles

This project bears out the need to consider a community facility that allows the existing Community House to better address the needs of the local and broader Eaglehawk communities in a safe, quality and inviting environment.

Guiding principles were established to provide a framework for the project. These principles were challenged/tested through the project in response to the outcomes of project research and consultation.

In view of the feedback and findings of the study the following principles should be used to guide future provision of any Community House/Community Hub facility.

- The environmental and amenity attributes of a Community House to be core to the design of any new facility.
- Future provision must:
 - address the needs of the 'Neighbourhood Renewal' and 'estate' communities as a priority.
 - be relevant to the broader Eaglehawk community.
- Future directions and priorities should be based on substantiated community need.
- Operational and infrastructure sustainability must be a high priority.
- Facility and service options that create or consolidate community hubs and maximise opportunities to co-locate services and facilities should be a priority.
- Opportunities to minimise duplication of services and facilities should be a priority.
- Active and well-integrated planning and provision partnerships between providers are required to ensure effective promotion of projects and services.

3.2 Location and Site Evaluation

A number of sites were identified at the commencement of the project as having potential for the location of a Community House/Community Hub. These sites are:

- a site in the new Subdivision near 'The Enterprise Hub';
- 'The Enterprise Hub';
- Bright Street Park;
- St. Liborious School/ Community Centre;
- California Gully Oval;
- Shops on the corner of Bright and Nelson Streets (opposite the Enterprise Hub)
- Bendigo Leisure Centre / Park;
- Eaglehawk Secondary College;
- Senior Citizens Centre;
- Stafford Allison site.

Most of these sites have constraints relating to their capacity to accommodate an expanded Community House/Community Hub. While some of these sites have benefits over the existing site (e.g. higher profile) they lack room for expansion without the acquisition of adjoining properties and would incur similar issues that the Community House is facing in its current location (e.g. car parking).

A more detailed evaluation was then undertaken of two sites, the California Gully Oval and the Eaglehawk Secondary College site to provide a comparative benchmark.

The following table provides an overview of the ranking of the two sites in comparison to the existing Community House. Detailed evaluation criteria is provided in Table 2 in Working Paper 1.

Table 4 – Rating an Eaglehawk Secondary College site, California Gully Oval and the Existing Community House.

Key Criteria	E'HAWK COMM. HOUSE(existing)	CAL. GULLY OVAL	E'HAWK SEC. COLL.
Site Considerations	7	11	16
Community Development Opportunities	6	3	10
Safety/Security	14	8	19
Accessibility	21	15	21
Impacts	11	13	14
Infrastructure Development	10	7	11
Total	67	57	91

California Gully Oval

This project noted the potential opportunity to address sporting infrastructure needs at the California Gully Oval a part of the study.

There is significant community interest and passion in relation to this site, particularly given the need and opportunity for enhancement of facilities to better cater for the needs of junior sport.

This project recommends that efforts to address sporting needs at California Gully Oval be pursued separately to the relocation of the Community House/Community Hub on the basis that:

- opportunities to address Community House needs are better aligned to opportunities associated with the Eaglehawk Secondary College site (e.g. families, young people – both sporting and non-sporting, and broader community;
- the physical isolation of the site, that is from other services, facilities, the wider Eaglehawk community; and
- the co-location potential (e.g. other services and that associated with community development initiatives)

It has been necessary to ensure that the emotion and passion associated with the California Gully Oval development project did not undermine the integrity of this project's outcomes.

Eaglehawk Secondary College Site

Based on the evaluation the Eaglehawk Secondary College site should be pursued in relation to the development of a Community House/Community Hub.

If a site at this location is secured then the positioning of the Community House/Community Hub needs to consider an appropriate separation so as to 'protect' the environment of the facility (e.g. noise), and minimise negative impacts that may be associated with a close proximity to 'an educational institution' for some clients.

Discussions need also to include opportunities to co-locate services that can value add to the Community House/Community Hub (e.g. childcare).

The Eaglehawk Secondary College has indicated a preparedness to work with the community to identify opportunities for the school to play an integral part in the provision of community social, recreation and educational services and infrastructure.

There are the foundations for an effective partnership between the Community House and the school in relation



to young people (a priority group for the Community House). These relate to the strong youth club and holiday program run by the House and the Neighbourhood Renewal program, and the positive attitude that young people have towards their local school as borne out through the Education Plan and young people's comments relating to the school as a central personal 'support structure'.

3.3 Design Principles and Components

3.3.1 Design Principles

The project has identified the need to provide for a range of different indoor activity spaces and environments within the community. It also supports the need to retain the essential feel or amenity of a Community House so that the facility retains the intimate and welcoming atmosphere that underpins the attraction to Community Houses.

Design principles that should guide the provision of a Community House/Community Hub for Eaglehawk should be as follows:

- The external presentation, entry/reception rooms and other designated spaces should consider the essential elements of a 'House' (e.g. spaces that create intimacy and that consider room sizes, ceiling heights, natural lighting and décor). If a Community House is to be developed as part of a larger facility then these principles should still apply to the 'House' component of the facility.
- There will be specific spaces that are purpose designed to accommodate programs that have special requirements e.g. art, craft, hobby activities.
- That the design allow for future expansion.
- That appropriate outdoor space be allocated to the Community House/Community Hub and appropriate landscaping treatments be observed as an essential part of:
 - creating an inviting environment for the facility;
 - accommodating child care needs; and
 - integrating with other potential outdoor space needs and opportunities e.g. youth spaces.
- That there be a priority on creating flexible spaces that can be used for a range of activities and programs.
- That the design comply with all guidelines and legislation (e.g. Disability access, health and safety).
- That the design maximise opportunities for separation of spaces.

3.3.2 Design Components

The following outlines the basic requirements that should be considered for a Community House in Eaglehawk.

Ideally a Community House should not be located on a standalone site. A standalone site would not build on current community planning principles that encourage the co-location of facilities and services so as to maximise opportunities relating to 'Community Hubs'.

SPACE	Minimum Dimensions	SIZE m2	ACTIVITIES/COMMENTS	PRIORITY
INDOOR SPACES				
Entrance foyer/ reception	4mts x 3mts	12		1
Kitchen	5mts x 6mts	30	Food preparation – general, childcare food preparation	1
Multi-purpose space 1 (adjoining kitchen)	5mts x 6mts	24	Well integrated with kitchen space to maximise opportunities for lifestyle program e.g. cooking classes. Plus storage.	1
Clean up room		8	To separate activity clean-up space for food preparation areas. Accessible to multi-purpose space 1.	1
Multi-purpose space 2/3	10mts x 15mts	150	One large space that can be divided for separate activities. Suitable for activities such as tai chi, exercise programs.	1
Multi-purpose space 4	5mts x 5mts	25	Co-located with computer room so that can be used as a homework space.	2
Computer Room/ teaching Room	6mts x 6mts	36	To accommodate 10 computers.	3
Storage Room	4mts x 3mts	12	For computer/homework room needs.	1
Toilets			As per legislated requirements.	3
Childcare Room (15 places)		50	Priority and size to be determined depending on role of Community House in overall provision.	
Children's Toilets			As per legislated requirements.	
Storage Room	4mts x 3mts	12		1
Toy Library/	3mts x 4mts	12		2
Exchange Shop	3mts x 4mts	12		
Administration Space (1)	6mts x 4mts	24	Community House administration operations	1
Administration Space (2)	3mts x 4 mts	12	Childcare administration/additional House administration space.	1
Interview room/ visiting services room		11		2
Interview room/ Counseling/Lounge Room		11		1
OUTDOOR SPACES				
Children's play area (refer regulations)			Priority and size to be determined depending on role of Community House in overall provision and in line with legislative requirements.	1
Outdoor seating/ social space			Dependent on uses e.g. catering, casual sitting, outdoor activities associated with 'garage'.	2
Garage	8mts x 10mts	80	To accommodate Men's Shed and associated program activities. Plus storage.	3

3.4 Planning Model and Cost Plan

This section provides:

- a summary of considerations that guided the preparation of the Planning Model and that should guide the detailed design phase of the project;
- the Planning Model; and
- the Cost Plan

General Notations

The diagram that follows is a 'planning model'. A planning model provides the planning framework for the next stage of the facility design that is, the detailed design concept.

It is between this 'planning model' stage and the detailed design phase that issues such as the following will need to be resolved:

- the number of childcare places that will be accommodated at the centre. This will depend on the outcome of discussions with the YMCA, Eaglehawk Secondary College, DHS etc.
- the actual location of the facility on the recommended site. This may determine issues relating to windows and orientation of the building so as to maximise the incorporation of environmentally sensitive design principles.
- the number of visiting services that may come on board with the project once it is adopted.
- the level of funding that is available to the project.

It is important that the key features of the planning model are not lost to the design because they respond to the needs identified in the feasibility study.

Notations Regarding Spaces

Shape of the Building

The shape of the building looks to incorporate 'the feel' of a house as much as possible particularly at the entrance. It is recognised that some of the 'house feel' may need to be sacrificed to accommodate other spaces/activities. The 'shape' of building along the 'south' side of the building i.e. consulting rooms/homework rooms/computer room, start to introduce different features in terms of shape i.e. rounded edges and a strong interface with outdoor spaces.

These spaces can be 'squared off' if required/preferred.

Childcare Area (15 childcare places)

This space has been located near the entrance so that:

- 'traffic' to the childcare area does not have to pass through the main building, and
- there is the opportunity to expand the area if childcare requirements at the House increase;
- the area can be expanded if other project partners relating to childcare come online e.g. the YMCA.

This area has its own administration office and toilets (internal and external access) and has access to an outdoor play area.

Kitchen

This space has been designed so that activities can 'overflow' into the foyer space if required. This model also means that any 'social' activity happening around the kitchen area 'flows' out into the foyer area to create the welcoming atmosphere that encourages social gathering and interaction. This model has been very successful at the Imaroo Community Centre, Wyndham Vale.

Multi-Purpose Space 1

The multi purpose room is designed with operable walls so that the room can support activities in the kitchen e.g. nutrition classes, or be used as a separate space.

The size and the additional space available to the kitchen (foyer flow over) means that group nutrition/home cooking classes can easily be accommodated, i.e. an appropriate teaching/demonstration and program participation space.

The ability to ‘overflow’ activity into these spaces also means that the space can accommodate events/programs that involve a number of people without impacting on the main multi-purpose rooms e.g. for community morning teas.

Both or either of the kitchen and multi-purpose room space can have ‘access’ (windows or doors) to the outdoors.

Toy Library

The Toy Library has been linked to the multi-purpose space and foyer area. This allows for the ‘social’ activities associated with a toy library to be maximised.

‘Exchange’

Provision has been made for the ‘exchange shop (curtains/clothing) alongside the administration area so that it can be managed by staff in the administration area.

Consultation Rooms/Sitting Room

These have been located close to the administration area for security and backup support if required. The second consultation room can double as a group sitting/meeting area if it is setup similar to the existing ‘women’s room.

These rooms will have an outlook onto appropriately landscaped/greened outdoor spaces. They are also located in this position to provide discrete access for clients.

Homework/Computer Rooms

These spaces have been combined to increase opportunities relating to ‘flexibility’ of spaces. This concept builds on very successful models incorporated into community centres in the United States where a ‘home style’ feel is created by defining different spaces in the room e.g. library/reading space, computer space, sitting space.

Toilets

These have been centralised and increased (size/number) over the existing level of provision by providing both male and female toilets.

Multi-Purpose Space 2 and 3

This space has been designed to cater for fitness, exercise, lifestyle type classes. It is a large space that can be separated by a retractable wall. (Note that the level of sound proofing and robustness of the wall will be determined by cost.

Again this space can have a ‘relationship’ with the out of doors (either visual or physical access)

The Shed

This space will accommodate ‘shed’ activities and the Tool Library currently occurring located at the Enterprise Hub precinct. It is of a size that can accommodate ‘practical’ type programs and activities e.g. woodwork, garden machinery maintenance, sculpture.

The shed has acoustic treatment on the walls that abut the kitchen and multi-purpose room. The storage spaces have been located so as to provide an additional level of sound buffering. Again, the shed would have a ‘relationship’ with another outdoor area that would include the community garden.

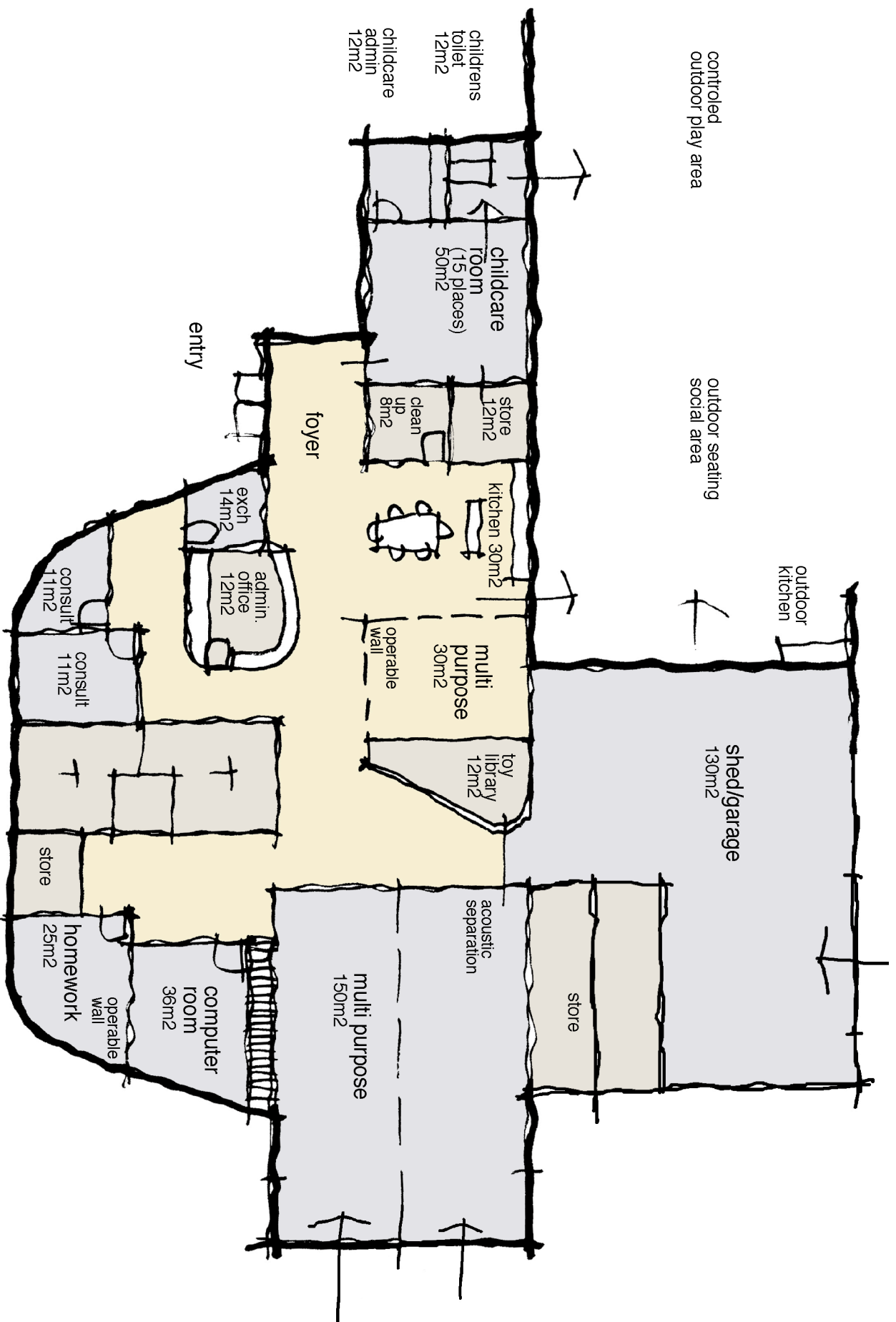
An outdoor washup/cleanup area has been incorporated on the end of the shed (outdoor access)

The 'Shed' can be built separate to the main building if additional sound buffering is required. This separation does not want to loose the link with the main building. This is important for activities that are designed to get men and boys linked into the House and other activities, or alternatively encourage women to engage in 'practical' activities.

Outdoor Spaces

The design allows for a number of 'outdoor rooms' to be linked to the indoor spaces. These can be design so as to complement the activities in the indoor rooms e.g. green /garden outlook for homework area.

The outdoor space leading to the entrance can be designed so as to replicate a residential garden and pathway to the front door.



Eaglehawk Recreation and Community Hub

Indicative Planning Model

Job No 4370
 Draw No sk 002
 Scale 1:200 @ A4
 Date 2nd April, 2007
 Copyright



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Eaglehawk Recreation and Community Hub

Preliminary Order of Cost for Discussion Only

2nd April, 2007

The following floor areas are all subject to a final planning solution and site conditions.

Function	area m2	rate \$/m2	total \$
Building Cost			
Entrance		allow	\$ 25,000
Foyer, circulation	160	\$ 1,600	\$ 256,000
Admin offices	20	\$ 1,700	\$ 34,000
Exchange	14	\$ 1,600	\$ 22,400
Consulting Rooms	22	\$ 1,600	\$ 35,200
Childrens Room	50	\$ 1,600	\$ 80,000
Childrens Toilet	12	\$ 3,200	\$ 38,400
Childcare Administration	12	\$ 1,700	\$ 20,400
Store	12	\$ 1,400	\$ 16,800
Clean Up Room	8	\$ 1,600	\$ 12,800
Kitchen	30	\$ 2,400	\$ 72,000
Multi Purpose 1	30	\$ 1,800	\$ 54,000
Toy Library	12	\$ 1,600	\$ 19,200
Multi Purpose 2	150	\$ 1,700	\$ 255,000
Stores	40	\$ 1,400	\$ 56,000
Shed, garage	130	\$ 1,200	\$ 156,000
Computer Room	36	\$ 1,800	\$ 64,800
Homework Room	25	\$ 1,600	\$ 40,000
Store	8	\$ 1,400	\$ 10,500
Toilets	50	\$ 2,800	\$ 140,000
Total Building Cost	821	\$ 1,717	\$ 1,408,500
External Works & Services			
Site Preparation			\$ 30,000
External play/fence/shade			\$ 45,000
External services			\$ 100,000
Landscaping			\$ 100,000
Total External Works & Services			\$ 275,000
Construction Cost			\$ 1,683,500
Contingency (no site details)		20%	\$ 336,700
Professional fees		10%	\$ 202,020
Authorities charges		0.75%	\$ 10,564
Cost escalation April 2008		6%	\$ 133,967
Total Project Cost			\$ 2,366,751

Exclusions:

Removal of Contaminated Soil
 Roads and car parking
 Upgrade of existing infrastructure services
 Loose Furniture, Fittings and Equipment
 Land, legal & finance costs
 Furniture, Fittings & Equipment
 GST

3.5 Management Structure

The individuals on the Eaglehawk Community House Committee of Management must be acknowledged for their ongoing commitment to the House and to ensuring its future.

The requirements on any future Committee of Management will be significant if the relocation of the Community House occurs and if the House becomes part of a larger community facility. Accountability and responsibilities relating to compliance, fiscal management, reports and acquittals, and achieving performance targets will significantly increase.

One of the difficulties faced by many Community House Co-ordinators is the isolated environment in which they work, and the lack of opportunities for exchange of ideas and strategies with other professionals.

If the Community House is co-located with other service providers as part of a hub (recommended direction) then an integrated management model would be advised. This would capitalise on the skills of a 'management group' or agency, and retain the involvement of the community so as to ensure that the facility stays relevant to the community and continues to satisfy funding requirements.

This would ensure community involvement and the appropriate level of skills and experience to maximise the viability of the facility.

4.0 Recommendations

1. That discussions with the Eaglehawk Secondary College commence in relation to opportunities to locate a new Community House/Community Hub facility on part of the site occupied by the Eaglehawk Secondary College.
2. That discussions involve the YMCA and Council in relation to co-locating childcare facilities and services with the Community House/Community Hub development.
3. That other organisations be canvassed as to their potential interest in being part of a 'Community Hub' development. These organisations should have operating aims and objectives that are consistent with those of the Community House.
4. That minimum design components be those as established in this report.
5. That Local, State and Federal Governments be approached in relation to a development and operational partnership for a new Community House/Community Hub facility at the Eaglehawk Secondary College.
6. That a Business Plan be developed for a new Community House/Community Hub.
7. That programs at the new Community House/Community Hub provide for the needs of the broader community, young people, mothers and children as priority groups.
8. That program priorities relate to lifestyle programs; computer/technology; fitness; hobby and craft programs; and support programs.



9. That the management structure for the new facility consider a model that includes community and agency (direct or indirect) involvement to ensure the necessary level of skills to manage the facility.
10. That support be provided to the existing Community House to develop a short-term Business Plan.
11. That consideration be given to the provision of sporting infrastructure at the California Gully Oval. Infrastructure provision should be in accordance with Council's policy relating to the type and level of provision at reserves. (Note Council's 'hierarchy of provision' for sporting reserves).
12. That quarterly network meetings be established between key providers to ensure effective integration of program and facility initiatives.

5.0 Working Papers

WORKING PAPER 1 - SITE REVIEW

A number of sites were identified for consideration as a potential site for a new Community House/Community Hub. These sites are listed below with the initial evaluation as undertaken by the project team. A more detailed evaluation of the California Gully Oval site and the Eaglehawk Secondary College site were undertaken given that they are the only two sites that could potentially accommodate an expanded Community House/Community Hub facility. Refer to Table 2.

Table 1 – Sites Identified for Initial Consideration as Potential Sites for a Community House/Community Hub

SITE	STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
California Gully Oval Distance from ECH: 2.0kms	<ul style="list-style-type: none"> Close proximity to Neighbourhood Renewal area. Has a youth sport focus which is one of the focus for the Community House/Community Hub 	<ul style="list-style-type: none"> Considered an 'isolated site' in terms of 'Safety in Design' principles. A significant structure that would be considered as part of a Community House/ Community Hub development would significantly impact on the site. Council does not identify this site as a major recreation site so will not encourage significant infrastructure development. A building that would be needed to satisfy the Community House/ Community Hub and football facilities would significantly impact on the site. Incompatibility of sporting and 'community development activities in a multi-purpose space. 	<ul style="list-style-type: none"> Joint development with sports facilities. 	<ul style="list-style-type: none"> Council may not consider co-funding other than minor sport infrastructure because of the 'classification' of the site and anti-social behaviour at the reserve.
Eaglehawk Secondary College site Distance from ECH: 2.0kms	<ul style="list-style-type: none"> Has significant land available for consideration. Is looking to create the school as a major community hub with community access to a range of facilities e.g. library Within the 'estate catchment'. 	<ul style="list-style-type: none"> Is ultimately a school with the associated perceptions and 'experiences' that may be a negative impact. Design of a facility that is integrated with the school would be 	<ul style="list-style-type: none"> School is programmed for 'rebuild / total overhaul' in 2008 as part of the Bendigo Education Plan. School redevelopment considering 'Schools as Community Hubs' as a framework for the redevelopment. 	<ul style="list-style-type: none"> That community planning is not far enough advanced to take advantage of the potential that may be provided under the 'Schools as Community Hubs' framework. Any consideration of co-location of

SITE	STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
	<ul style="list-style-type: none"> Within close proximity to NR areas. Moves the House closer to the broader Eaglehawk community without 'removing it from the primary target area High profile site. On bus route. 	a major consideration to ensure that 'the House' environment is retained.	<ul style="list-style-type: none"> Understood that the operator of the PlayHouse (childcare centre) is in discussions with the school re relocation to the school site. 	<p>the House on the site may become / be seen as 'too hard by planners.</p> <ul style="list-style-type: none"> That operations of the House gets 'swallowed up' by a 'school administration'.
The California Gully Oval site and the Eaglehawk Secondary College site are RECOMMENDED for more detailed evaluation based on potential availability of space.				
Eaglehawk Community House (Existing)	<ul style="list-style-type: none"> Has established presence in the local neighbourhood. Has a 'community House feel'. Close proximity to the NR catchment. Within Eaglehawk estate. 	<ul style="list-style-type: none"> Size and spaces does not allow for expansion of activities. Safety issues associated with the House. Car parking impact in street. Low profile/hidden site. 	<ul style="list-style-type: none"> To provide a venue for 'outreach services' to the local area. Renovation at the existing site. 	<ul style="list-style-type: none"> Other providers running similar programs in Eaglehawk e.g. 'On Track' (computers), The Hub ('Mens Shed'). Other providers fill 'the gap' in an alternative way.
The existing Community House site is NOT RECOMMENDED for more detailed evaluation as a potential site based on the poor profile of the site, lack of opportunity for expansion, local neighbourhood impacts, and no opportunity to expand as part of a 'community hub'. The Community House site has however been evaluated using the same criteria used for the evaluation of the California Gully and Eaglehawk Secondary College sites as a comparison for benchmarking.				
'The Enterprise Hub' (Training / Milkbar centre) Distance from ECH: 1.5kms	<ul style="list-style-type: none"> Will become a community focus in itself. Close to existing Com House Within the NR catchment. High profile site. On bus route. 	<ul style="list-style-type: none"> Site does not have the capacity for expansion unless adjoining properties acquired. May be seen by the community as having a 'training / education focus 	<ul style="list-style-type: none"> Opportunity to co-locate the House with another facility / service provider /s 	<ul style="list-style-type: none"> Impact on residential area e.g. car parking, noise, evening activities.
Shops on Crner Bright and Nelso Streets Distance from ECH: 1.5kms	<ul style="list-style-type: none"> Brings the House into close proximity to the Hub. High profile site. On bus route. 	<ul style="list-style-type: none"> Presents as a shop front – may be a detractor? Small site – poor off-road carparking, no room for expansion unless adjoining properties acquired. 	<ul style="list-style-type: none"> Opportunity to co-locate the House with another facility / service provider /s 	<ul style="list-style-type: none"> Shops currently in private ownership. One shop has been converted to a residence??
At this time the Enterprise Hub site and the Shops on the corner of Bright and Nelson Streets are NOT RECOMMENDED for more detailed evaluation as a potential site due to the costs associated with the purchase of adjoining properties.				
Bright Street Park Distance from ECH: 0.5kms	<ul style="list-style-type: none"> Close to existing Com House Within the NR catchment. On bus route. 	<ul style="list-style-type: none"> No room within existing park boundaries to develop a facility 		<ul style="list-style-type: none"> Resistance by local residents – re perceived compulsory acquisition of Houses
At this time the Bright Street Park is NOT RECOMMENDED for more detailed evaluation as a potential site due to the costs associated with the purchase of adjoining properties, and no opportunity to expand as part of a 'community hub'.				
St. Liborious School/ Community Centre Distance from ECH: 2.0kms	<ul style="list-style-type: none"> On bus route. High profile site 	<ul style="list-style-type: none"> Limited opportunity on the site for expansion Private land ownership implications. Considered 'removed form 		

SITE	STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
		Neighbourhood Renewal area.		
Bendigo Leisure Centre / Park Distance from ECH: 2.5kms	<ul style="list-style-type: none"> High profile site. Many activities already co-located on the site. Opportunity to co-locate with existing 'healthy lifestyle' activities. 	<ul style="list-style-type: none"> The site is already 'crowded' 	<ul style="list-style-type: none"> Opportunities for integration of programs. 	<ul style="list-style-type: none"> May be a competitor in terms of fitness/health and wellbeing programs.
Stafford Allison Building Distance from ECH: 5.0kms	<ul style="list-style-type: none"> Very high profile site. 	<ul style="list-style-type: none"> Remote from the Eaglehawk Estate and the NR areas. The site is privately owned and is considered prime real estate (cost). Alternative commercial use currently being considered by owner. 	<ul style="list-style-type: none"> May be some opportunities in relation to existing infrastructure. 	<ul style="list-style-type: none">
New Subdivision near 'The Hub' Distance from ECH: 1.5kms	<ul style="list-style-type: none"> Close to existing Com House Within the NR catchment. On bus route. 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> These allotments have been sold / allocated to owners. Opportunity no longer exists.
<ul style="list-style-type: none"> The above sites are NOT RECOMMENDED for more detailed evaluation as a potential site due to their perceived distance from the NR, estate and wider Eaglehawk communities, land not being available for consideration. 				

Table 2 – Short-listed Sites

A detailed evaluation of the California Gully Oval site and the Eaglehawk Secondary College site were undertaken. To provide a benchmark comparison evaluation was also undertaken of the current Community House site. The following provides the details of the evaluation using criteria that are critical to this project.

	CRITERIA	SITES		
		E'HAWK COMM. HOUSE(existing)	CAL. GULLY OVAL	E'HAWK SEC. COLL.
	Site Considerations			
1	Space to accommodate/integrate design components	1	2	4
3	Capacity for further expansion	0	1	4
4	Land ownership issues	4	4	3
5	Land acquisition issues	2	4	5
	Sub-Total	7	11	16
	Community Development Opportunities			
6	Opportunity to build on an existing significant community hub	2	1	4
7	Cross referral benefits between potential 'hub/precinct' partners	2	1	3
8	Potential hub/precinct partners target similar/related target groups	2	1	3
9	Sub-Total	6	3	10
	Safety/Security			
10	Satisfies/has potential to satisfy key 'Safety in Design' ⁽¹⁾ Principles	3	2	4
11	Existing passive surveillance	3	2	4
12	Daytime safety environment	3	2	5
13	Night-time safety environment	2	1	3
14	Existing safety/security considerations	3	1	3
	Sub-Total	14	8	19
	Accessibility			
15	Proximity to NR precinct	5	3	4
16	Relationship to the 'estate' ⁽²⁾	5	3	3
17	Relationship to the broader Eaglehawk community.	3	2	5
18	Public transport access	3	3	3
19	'Perceptual' limitations	2	2	2
20	Proximity to other community services/facilities etc.	3	2	4
	Sub-Total	21	15	21
	Impacts			
21	Potential impacts on the neighbourhood (e.g. abutting properties)	2	4	4
22	Potential impact on other site tenants	4	4	4
23	Potential conflict re compatibility of use	4	2	2
24	Potential environmental (built and natural) impacts	1	3	4
	Sub-Total	11	13	14
	Infrastructure Development			
25	Potential for 'shared development' (public, private, community)	3	2	4
26	Maximising of government funding potential	2	2	4
27	Access to utilities	5	3	3
	Sub-Total	10	7	11
	TOTAL	67	57	91

⁽¹⁾ 'Safety in Design' (Department of Sustainability and Environment)

⁽²⁾ 'The estate' is roughly defined as the area bounded by Jobs Gully Road, Averys Road, Gill Avenue and Loudon Street.

WORKING PAPER 2 - CONSULTATION

This Working Paper provides a summary of the consultation undertaken as part of the project. It should also be noted that considerable consultation and research has been undertaken, and continues, as part the Neighbourhood Renewal Program.

A summary of relevant findings from other projects and research is summarised in Working Paper 5 and will be used to inform the Eaglehawk Community House – Recreation & Community Hub Feasibility.

SECTION 1 – WORKSHOPS / FOCUS GROUPS

Meeting with Project Steering Committee – Tuesday 11th July 2006, Eaglehawk Community House.

Summary of points discussed:

- Scope of the Project
 - Must note that while there is a key focus on the NR precinct the Community House is 'the Eaglehawk Community House and must consider the needs of the broader Eaglehawk Community. "The Community House is for all of Eaglehawk."
 - Neighbourhood Renewal Area (NR) – Determined because of the results of anti-social behaviours e.g. vandalism / graffiti, park activities, crime / welfare issues, drug / alcohol issues.
- Project Context
 - 'Clean Canvas' for the project - Incorporate consideration of other relevant opportunities, e.g. young people – skate park.
 - Consultant in the past recommended moving the Community House – the project fell over.
 - Population Growth - Eaglehawk is a growth corridor of Bendigo.
 - Other 'Models' - Look for existing structure/House e.g. Kalignan near Robinvale that has a hall / centre / community building included.
 - Skills survey (AE) of perceived needs is that the facility needs to be 'multi-purpose' and address the current shortage of facilities in the area.
- Eaglehawk Community House
 - Strengths of the House - comfortable, welcoming, gentle introduction to community engagement for people isolated in the community, 'social' environment, within a local community / accessible by local community (transport).
 - Weaknesses of the House - old, limited space, limitations, hidden away; Have lost funding in the past due to services not being delivered; physical limitations of the current House; 'territory exclusiveness' – need to break this down; physical structure can determine popularity.
 - Threats to the House - possibility of losing identity of a community House – fears; CoM did not want to expand management responsibilities
 - Opportunities for the House - Opportunity HR/DV funding – broader COM needs – opportunity to address needs; opportunity to integrate all community needs i.e. range of different spaces, create a 'real' neighbourhood focus, establishing / determining its place in community; longer term focus / vision; consolidation / integration of a range of community facilities; greater / expanded community ownership; opportunity/potential for 'new culture' as to what a community House is / might be.
 - Other comments - Don't duplicate / enhance, allow space and options for expansion; flexibility of spaces.
- Access Employment (AE)
 - Purpose of AE is to lift learning and employment opportunities in the Neighbourhood Renewal (NR) project area and to identify systemic barriers. The position is not a case worker position, however one may be provided in the future. AE has undertaken a Skills Survey that is available to the project.
 - DOI coordinator of training services b/t Castlemaine (jobs) / Bendigo

- Enterprise Hub
 - Under the auspices of AE. Bendigo AE purchased the property with the aim of developing an integrated training hub that will include milk bar/café/training centre.
 - There is a perception (fear) in some sections of the community that 'the hub' is driving this current project. This perception needs to be managed through the process.
- Focus Centre (next to HR shop) – Alternative education pathways
 - The centre is currently next to the NR shopfront and provides 'withdrawal' support for young people ('at risk') from year 5 onwards. The Centre provides a bank of computers. Centre also provides some adult learning programs.
 - The Focus Centre to be relocated into 'the hub' complex opposite.
- Site Opportunities for consideration
 - There are a number of sites that may offer opportunities if it is decided that the facility should be relocated / collocated. It is recognised that there may be restrictions / disadvantages associated with them which will be borne out during the project.
 - Bright Street Park – can build on the community energy/focus for the building of the park; the 'reputation' of the street could be a problem; on a main road / good bus route; site not hidden / lots of activity; opportunity for co-location of activities 'cross promotion/engagement' – be open with what the function is.
 - St. Liborious School/Community Centre site – in the NR area, degree of community engagement; on a main road; Disadvantages – bordered by fencelines (safety) and residential blocks (intrusion); Opportunity to purchasing adjoining House; amenity opportunity; school close; further from Dore Crt / new subdivisions etc.; No. 5 bus service being extended.
 - New Subdivision near 'The Hub' - Opportunity to purchase blocks on corner opposite to 'the hub'; DHS Houses being constructed under a 'Group / self build' program; site has high profile and its next to 'the hub'; near the bus stop (good frequency); potential for shops.
 - California Gully Creek – flood prone; walking track access (talk of extending / improving access); rubbish dumping.
 - Old Greyhound Track Subdivision – 200 blocks; opportunities re open space subdivision contribution??; 40 Houses to go in the New Street/Green Street corner
 - Stafford Allison Building – closed; benefits are that it is on the main road and has high profile and good public transport; would service all of Eaglehawk; Disadvantages - privately owned; Not very close to existing House (2kms – 20-30 mins away);
 - Brian Abbeys Old Elect Premises – Benefits - good profile, bus access (20 mins – 4 mins) and parking; Disadvantages - privately owned.
 - California Gully Oval - Benefits - talk of new club House / youth facility at the site, on direct bus route, 10 mins walk from ECH; Disadvantages – sport uses the site, not a great deal of room.
 - Rec Park/Bendigo Leisure Centre – Disadvantages - location too far (3kms / 5 minute drive), parking opportunities, Community House could 'get lost', tight site - significant leisure centre, lake, proposed skate park in the precinct; Advantages - scope for more engagement with young people and older people (e.g. sport), recreation expansion already on site, eg The Y, close to Canterbury Park football oval, No. 5 bus nearby, close to Virginia Hill – another disadvantaged area (crime/poverty).
 - Eaglehawk Secondary College – Advantages -Good location, Close to 'the hub', No. 3 bus nearby, a 'greenfields site', lots of space, good profile, linkages with Long Gully Community House programs, good to collocate with other services, School keen to have strong connections, pre-school close, maybe more viable – shared facility; Disadvantages – "it's a school" (however this about to change / redevelopment), 'school rules / regulations' (impacts?).
- Other Information
 - Schools - St Liborious, Eaglehawk Primary School, St Peters, St Killians, Kalliarna Special School (Bendigo)
 - Older Adults / Strength building sessions – run by Latrobe Uni, Community House and Bendigo Community Health - 6 months waiting list.
 - Street Surfer Bus (youth/entertainment/information facility) – based at high school.

Agency / Community House Committee of Management Workshop – Wednesday 18th October 2006

Summary of points discussed:

- The Community House
 - Strengths – ‘non-judgemental environment, ‘place where people can ‘give’, safe, in the local community, provides access to services, intimate / ‘homey’ space, co-ordinator is embracing of a new direction.
 - Weaknesses / potential weaknesses - ‘wrong place / right area’, lacks space (limits opportunities), no ACFE / ACE funding (House does not qualify), needs to open more often (not just during weekdays), parking is a problem, programs are limited by space, people unaware of the House, CoM needs to better understand governance responsibilities.
 - Types of spaces that should be considered – small ‘breakout rooms, larger spaces, private consultation spaces (e.g. counselling, ‘Hands on Health’, private / community)
 - Other Comments – the CoM is in the process of refining / defining its role and responsibilities. Any new facility must incorporate the Community House feel and look.
- Activities run by the House
 - 1 Parenting groups – Note also groups also run by the Salvation Army and California Gully Primary School)
 - Play groups – run on a Monday with approximately 5 parents / 12 children.
 - Terracotta Program – just received funding
 - Youth Group – operates during the term with approximately 6 young people, during holidays with 40. About 8 / 10 young people use the House as a drop-in centre.
 - Bingo – 1 session a week – 4- 8 participants
 - Scrap-booking
 - Community lunches
 - Phoenix Group (Mental Health Support Group / Bendigo Community Health Centre) – approximately 8 that meet once a week.
 - Community meetings / hire – irregular at this time.
 - Services that use the House as a base:
 - Maternal Child Health Nurse – attends weekly.
 - Office of Housing – attends daily.
 - Note that the House also has 6 computers that are available for community use and for use by the Youth Club after school
- Future activities being considered
 - Homework Club,
 - Older age group youth club’
 - Drama/performance sessions.
- Information Technology / Computers - Perceived Gaps / Opportunities
 - The House is currently subsidising the short courses in IT because of the small numbers (capacity of the room).
 - Opportunity for collaboration re a community newsletter.
 - The House needs to better market / promote itself and provide information to the community.
 - Job preparation programs e.g. Writing of job applications, interview techniques (Note that “On Track” currently does this)
 - Basic lifestyle skill development / competencies e.g. using the mobile phone for older adults.
 - Kids can’t afford to pay.
 - Lack of volunteers (consider opportunity re proposed “On Track” Volunteer course)
- Volunteers - Perceived Gaps / Opportunities
 - YMCA auspices the VRC in Bendigo however this focuses largely on Centrelink referrals rather than broader community volunteer recruitment, training and retention initiatives. (Note that some VRC are closing because of the tying of government funding to ‘unemployment / employment objectives and outcomes rather than grass

- roots community development outcomes and support. The service has a part-time Co-ordinator and is a partnership between St. Lukes and the YMCA
- Note that the GCB employs a Volunteer Co-ordinator who is funded by DVC for 18 months
- Opportunities for partnerships with the community health sector.
- Need to make volunteering attractive and build in a 'return' for the volunteer.
- "On Track" offering Certificate 2 and 3 in 'Volunteering' and will be looking for partnerships. Site of operation will be flexible.
- Childcare - Perceived Gaps / Opportunities
 - There is currently no room at the House for childcare that can support programs (Note that Level 2 Childcare is required). Are there opportunities for childcare training programs and / or placements?
 - The YMCA has the contract to management the local childcare facility (The Play House). There are only 30 placements available at the centre and these are all taken. There is a waiting list and the centre is fully subscribed for 2007. Due to limitations the focus is on working parents with no opportunity for 'socialisation' programs.
 - The Community House – 'Childminding' is currently provided at the House for course participants. This is the same model that is used at the 'Enterprise Hub'.
 - Bendigo Community Health Services auspice Family Day Care
 - There is a lack of accredited childcare providers in the area.
 - Opportunities to integrate childcare and pre-school.
- Literacy
 - Programs provided through "On Track", Continuing Education, Access Employment.
 - Opportunities for partnerships between providers.
 - Literacy programs most effective when 1:1
- Specific / priority age group needs – 12/14 to 17year olds
 - Need a 'belonging' place; need to have a legitimate and physical place.
 - Need role models / places where they can get / see these.
 - Current opportunities for young people:
 - Recreation Centre – Range of activity opportunities; not necessarily an environment that is particularly young people oriented; costs to participate.
 - Sport – formal and informal
 - Music / arts – current opportunities relate primarily to young kids; opportunities to expand options in this area.
 - Swimming pool (outdoor) – expensive.
 - Street Surfer Bus – operates from the Secondary College site.
 - B Central – (a youth pace in Bendigo central / at the Centrelink Office). Includes 'Lead On' (Youth Leadership group) and GCB Youth Services. Felt that this was not engaging young people from Eaglehawk and California Gully / 'middle class' orientation.
 - Integrated Referral and Assessment Service for 'at risk' kids – young people need to be referred to this program
 - Reconnect Program (St. Lukes) – works with 'at risk' kids to link them back with their families. Includes camps, recreation programs, 'Smart Art'
 - 'On Track'
 - Goods Shed Project - is a 1:1 project working with young people (referral only).
 - Trade Start Metal Fabrication Workshop – (referral) – a pre-apprenticeship program.
 - Youth Clubs – Army Cadets, Navy Cadets, 'Altitude' (Eaglehawk Christian Fellowship), 'Elevate' (Inter church club).
 - Health Services – Young Women's Health Clinic (Kangaroo Flat C. H.), Teen pregnancy / parenting programs (Kangaroo Flat C. H.), Young Mother's Group
 - Sam's Bike Shop – a lot of young people hang out here because of the interest in bikes and the personality / appeal of the shop owner.
- Specific / priority age group needs – Socially Isolated

- includes people with mental and drug related issues, young mothers, single parents, older mothers, older people, indigenous people.
- Traditional methods of promotion and advertising of programs and engagement opportunities do not work well with many of these groups. Need to establish 'grass roots' community networks that 'work' the local communities e.g. door knocking using volunteers that work with community agencies on proactive 'engagement' initiatives at the local / neighbourhood level. Volunteers would need to be training, supported and work within a formal framework.
- Referral networks and opportunities can be better integrated.
- The Enterprise Hub
 - will include a meeting / training room, 2 offices for visiting services, a childminding room (very small), 'tool library', café / milkbar training facility, community / commercial kitchen (course opportunities).
- Schools as Community Hubs
 - Scope (including opportunities) – Daycare; pre-school; learning centres – prep-2, 3-5, 6-8, 7-10. Library (community and school access); PA centre; Canteen / kitchen / cookery centre; hall / gymnasium. There is an opportunity for the integration of indoor and outdoor spaces.
 - The concept is designed around community access, and is based on 'engagement through whole of life.'
 - Perceived benefits (by the workshop group)
 - There can be a transport focus to 'the hub'.
 - Transport can be better integrated across a number of key hubs rather than a number of stand alone facilities.
 - Opportunities to break down some of the barriers to education e.g. introduction through other activities, past poor experience of education, intergenerational engagement (social, learning, teaching) opportunities.
 - Efficient use of amenities and spaces e.g. shared use.
 - Noted by the group that design of the various components would be critical if different operations are to retain their intrinsic benefits e.g. the Community House and the feeling of intimacy and 'comfortable spaces' and are not to be overwhelmed by given aspects of some of the collocated activities e.g. noise and school.
- Provision gaps identified in the broader community
 - girls football (felt that there was a shortage of opportunities across the City)
 - Californian Gully Oval – not of a good standard. In the past use for Country Week Cricket which had a real benefit to the community.
 - Trails – need to link better into the Greater City of Bendigo Trail network.
 - BMX / skate – a new skatepark is to be constructed near the Leisure Centre. There is another group of young people that are looking to develop a hard surface BMX facility.
 - 'At loose' young people – There is a group of young people that are at risk of becoming 'at risk'. These are the young people that are not 'engaged e.g. school, but have not been 'picked up' by DHS.
- Other allied agencies / services providers
 - IT / Computers –
 - Enhance IT (funded by Future Employment ?) – refurbish old computers and onsell to NFPs and individuals; provide IT support to NFPs. A volunteer based program.
 - The Focus Centre – operates Monday to Friday 9.00-5.00pm with 10 computers for targeted ('at risk') students. The centre also runs a Computer Club for students 4 nights a week and for adults 2 nights a week.
 - 'OnTrack' – Has approximately 30 computers on site with only 20 used on a regular basis. Opportunity to increase the use of computers by the community. Centre hosts 'Open Access' training program and short programs e.g. Certificate 1 and 2 in Information Technology

- Other Information
 - “On Track” – a Centre that is a hub for a range of education, employment and skill development programs and initiatives. Operates from the Eaglehawk Railway Station (still in commission) approximately a 10 minute walk from the main street.

Community / California Gully Working Group Workshop – Thursday 19th October 2006

Summary of points discussed:

- Community House
 - A security audit of the Community House is about to be completed.
 - Council is looking to relocate the Maternal Child Health Service to Bendigo Community Health Centre. This would be an issue for people in terms of transport.
 - The House is not suitable – it is too small, no room for expansion and in a low profile location. Does not respond to CPTeP / Safe Design Guidelines. The California Gully House is a good facility.
 - “Would be good to have computer activities at the House.” (age approx 10)
- California Gully Reserve
 - a good site because it is in the middle of the area, is accessible by public transport, is at ‘an entrance’ into the area, has provision for off-road parking, is ‘in the open’, has profile.
 - If more users at the reserve then it would be safer and less vandalised.
 - Currently 8 teams operating at the reserve.
 - Reserve used for competition only, training is undertaken at Canterbury Oval.
 - Football League looking at the oval for girls competition.
 - The reserve is only used on Saturdays.
 - The school uses the oval because it has goal posts (school does not have goal posts), soccer uses reserve and do some church groups.
- BMX facilities
 - skate / bmx park being developed next to the Leisure Centre.
 - there are other facilities at McIver Road and another in Victoria Street. Have to cross 2 arterial roads to reach and is 2.5 kms away.
 - A group is looking to have the existing dirt bmx track replaced with a sealed track.
 - Camberwell skate park is a good park – there is a staffed information kiosk with information brochures that are relevant for young people.
- Other comments / Information
 - ‘Drop-in centres’ that do not have structured activities / programs / reason for going there do not attract young people.
 - ‘Natural Hubs’ in Eaglehawk – what / where are they?
 - Focus centre / Enterprise Hub.
 - Community House
 - Recreation Sport precincts
 - Bendigo Community Health – downside of this one is that has poor transport, ‘big’ building / clinical / daunting
 - Access to legal Aid, Centrelink is haphazard.
 - Streetsurfer bus – stationed at the secondary College – access to power, ease of access.
 - “Services won’t come if there is not facility.”
 - Kids congregate at California Gully Oval.
 - “Eaglehawk feels isolated.”

Meeting with City of Greater Bendigo Council Staff – Thursday 19th October 2006,

Summary of points discussed:

- Council and Community Houses:
 - A new staff member has been appointed to liaise with Community Houses to strengthen partnerships.
 - The Community House does not have a good grasp on the services that are available through Council.
 - Council wants to encourage Community Houses to access the Community Grants Program better. Grants are usually short term and up to a value of \$3,000.
 - There are 5 Community Houses in the City but only one works closely with the Volunteer Resource Centre.
- California Gully Reserve
 - The reserve is classified as a 'local level' reserve and is not likely to be classified any more than that in the future.
 - The site has limited development capacity.
 - Currently hosts junior football and senior football.
 - Council proposes to knock down the old weatherboard shed (was to be completed in October but community had lawn mower stored in side shed).
 - Reserve subject to heavy vandalism.
 - Services to the site are poor
- Secondary College (Eaglehawk) – the junior cricket club uses the school grounds (hard wicket). The club has requested support.
- Demand for playing fields – Council currently acquiring land in Maiden Gully, new facilities coming on line in Strathfieldsaye and Epsom.
- Aged – 7 senior citizens centres. These are being colocated with other facilities where possible over time. These will be multi-purpose facilities that will include a range of services relevant to ageing population.
- Other Information / Comments
 - Refer Barry Seacombe as to who is trying to get into the town hall i.e. demand. The Hall is a 70s style building that has a 'large hall' feel about it.
 - Senior College Arts Projects 'Hand Me Down' project.
 - B Central originally had 10 internet kiosks that were federally funded under the 'Networking the Nation' program. They are now defunct.

SECTION 2 – INTERVIEWS

Interview 1 – Sports Focus (Co-ordinator)

Summary of points discussed:

- Current situation
 - Sporting clubs in Eaglehawk are strong (particularly mainstream sports), however it is unknown how many residents (v people from outside the area) participate in club activities.
 - The YMCA provide a range of indoor sport and recreation opportunities
 - A similar number of sporting opportunities are provided in Eaglehawk, as are provided in other areas
 - Like most communities, there is an expectation that facilities / programs should be provided locally.
 - There is a changing trend from participation in structured sport to unstructured recreation activities. Sport however, provides additional social benefits and helps unite the community.
 - A challenge is linking the community with existing programs / activities and enabling ongoing participation (rather than one-off events).
- Community Hub
 - A recreation and community hub would need to be easily accessible and affordable.
 - The inclusion of sport and recreation would be advantageous to a community hub facility.
 - Sporting clubs often need space for meetings.
- Partnerships
 - Sports Focus has had limited involvement with Community Houses in the past, however could increase this involvement in the future.

Interview 2 – Ward Councillor

Summary of points discussed:

- Existing facility
 - The existing Community House was not purpose built and is now obsolete
 - An upgrade / redevelopment is essential to enable the community House to adequately cater for the community
 - The centre needs to at least double in size. More spaces and larger rooms are required
- Location
 - The Community House should be retained in the area.
 - The existing facility is located within a low socioeconomic area and transport for many is difficult. A new facility should therefore be located within walking distance to most residents.
 - It is also necessary to cater for the wider Eaglehawk community to create a mix of users and provide a place for the broader community to come together
- Key role for Community House
 - To have a presence within the community and to be open when people need to access it
 - To have an open door and provide an opportunity for people to come and talk to someone.
- Programs and Services
 - It is important that the Maternal and Child Health service continues to operate out of the Community House. (There is a proposal to shift the MCH to the Health Service)
 - It is essential that existing services are not taken away from the area. Services should be within walking distance to enable easy access for residents, who are more likely to be at risk.

Interview 3 – Greater Bendigo City Council - Rural Access Worker

Summary of points discussed:

- Issues
 - Public transport is limited
 - Lack of footpaths. Footpaths only exist on the main streets, forcing people onto the road including those in scooters, wheelchairs and the elderly.
 - Availability of services, which is compounded by the lack of transport
 - Access within existing facilities is pretty poor. Work is currently being done at the Leisure Centre to improve access for people with limited mobility.
- Gap / Needs
 - There is a need to provide more support and opportunities for people with a disability who are not involved with existing services. A new centre should enable these people to independently access programs and services and should help them to become more engaged within the community.
- Existing Services / Organisations
 - 'Scope' - provides support to people with high needs, however are looking to expand their services and cater for more people.
 - 'Peter Harcourt' – currently supports people with disabilities through day programs, and employment services. They are looking to expand their services and open up their client group, however are not planning on expanding their existing facilities. They could be a potential partner for the proposed Community Hub.
- Community Hub
 - The existing Community House does not appeal to the wider community due to the area in which it is located. A new centre would need to be marketed to attract a broader range of people and users.

Interview 4 – Greater Bendigo City Council – Aged and Disability Services Manager

Summary of points discussed:

- Issues
 - Aging of population
 - Social disconnectedness and isolation. Older adults want more social interaction
- Senior Citizens Centres
 - Council is currently reviewing senior citizens centres and has developed a pilot project in Kangaroo Flat to be used as a blueprint for other areas. This project involves building partnerships between groups and organisations (including the Community House).
 - One example involves a partnership between the senior citizens centre, 'Lead On' youth group and Kangaroo Flat Secondary School, in which young people teach seniors about computers, internet and text messaging and also help to roll out the carpet for carpet bowls. A further development now includes young people playing carpet bowls with the seniors.
 - Seniors Citizens Centres need to become more like 'Community Centres' that cater for different groups / people and enable the community to come together. They need to be renamed (not 'seniors') and integrated with the broader community, to enable people to develop relationships and work together (i.e. benefits in volunteerism could develop through retired people assisting local clubs).
 - There is a large senior citizens / community centre in Eaglehawk that needs major improvements. This centre is centrally located (off the main street) and has a strong seniors club. This Centre will be nominated as a priority in the future.
 - A potential partnership between the Community House / Hub and Senior Citizens Centre should be explored further
- Community Hub
 - Stand alone facilities catering for just one group should be avoided. Multi-purpose facilities provide more opportunities for funding and for groups and the community to work together.

- The facility should be located in a more accessible and publicly visible place and should be incorporated into a community setting (rather than residential).
- A new facility should be carefully marketed to promote an image for the whole community and overcome existing perceptions.
- Programs such as a cooking classes are likely to be popular and attract a range of people
- Seniors Shop Model
 - The 'Seniors' Shop Model' is a concept that was identified in the Aging Framework. It involves a range of community groups / organisations sharing space in the one facility. This is a similar concept to 'B Central' for young people. (B Central is located in Bendigo, managed by the YMCA, provides a place for young people to drop in and Houses Centrelink and other services.)
 - The potential for a Seniors Shop Model as part of the Eaglehawk Community House project is a concept that could be explored in more detail with the Aging Framework Steering Committee (includes representatives from Council, Bendigo Health, Bendigo Community Health Services, McIver Health Services, DHS, DVC, LaTrobe University and the Division of GPs).

Interview 5 – Greater Bendigo City Council – Planning

Summary of points discussed:

- Issues
 - There is no clear structure plan for Eaglehawk
 - There is a need to maintain Eaglehawk's sense of identity, whilst trying to overcome its stigma in the wider community.
- Community Houses
 - A successful Community House will have people coming and going from 8am to 10pm, which can cause problems for neighbours in residential areas.
- Location of Recreation and Community Hub
 - Location to deal with parking and the coming and going of the facility users. The facility should not be located in a residential area
 - The Eaglehawk CBD is in a Business 1 Zone and is appropriate for a 'place of assembly'.
 - A school or other community precinct could also be appropriate due to its remoteness from residence (need to check proximity of school to neighbouring Houses)
- Other comments
 - A permit has been issued for a skate park near the pool and gardens. This will provide a place for young people to gather. There are currently not many skate parks within the municipality.

Interview 6 – Greater Bendigo City Council – Youth Services Co-ordinator

Summary of points discussed:

- Issues
 - Young people want activities within their own communities.
 - Transport is a major issue for young people
 - Generational unemployment. There are pockets of social and financial poverty.
- Existing opportunities
 - Community House and associated activities and services
 - Star Cinema
 - Community fundraising for a skate park (to be located near pool and gardens)
- Gaps in provision
 - There are no obvious gaps in provision, however more resourcing of existing programs and services is required
- Community House
 - The Community House provides a credible service however has limited resources (space)

- The location of the recreation and community hub should consider safety and transport for young people.
- The new facility should link to the outside community and involve education and consultation.
- Other comments
 - There is currently no movement to establish a B-Central internet kiosk in Eaglehawk despite the recommendation contained within the Eaglehawk Township Strategy. B-Central is located in Bendigo and in addition to providing support services, provides linkages to the centre of town.

Interview 7 – Greater Bendigo City Council – Children’s Services Manager

Summary of points discussed:

- Current Provision
 - The provision of Children’s Services in Eaglehawk is “light on the ground”. Eaglehawk currently has a 30 place child care centre and a small pre-school. There is no opportunity to expand the child care centre because of a lack of space.
 - There is a lack of quality childcare options in Eaglehawk
 - A new Children’s Services Centre has been developed in Strathdale which includes long day care, occasional child care, pre-school, maternal and child health service and allied health professionals. A centre like this in Eaglehawk would be fantastic.
- Maternal and Child Health Service
 - The service currently operates from the Town Hall and from the Community House. It is proposed that the existing MCH service at the Community House be relocated to the Health Centre, this is currently being worked through.
 - The Community House in its current form is not conducive to this service for a number of reasons including:
 - The room being too small to conduct key age and stage consultations,
 - Safety issues for the MCH nurse (note that MCH staff have left because of the working environment),
 - Steps at the front of the House and narrow corridors that does not allow for easy access for mothers with prams etc. As a result mothers leave their prams out the front of the building.
 - A Community Safety Audit has been undertaken of the nursing area and has also given consideration to the broader Community House facility. This report will be presented to Council in November.
 - Consultation about the proposed relocation has included focus groups and surveys and has had conflicting results. Responses indicated that people do not / would not travel into Eaglehawk, however 1101 visits to the medical practice at the health centre have been recorded from residents in the area in question. There is also two buses that travel in to Eaglehawk (within a block of the health centre)
 - Collocating the MCH with other allied health services is better suited than locating the service with Community Houses. Whilst there are beneficial programs run from the centre, the majority of young mums using the service do not have time to stay after their appointment to access the various programs offered.
 - A proposed Recreation and Community Hub would need other child appropriate services to attract the MCH service to locate there.
- Potential Partners
 - The YMCA currently manages the 30 place child care centre and pre-school and has approached Council about developing a Family and Children’s Services Hub to consolidate and expand these services. The existing centres are located a couple of Houses apart from one another in Bright Street, opposite the Secondary School, which would be a good location for a Community Hub.
 - Bendigo Access Employment is currently developing a ‘Hub’ involving the old milk-bar site. This project is more advanced and may be too late to combine with the proposed Recreation and Community Hub.

Interview 8 – YMCA (Regional Manager)

Summary of points discussed:

- Current Situation
 - The YMCA currently own and managed a 30 place child care centre and manage a Council owned preschool in Eaglehawk.
 - The Childcare Centre is currently operating at capacity. The Centre is sought by people from all over Bendigo, due to its smaller size.
 - The Centre is not currently well used by people from the Housing Commission area in Eaglehawk.
 - The Childcare Centre and Preschool are not well utilised by residents from the Housing Commission area in Eaglehawk. The centres need to strengthen their linkages to the community.
- Proposed Children's Services Hub
 - Preliminary discussions are underway about the proposal to develop a Children's Services Hub, which would consolidate the Childcare Centre and Preschool in one centre.
 - Other services could also be provided to value add to the Hub (i.e. Maternal and Child Health). The Hub should not be developed in isolation.
 - The Childcare Centre could be expanded to 45-50 places to cater for more residents, but not become too big and lose the qualities that the community currently values.
 - There is no fixed model for a Community Hub, and it is acknowledged that the thinking and design would need to be flexible.
 - A Children's Services Hub would be very convenient for the community

Interview 9 – Bendigo Bank (Manager)

Summary of points discussed:

- Potential Partnerships
 - The Bendigo Bank has no criteria for the potential sponsorship of community projects and allocation of funds. This is up to the discretion of the Branch Manager (Tim Burthisol).
 - 'Empowering Eaglehawk Community Enterprise' operates similar to a community bank, but has a revenue stream from both banking and telecommunications. Potential community project, such as the Eaglehawk Recreation and Community Hub can be discussed with Michael McCoon.

Interview 10 – Empowering Eaglehawk Community Enterprise

Summary of points discussed:

- Potential Partnerships
 - Empowering Eaglehawk Community Enterprise is a new organisation (only three months old) and is currently looking for community projects to support. There is no criteria for funding, however expressions of interest will be called every quarter (in the local newspaper). Contact can be made with Michael McCoon when the Recreation and Community Hub Project has progressed to the point of requiring further (financial) support.

Interview 11 – Eaglehawk Lions Club

Summary of points discussed:

- Gaps / Needs
 - There needs to be more for young people to do, particularly during school holidays. Incidence of vandalism increases over the school holiday period.
 - There is a range of services currently available for older adults, however many don't know what is available to them
- Community House

- The Lions Club has provided assistance to the Community House with some programs including a BBQ and run in the park.
- Potential Partnerships
 - The Lions Club works to support different people and causes. The Recreation and Community Hub Project is likely to be a project that the Lions Club could support in the future.

Interview 12 – Eaglehawk Rotary Club & Future Employment Opportunities

Summary of points discussed:

- Issues
 - Employment. Eaglehawk has rate of twice the national average and higher than the rest of Bendigo.
 - Public Housing areas have 90% of residents on income support
 - Violence and Abuse. There is a need for personal development training to empower people to be assertive and to present another view on how other people live their lives.
 - Education. There is a need to promote the importance of attending school and establish alternative programs for young people e.g. TradeStart, and eventually get them back into mainstream.
- Gaps in Provision
 - There is a lot of programs available, but they are not reaching targets as they should. What is the key to motivate residents to participate outside their neighbourhood?
- Proposed Recreation and Community Hub
 - There should be one location for all community activities – the Enterprise Hub. This area is not far from the existing Community House with the Access Employment development (milk bar site) and St Lukes Welfare Agency (who provide mental health, accommodation, foster and permanent care and a variety of other services).
 - The key roles for the hub should be support and opportunity. It should lead participants to different ways of living
 - Training should be promoted outside of the Neighbourhood Renewal Areas so that students can mix with a wide cross section of the community.
- Partnerships
 - Never do anything alone. Community House / Hub Committee of Management could consist of majority of residents, but supported by others from wider community e.g. Rotary, 'On Track', Eaglehawk Business Network, Eaglehawk Football Club etc. It is important to have a broad set of skills and knowledge on the Committee.
- Other Comments
 - Create social enterprises when jobseekers create their own jobs, Model could be based on Eaglehawk Recycle Shop. Milk bar, newsagency, internet café great potential.
 - Residents should be given the opportunity to operate the hub with adequate resources and business advice. The welfare issues will automatically arise and be dealt with on a daily basis. As the residents get involved they will learn new skill through doing and making mistakes and doing it differently next time.

Interview 13 – Police Youth Officer

Summary of points discussed:

- Street Surfer Bus
 - This is a full size passenger bus that has been converted into a mobile youth centre incorporating 4 TVs and X-boxes, sporting equipment, outside screen (for movies, karaoke etc.), facilities for cooking, craft etc.
 - Volunteers and representatives from various agencies (i.e. community health, outreach) will staff the bus and provide information and education to young people.
 - The bus will be based at four locations; Eaglehawk, Long Gully, Kangaroo Flat and Heathcote. The bus will be at Eaglehawk Secondary College every second Saturday from approx. 5pm – 8pm. Eaglehawk Secondary was chosen due to its central location.

- Issues
 - Poverty
 - Family violence
 - Drugs and alcohol
 - Unemployment
 - Crime, vandalism using results from boredom. There is not enough for young people to do.
 - Transport. Young people have difficulty coming into Bendigo to access programs, particularly for after-hour events. This is due to limited public transport and a substantial number of parents not have a licence and / or car.
- Current Provision / Gaps
 - The proposed skate park will be very beneficial for young people
 - The pool is available, however you need money to use it
 - There are a number of sporting clubs and facilities, however many people have trouble getting to facilities, particularly for away games.
- Community House
 - The Community House is in touch with the local issues and needs and is working to make the area better.
- Proposed Recreation and Community Hub
 - The location would need to be central for easy access, particularly for young people
 - There is potential to run a broad range of programs and activities from there. Parenting programs would be beneficial.
 - Co-locating the facilities with other recreation facilities would be beneficial.
 - The facility should adhere to Crime Prevention Principles including the provision of lighting and dark colour walls to reduce graffiti
 - The facility should be a nice facility that promotes community ownership and community pride.

Interview 14 – Police Crime Prevention Officer

Summary of points discussed:

- Issues
 - Lack of proper facilities and activities for young people
- Gaps in Provision
 - There is a need for high quality general purpose oval and associated facilities. Current facilities are less than adequate.
- Current situation
 - There are major OHS issues with the existing facility at California Gully Reserve, including asbestos. There are plans to demolish the existing facilities.
 - Many groups have indicated a desire to provide activities at California Gully Reserve if adequate facilities were available, including martial arts, dance and sewing.
- Community House
 - The existing facility is inadequate. A security audit has been undertaken with less than favourable results. This audit is expected to be presented to Council within the next week.
 - The area surrounding California Gully is “screaming out” for a facility like the proposed Hub.
- Location of Recreation and Community Hub
 - Community organisations would prefer the Recreation and Community Hub to be located at the California Gully Reserve due to its central location.
 - California Gully Reserve is located on a bus route. It is one of the only available locations large enough to accommodate the proposed Hub and has the added benefit of being next to an oval.
 - The Secondary School site is not suitable from a Crime Prevention perspective. Whilst the location is central, it should not be located on Education Department land as they would want to control the building. The facility should be controlled by an outside group, rather than one with another core function, such as the Education Department.

- There would be issues with having the public on school premises and concerns about having certain types of people who might use the facility on school grounds.
- Key Role of Recreation and Community Hub
 - To provide a safe place to engage in activities
 - To provide a hub for the community
 - The Long Gully Community House is a good model for the proposed Hub.
- Potential Partnerships
 - DHS
 - Local sporting groups (i.e. cricket and football)
 - Neighbourhood Watch, who are currently looking for accommodation

Interview 15 – Eaglehawk Focus Centre - Co-ordinator

Summary of points discussed:

- The Focus Centre
 - target group is students in years 5-8 who are considered 'at risk'.
 - Program based around IT / computer skills and developing technical competencies and personal confidence.
 - The centre also provides:
 - a 'computer club' for after hours access to the facilities, and
 - 2 sessions for families, one in the evening and the other during the day.
 - The Centre is moving into 'the (Milkbar) Hub' opposite.
 - The project is funded under the 'Communities for Children' program
- Schools as Community Hubs
 - there is a strong thrust for secondary schools in Bendigo to adopt the 'Schools as Community Hubs' model whereby relevant community facilities and opportunities are co-located at school sites.
 - Note the Bendigo Education Plan
- Eaglehawk Community House
 - has a very local focus i.e. the immediate and adjoining streets
 - the focus needs to be broader than it currently is.
- Primary Schools
 - these have not been engaged / involved in the process to the same degree, however there are opportunities for primary schools in Eaglehawk to be integrated with the provision model.
 - 4 schools currently in Eaglehawk
 - Eaglehawk North which is in a growing area and which has approximately 400 students.
 - Comet Hill primary School, California Gully Primary School and Eaglehawk Primary School have approximately 500 students between them.
 - Some preliminary but to date informal discussions re opportunities / implications for primary schools in the 'Schools as Community Hubs' model.

SECTION 3 – SURVEY

262 surveys were conducted with a range of respondents including those that currently use the Community House, those that have used the Community House in the past and those that have never used the Community House.

The following provides an overview of the survey results and additional information from cross tabulations.

Table 1 - Respondents Using / Not Using the Community House

	% of respondents stating that 'YES' they had used the House	% of respondents stating that 'NO' they had used the House
TOTAL	50% (132)	49% (130)
Male	31% (27)	67% (58)
Females	59% (102)	40% (70)
Living within 500 mts	63% (52)	35% (29)
Living 500m - 1 km	40% (8)	60% (12)
Living over 1 km	44% (71)	55% (89)

Observations From Table 1

- Nearly twice as many females to males are likely to have used the Community House
- Based purely on location (i.e. not considering variables such as the level of provision of programs, services, promotion) people living within 500 mts are likely to use / have used the House more frequently. Caution must be taken in reading this finding in isolation to other variables.

Table 2 - Reasons Given by Respondents for Attending the Eaglehawk Community House - Activities

	Reason for Attending the House - Activities	Of Respondents stating that YES they use / have used the House				
		Total	Males	Females	Living within 500 mts	Living over 1 km
1	To attend programs (1)	48% (64)	52% (14)	48% (49)	56% (29)	45% (32)
2	To meet with people / friendship.	36% (48)	26% (7)	40% (41)	29% (15)	38% (27)
3	To use the computers	31% (41)	44% (12)	28% (29)	21% (11)	38% (27)
4	Other (2)	22% (29)	22% (6)	21% (21)	25% (13)	21% (15)
5	For information / advice	21% (28)	15% (4)	24% (24)	23% (12)	15% (11)
6	To access community services like Maternal Child Health	21% (28)	7% (2)	25% (26)	21% (11)	20% (14)
7	Not answered	8% (10)	19% (5)	5% (5)	13% (7)	4% (3)

Observations From Table 2

- Females attending the House are likely be motivated by programs (48%), opportunities to meet people (40%) followed by access to computers (28%).
- Males attending the House are likely be motivated by programs (52%), access to computers (44%), followed by access to computers (28%), opportunities to meet people (26%).
- There are more people attending / having attended the House from outside the 1 km catchment than from with the catchment for reasons of friendship / opportunity to meet others (38%, 29%), to use computers (38%, 21%).
- Can draw from this that people are prepared to travel to a centre that offers what they are looking for in terms of programs, atmosphere etc.

Table 3 – Reasons for Attending the House - Environment

	Reason for Attending the House - Environment	Of Respondents stating that YES they use / have used the House				
		Total	Males	Females	Living within 500 mts	Living over 1 km
1	Close to home	58% (77)	59% (16)	58% (59)	56% (29)	58% (41)
2	Friendly environment	56%	44%	60%	52%	59%
3	Good programs	34%	33%	35%	37%	31%
4	Learn new things	33%	22%	37%	33%	31%
5	My friends went / go there	33%	26%	35%	27%	35%
6	Develop confidence	25%	19%	27%	31%	20%
7	Intimate size groups	19%	15%	21%	27%	11%
8	Other (1)	17%	26%	15%	15%	17%
9	Not answered	10%	11%	10%	21%	3%

Observations from Table 3

- A similar % of those living within 500 mts and those living over 1 km from the House give 'close to home' as a primary reason for attending the House.
- The following is likely to be significantly more important to women than males in attracting them to the House:- 'A friendly environment' (females 60%, males 44%), learning new things (females 37%, males 22%), developing confidence (females 27%, males 19%), and the fact that their friends go there (females 35%, males 26%).

PART 2 – RESPONDENTS THAT HAVE NOT USED THE HOUSE IN THE PAST**Table 4 – Those That Have Used Another Community House**

Likely to Consider Use of the House in the Future?	Of Respondents stating that NO they have not used the House in the past.					
	Total	Males	Females	Living within 500 mts	Living 500m - 1km	Living over 1 km
Yes	23% (30)	21% (12)	26% (18)	21% (6)		26% (23)
No	59% (77)	60% (35)	59% (41)	69% (20)	75% (9)	54% (48)

Observations from Table 4

- Of those that have not used the House:
 - 59% are likely not to have used any other community House in the past,
 - 23% are likely to have used another community House in the past

Table 5 – Intention to Consider Use of the House in the Future (those that have not used the House in the past)

Likely to Consider Use of the House in the Future?	Of Respondents stating that NO they have not used the House in the past.					
	Total	Males	Females	Living within 500 mts	Living 500m - 1km	Living over 1 km
Yes	15% (20)	10% (6)	20% (14)	17% (5)		13% (12)
No	5% (7)	3% (2)	6% (4)			6% (5)
Maybe	68% (88)	74% (43)	64% (45)	76% (22)		67% (60)

Observations from Table 5

- Female non-users are more likely than male non-users to state that 'yes' they would consider using the House in the future, a significant number of both males and females stated that they would 'maybe' consider using the House.

Table 6 – Reason for Not Attending the House

	Reason for Not Attending the House	Of Respondents stating that YES they use / have used the House				
		Total	Males	Females	Living within 500 mts	Living over 1 km
1	I don't think Community Houses are for me	40%	40%	40%	66%	26%
2	I didn't know that it existed	28%	24%	33%	14%	35%
3	I don't know what it has to offer	14%	19%	10%	10%	17%
4	There has never been anything on that interests me	8%	14%	4%	10%	9%
5	It's too hard for me to get to	4%	2%	6%		
5	It's not open at times that I would be interested	4%	7%	1%	10%	2%
5	I feel self-conscious going into it.	4%	5%	3%	3%	4%
8	I don't think that it is a very friendly place	3%	2%	4%		4%

Observations from Table 6

- The perception that Community House is not relevant for the individual is likely to be the most significant influence on 'non-use' for both males and females, followed by a lack of awareness that the House existed. This later factor is likely to be a more significant issue for women (33%) than males (24%).
- Difficulty in accessing the House (4%) and the House not being open at suitable times (4%) are not likely to be significant influences overall.

- Unsuitable opening times are likely to be more important for males (7%) than females (1%) while difficulty in getting to the House is likely to be more significant for females (6%) than for males (2%)
- More males than females are likely to give 'not being aware of what the House has to offer' (males 19%, females 10%) or that it does not have anything that interests them (males 14%, females 4%) as a reason for not attending.

PART 3 – ALL RESPONDENTS

Table 7 – Respondents Perception Of Who The House Currently Caters For.

	Who the House is seen to cater for NOW	Total	Males	Females
1	The whole community	54 % 143	47% 41	59% 102
2	Mums	44% 116	40% 35	46% 80
3	Families	41% 109	39% 34	41% 72
4	Individuals	35% 92	39% 34	33% 58
5	People who do not have strong community or family networks	34% 91	34% 30	34% 59
6	People who aren't working	31% 82	30% 26	32% 55
7	Young people	29% 77	24% 21	32% 56
8	Women	29% 77	25% 22	31% 54
9	People who need to develop work skills	29% 77	30% 26	29% 51
10	Older people	26% 68	28% 24	25% 44
11	Men	20% 54	20% 17	21% 37

Table 8 – Respondents Perception Of Who The House Should Cater For In The Future.

	Who the House should cater for IN THE FUTURE	Total	Males	Females
1	The whole community	85% 226	85% 74	86% 150
2	Families	54% 143	54% 47	53% 92
3	People who do not have strong community or family networks	50% 133	51% 44	49% 86
4	Young people	49% 131	53% 46	48% 83
5	Mums	48% 129	51% 44	48% 83
6	Older people	47% 124	45% 39	48% 83
7	People who need to develop work skills	46% 123	47% 41	46% 80
8	People who aren't working	45% 120	46% 40	45% 78
9	Women	44% 117	47% 41	43% 74
10	Individuals	44% 117	46% 40	43% 75
11	Men	42% 112	45% 39	41% 71

Observations from Tables 7 and 8

- Groups that are seen as a priority for future programs are 'the broad community' (85%), followed by families (54%) and people without strong community networks (50%).
- 'Mums' are seen as a priority by 48% of the community but their ranking for future consideration is similar to young people (49%) and older people (47%).
- Males are likely to be rated low on the priority list by both males and females. However it should be noted that the difference between the highest ranked group and the lowest ranked group is only 12 percentage points.

Table 9 – Priority Spaces

	Priority Spaces	Total	Males	Females	Living within 500 mts	Living over 1 km
1	Indoor spaces where people can meet and do things together in.	78% (208)	79% (69)	79% (137)	73% (61)	80% (129)
2	Indoor spaces for birthdays and celebrations	76% (201)	79% (69)	75% (130)	67% (56)	80% (129)
3	Indoor places for people to do things like tai chi, exercise classes, relaxation.	71% (188)	70% (61)	71% (123)	72% (60)	68% (110)
4	Outdoor spaces like parks for people to meet in	69% (183)	69% (60)	69% (120)	65% (54)	70% (114)
5	Other	12% (33)	13% (11)	13% (22)	19% (16)	9% (14)

Observations from Tables 9

- Priority spaces for people living closer to the House are likely to be Indoor spaces where people can meet and do things together in followed by Indoor places for people to do things like tai chi, exercise classes, relaxation.
- People living further away are likely to be looking for venues for private functions such as birthdays and celebrations.

Table 10 – Program Priorities

Rank	Interest in Programs	Total		Males		Females	
		Very+Mod Interested	Very Interested	Very+Mod Interested	Very Interested	Very+Mod Interested	Very Interested
1	Computer classes	74% (197)	52% (128)	72% (63)	54% (47)	76% (132)	51% (89)
2	Health and fitness programs e.g. exercise classes	72% (192)	46% (122)	75% (65)	47% (41)	72% (125)	45% (79)
3	Craft /hobby programs	71% (188)	46% (122)	63% (55)	36% (31)	75% (131)	51% (89)
4	Social/friendship groups e.g. Discussion / chat groups,	69% (183)	50% (132)	61% (53)	43% (37)	74% (128)	53% (93)
5	Support Groups e.g. Depression, Mother groups, Unemployed	67% (157)	48% (112)	53% (42)	38% (30)	75% (113)	53% (80)
6	Adult Education programs	65% (174)	37% (98)	59% (51)	32% (38)	70% (122)	40% (69)
7	Lifestyle programs e.g. family budget management	63% (168)	41% (108)	61% (53)	40% (35)	66% (114)	41% (42)
8	Preparation for work / work re-entry programs	58% (154)	38% (102)	51% (44)	33% (29)	63% (109)	41% (72)
9	Playgroups / Mothers groups	47% (126)	37% (99)	36% (31)	28% (34)	54% (94)	43% (74)
10	Other	8% (20)	7% (19)	9% (8)	9% (8)	6% (11)	6% (10)

Observation from Table 10

- Personal development and social / support groups likely to be most popular programs sought by respondents.
- 50% or more of females are likely to state that they are 'very interested' in Social/friendship groups (53%), support groups (53%), computer classes (51%), and craft /hobby programs (51%).
- 50% or more of males are likely to state that they are 'very interested' computer classes (54%).

Table 11 – Agree /Disagree Statements

Rank	Interest in Programs	Total		Males		Females	
		Strong Agree+Agree	Strongly Agree	Strong Agree+Agree	Strongly Agree	Strong Agree+Agree	Strongly Agree
1	The Community House is very important to the Eaglehawk community.	91% (243)	72% (191)	87% (66)		93% (162)	
2	The Community House needs more indoor space for its activities.	79% (210)	64% (171)	71% (62)		82% (143)	
3	It would be good if the Community House was located near other facilities.	74% (196)	48% (128)	78% (68)		71% (123)	
4	The Community House needs to offer more programs that are relevant to the community	65%(173)	43% (115)	67% (58)		65% (113)	
5	There needs to be more activity at the Community House	64% (171)	45% (120)	62% (54)		64% (112)	
6	The Cal Gully Oval would be a good site for a new Community House"	61% (163)	47% (126)	61% (53)		60% (105)	
7	The Community House is not in a very good position	49% (131)	35% (93)	49% (43)		49% (86)	
8	The Community House promotes its programs well.	44% (117)	23% (62)	28% (24)		52% (90)	
9	The Secondary College would be a good site for a new Community House.	38% (101)	27% (71)	36% (31)		40% (69)	
10	If the Community House was located in the main street I would definitely NOT use it.	32% (85)	(22% (59)	26% (23)		35% (61)	
11	I like the House just the way it is.	23% (62)	14% (46)	16% (14)		28% (48)	

Observation from Table 11

- Over 70% of respondents believe that the House needs more indoor space (79%) and that it would be good to locate the House near other facilities. (74%)
- Over 60% feel that there needs to be more activity at the House (64%) and a similar number feel that the House needs to offer programs that are more relevant tot he community (65%).
- More than half the respondents stated that they would use the House if it was in the main street (55%) however there is likely to be a difference between those people that live within 500 mts of the existing House (34%) and those that live over 1km from the existing House (65%). This indicates that a main street location would be preferred by those that currently live further from the House.
- More respondents indicated a preference for the Cal Gully Oval site (61%) over the Secondary College site (38%) if either site was to be considered for a new House. However:
 - Cal Gully is likely to be preferred more by people living within the 500 mtr radius than those living over 1 km away, however over half of both groups is likely to support the Cal Gully Oval.
 - The Secondary College site is likely to be preferred more by those living over 1 km away than those living within the 500 mtr radius.
 - Females are likely to prefer the Secondary College site more than males, and younger people rather than older people are likely to prefer the Secondary College site
- Significantly more 'locals' (people living within 500 mts) than others (people living over 1km away) are likely to:
 - say that the House promotes its programs well (51,% 40%),
 - like the House the way it is (37%, 14%)
 - agree that the House needs more indoor space (82%, 77%)

- More 'others' (people living over 1km away) than 'locals' are likely to:
 - say that the House is not in a very good position (51%, 43%)
 - use the House if it is in the main street (65%, 34%)
 - agree that the House should be near other facilities (79%, 63%)

Comments From the Survey

The following provides a summary of additional comments made by survey respondents.

- **Referring to Q2. – People who do not use the Community House:**
 - Work
 - Don't have time
 - It doesn't suit their needs
- **Referring to Q3A. – People have mainly used the House for:**
 - Getting curtains
 - Meetings
 - Playgroups
- **Referring to Q4. – What people enjoyed at the House:**
 - Access to computers and good programs
- **Referring to Q5. – What could have made their experience better:**
 - Nothing, it is really good
 - More friendly people
 - More rooms/bigger rooms
- **Referring to Q6. – People haven't used the House because:**
 - They feel they don't have any need
 - Not enough time
- **Referring to Q8. – Things that would encourage use of the House:**
 - Better programs
 - More activities
- **Referring to Q9. –The House CURRENTLY caters for:**
 - Homeless people in need
 - People suffering hardship
 - Victims of domestic violence
- **Referring to Q10. –The FUTURE priority of the House should be:**
 - Single parents
 - Everyone, including teenagers/youth
 - Disabled people
 - School holiday programs
- **Referring to Q11. – Spaces and facilities needed in Eaglehawk**
 - Bike/skateboard ramp/park
 - More open spaces for children
 - Facilities for teenagers to use to help prevent them getting into trouble, ie, pool room / table tennis / carpet bowls / indoor soccer
 - Better supermarket / shopping centre
- **Referring to Q12. – Other programs the House could offer:**
 - Cooking
 - Programs for teenagers/young adults
- **Referring to Q13. – What is GOOD about the House:**
 - It is a friendly place
 - Close to home
 - Good place for people to meet
 - Accessible
 - Good because it exists

- **Referring to Q14. – Things that could be done to make the House BETTER:**
 - Bigger building/more space
 - Better location
 - More advertising and information
 - More programs
 - More programs aimed at young adults
 - Accessible to public transport
 - ***The first two dot points had overwhelming numbers***
- **Referring to Q16. – Other comments regarding the need for services, programs and activities in Eaglehawk:**
 - More programs for the youth
 - More activities for children
 - Social activities for youth and community to use that is safe and trouble free
 - Need a phone booth/box

Additional Comments

Q2. Do you currently use the Community House? If not, why not?

Working X4
Don't have time X2
Nothing there to suit X2 (*72 years old*)
Too busy with grandchildren.
No need to.
Children grown up – used to go for playgroup.
Too old. (*76 years old*)
Very unfriendly place.
Not interested.
Too far away to walk.

Q3A. What have you used the EHC House for?

Meetings X6
To get curtains X6
Playgroup X5

Meeting people X3
Classes/programs X3
Youth group X3
Cooking programs X3
To do this survey X3
Health nurse X3
Bus trips X2
Financial/taxation X2
Tai Chi X2
Maternal Health X2
Scrap booking X2
Made a delivery X2
Volunteer work X2
Use the computers X2
Craft.
Painting.
Camps.
Drama group.
Use the phone.
To drop in.
The children love it.
Job search.

Bingo X4
Country music club.
Salvation Army.

Q4. What was it you enjoyed about the Community House and the programs? Other comments?

Computer access and programs were good X2
The availability.
When I attended a few years ago, it was fun.
Everyone was helpful and friendly.
Nurse nearby.
It is good and gives me time out from the kids.
Friendliness.

Q5. What could have made your experience at the House better?

Nothing, it is enjoyable X10
More friendly/nicer people X9
More room/bigger rooms X5

Could have been cleaner X4
Previous programs were good and suitable, recent programs are of no interest X2
More holiday programs X2
Knowing more people X2
Being greeted with a smile/on arrival X2
Tool library X2
More organisation.
More computers.
Child minding / Day care.
More volunteers.
Koori programs.
More support from the people at the House.
Being aware of meetings and what's going to happen to the House.

Q6. Why haven't you ever used the House?

No need to X15
Don't have time/too busy X7

Didn't know it existed X4
Working X4
New to the area X4
Nothing of interest X3
Don't know about programs at the House X3
The location X2
Feel unsafe in the area X2
Heard bad reports X2
I forget about it being there.
Still at school.
I think they are for women.
It's not for me.
Not comfortable.
Disabled.

Q8. Would you ever consider using the Eaglehawk Community House in the future? If yes, what would encourage you to use it?

Better programs/activities X9

More information about the House X4

To meet people and see what happens there X4

Programs to suit my age X3 (68 years old & 15 years old X2)

Being in a safer area X3

Programs for men x2

More activities for children.

Koori programs, eg, Koori painting.

Circumstances that may arise.

Friendship.

Mother's groups.

Meetings to introduce new people to the neighbourhood.

Community participation.

Being in a more local area.

Video days/nights.

Bingo.

Tai Chi.

Cards afternoon.

If I could go with a friend. (disabled)

Youth groups.

Homework club.

If I had more time.

Craft.

Woodwork/DIY classes.

If I lived closer.

Q9. Who do you think the Eaglehawk Community House CURRENTLY caters for?

Other comments?

Homeless people in need/hardship/domestic violence X2

Sole Parents.

Drop ins.

People who do not have family ties in the area.

Q10. Who do you think the Eaglehawk Community House should cater for as a priority in THE FUTURE? Other comments?

Single parents X5

Everyone X3

Teenagers/youth X3

Housebound people with wheelchairs/disabled X3

School holiday program X3

Homeless and jobless people X2

Lonely people.

Centrelink and Tax help.

Pick up service for people with no transport.

Fathers and daughters.

Group activities.

People who need support.

Q11. What sort of SPACES or FACILITIES do you think are needed in Eaglehawk?

Other comments?

Bike/skateboard ramp/park X6

Spaces for children X5

Somewhere for young people (teenagers) to go without getting into trouble X4

Better supermarket/shopping centre X3
Pool room/table tennis/carpet bowls/indoor soccer X3
Teaching place to teach people new skills X2
Motocross track X2
Ice skating rink X2
Corner shop X2
Dancing X2
Toilets X2
Kick boxing.
Party venues.
A lot of new things.
Better sporting grounds.
Cheap veggie shop.
A library.
Gymnasium.
Group therapy.
Exercise groups.
Indoor pool.
24hr Doctor/emergency service.

Q12. How interested would you/your family be in any of the following type of programs if the Eaglehawk Community House offered them? Any other comments we haven't mentioned?

Cooking X3
Programs for teenagers/young adults X2
More social things for single people to do without going to a nightclub.
Assist with information to further education and social skills.
Meeting people.
Koori programs.
Carer's group.
Fathers groups.
Music program/teaching and muso's meeting point.
Knitting, tapestry, sewing.
Anger management course.

Q13. I would like you to give me some words about what you think is GOOD about the Eaglehawk Community House.

A friendly place X18
Close to home X13
Good place for people to meet X10
Accessible X9
Good because it exists X6

Helps other people X4
Very welcoming, non judgmental and homely X4
Pleased to see that there is a lot more for little children to do now, eg, cubby, sandpit and toys X3
Good program development X3
Nil X3
Good playgroup X2
Does a lot of good/provides support for the community X2
A lady made me a lovely cup of tea and then I got curtains for free X2
It's free and available X2
Family orientated X2
New to the area, but it sounds good.

Not much at the moment.
Inviting.
Lots of activity.
It was a good service when I was younger. (62 years old)
The barbecues.
Friends and family go there.
Offers people a chance to improve their skills or obtain new ones.
Lovely women's room.
Community spirit.
Computers.

Q14. I would like you to give me some words about what you think COULD BE BETTER about the Eaglehawk Community House.

Bigger building/more space X35
Better location X26
More 'in your face' advertising/ information X8

More suited to community needs and more social events/programs aimed at young adults X6
More programs/activities X6
Taken out of Truscott Avenue and put near public transport X5
Nothing, it's very good X4
More friendly X4
Better leadership/management X4
Longer hours X4
More playground area X3
Brighter premises X3
Community engagement/programs X2
Child minding / Day care / After school programs X2
More respect / nicer to older people X2
More volunteers X2
Cooking and sewing classes X2
More people X2
Warm greeting X2
2006 design.
Car parking.
Community garden.
Information sessions on parenting matters from birth to teenagers for young mums.
Blue Light disco once a month.
Evening classes.
Get rid of all the silly kids if they aren't going to behave (written by 14 year old)
Koori programs.
More computers.
More bus trips.
More areas for sport.
Clean up the backyard.

Q16. Other Comments – Are there any other comments you would like to make in relation to the need for service, programs and activities in Eaglehawk?

More programs for youth X4
More activities for children X4

Social activities for youth and community to use that is safe and trouble free X3
Phone booth X3
Please don't move it X2
Need to improve facilities at Calgully oval by locating the new Community House there which would therefore improve several facilities at once X2
The Community House has served many years of great service to the community.

I love the community House as it is.
I am just beginning to enjoy it.
Doesn't need to be near traffic (ie, child safety)
Please keep it in the community area.
Need more information available.
Need after hours programs.
Programs for men.
Lifestyle education.
More participation.
Centrelink and Tax help.
Music studio.
Sewing classes.
Future needs for growth in Eaglehawk are vital to connect community through all ages.
Lack of space prevents this place from moving forward.
Weekend

WORKING PAPER 3 – FACILITY OVERVIEW

This paper provides an overview of the sites and facilities that allow community use.

NAME OF FACILITY	SPACES AVAILABLE	AVAILABLE FOR COMMUNITY USE?	DIST FROM COMMUNITY HOUSE
St Liborius Community Centre	Meeting Room x 2 Kitchen / Hall	Yes	1–2 kms
RSL	Hall & Kitchen Good Standard–seat 230	Yes	3kms
MUIOOF	Hall & Kitchen	Yes	2km
Senior Citizens Centre	Large Room & Kitchen Stage	Limited availability	3kms
Star Cinema	Hall – seat 300, commercial kitchen	Limited	3kms
Masonic Lodge	Small kitchen, small hall	Unsure of availability	1.5kms
St Peters Church	Very large hall. Good Facilities	Yes	2km
Haggar Street Hall	50s kitchen. Very Tired		
Salvation Army		No Availability	
YMCA	Meeting Activity Space Kitchenette	Yes	2kms
The Hub	Meeting Room 8m2 Computer spaces Commercial Kitchen	Yes	0.5km
Scout Hall	Seats 120 – 130 Small kitchen (tired)	Yes	2-3kms
Lions Club	Meeting space / Hall / Kitchen – seat 80	Yes	4-5 kms
Albert Royal Reserve	Stadium, activity space	Yes	3 kms
Nth Bendigo Football Clubroom	Large Hall – modern facilities	Yes	3 kms
Bowling Club	Seat 130 – 140 Good Kitchen	Yes	2-3kms
On Track	Meeting Room, work sheds, computer rooms	After hours, during day – limited access	4kms
Bendigo Community Health Service	Seat 30	Limited access	4kms
Tennis Centre	Seat 200	Yes	4 kms
Pony Club	Seat 200, basic facilities	Yes	5 kms
Various Schools			

WORKING PAPER 4 - DOCUMENT AND RESEARCH REVIEW

Working Paper 2 summarises the relevant findings from documents and research that are related to the Eaglehawk Community House – Recreation & Community Hub Feasibility.

Document – Eaglehawk Neighbourhood Renewal Action Plan

Author - DVC

The following is a summary of findings relevant to the Eaglehawk Community House – Recreation & Community Hub Feasibility:

- The Plan aligns with other significant local plans.
- The aim of the Plan – To further build the capacity of Eaglehawk residents to address community issues, and create a safe, healthy, pleasant and prosperous environment. (p8)
- Key words that underpin the Plan – shared vision; priorities, community building projects (planning and building); social infrastructure; opportunities for interaction and self-determination; responsive delivery of health and welfare services; partnerships; generate hope / belief in positive change. (p8)
- Plan based on the social model of health.
- Rationale of Neighbourhood Renewal
 - Increase pride and participation.
 - Enhance housing and the physical environment.
 - Increase employment training and education opportunities.
 - Improve personal safety and reduce crime.
 - Promote health and wellbeing.
 - Increase access to transport and other key services. (p12)
- Neighbourhood Renewal Area is located in the western sector of Bendigo, 8 kms from the CBD. The estate comprises 457 dwellings bounded by Gill Ave, Oswald St and Bright Street. The OoH developed the estate in the early 70s. About 60% of housing stock has been sold to private investors. In the northern sector of the NR area 100% of housing stock is OoH, while on the north side of Bright St, Truscott St. and most of the courts coming off them are about 75% OoH owned. (p15)
- Social, Recreation and Education Facilities
 - In close proximity to the NR area is the Eaglehawk Secondary College, the PlayHouse Childminding Centre and a pre-school
- Community House
 - Identifies that the House is too small, no visitor parking, indoor and outdoor space limited, the community has a desire for a larger more flexible space, however there is a need to maintain a space that feels welcoming, where people can learn new skills and engage with others. (p57)
 - Its location means that it does not have a good profile / is not very visible and is not central to the total Eaglehawk catchment / identified as 'too remote' from the majority of the neighbourhood and too small / cramped' (p14). Report recommends considering location of the House to a property / properties near the Bright St. Park
 - Lacks childcare facilities.
 - At the time of the report identified that the Community House was the only provider of community space / meeting space.
- Demographics and Statistics of the Neighbourhood Renewal area (p24-35)
 - total population is 1381.
 - 54% of the population is female (51% for Bendigo as a whole), and 45.9% is male (49% for Bendigo as a whole).
 - The area has a higher proportion of younger children (11%0 than Bendigo 97%) and a disproportionately higher % of younger adults.
 - 20-24 year olds is under represented in the NR are compared with Bendigo.
 - A high proportion of children under 10 (12%) years living in public housing compared to Bendigo (7%). (p33)

- The proportion of school leavers from the NR area at 15 years of age or less represents 41% of the student population, compared with 13.7% for the greater Bendigo area.
- In 2000 72% of school leavers across Australia completed year 12, while compared with 58.4% of students from Eaglehawk.
- The national average for tertiary qualifications is 14% compared with 1.8% for Eaglehawk.
- In 2002 Eaglehawk has 20.5% public housing Households, 21.4% of OoH residents.
- Resident perceptions
 - resident perceptions indicate a social stratification within the estate. The level / condition of housing stock appears to be less of a driver than other factors. (p51)
- Summary / Status of Actions from the Action Plan

Action Area	Issue	Possibilities (with potential relevance to the project)	Status
Housing and Physical Environment (p66)	Community Space	Explore the possibility of relocating the Community House / alternative spaces.	
	Improvements to Physical environment	Explore opportunities for establishing a community garden – Virginia Hill, Community House	
Population Group – Young people (p69-70)			
Health and Wellbeing	Not enough information on what services are available	More knowledge of services.	
	Need more recreation / leisure opportunities	Girls social group.	
	Self Esteem	Increase self-esteem in young people – increase participation in community activities, provide support.	
Population Group – Older people (p71)			
Health and Wellbeing	Social isolation	Older persons groups at the Community House	
Population Group – Children (p73)			
Health and Wellbeing	Not enough safe, affordable recreation activities for children	Playgroup – promote play group at the Community House	
Population Group – General Community (p75, 76)			
Learning and Economic Development	Community Garden	Community Garden project with the Community House and Focus Centre	
Health and Wellbeing	Life skills	Enhance people's budgeting and home skills through the Community House	

Document - Council Plan 2005 – 2009 (Updated 2006 / 2007)

Author - City of Greater Bendigo

The following is a summary of findings relevant to the Eaglehawk Community House – Recreation & Community Hub Feasibility:

- Vision:
 - A progressive and vibrant provincial capital, Greater Bendigo draws life and inspiration from its heritage, the unique Box-Ironbark Forest, the land and its people.
 - We value the diversity and creativity of our urban and rural communities.

Greater Bendigo – people, business and a growing city living its potential

- The Council Plan is framed around 5 broad strategic directions, which include civic leadership; natural environment; managing growth; our community; and regional prosperity. Strategies and actions relevant to the 'Eaglehawk Recreation and Community Hub' are listed below:
 1. Increasing the accessibility and availability of public places (p13)
 - developing public places that are highly valued by the community (p13)
 - providing appropriate recreation facilities to meet the needs of the community such as sporting facilities, playgrounds and walking trails (p13)
 2. Being a place for everyone (p14)
 - valuing culture, heritage and history (p14)
 - being a child-friendly community by considering the needs of children (p14)
 - celebrating the diversity of the community, especially our multicultural diversity, and encouraging inclusion, by such things as reviewing the Disability Access Plan (p14)
 3. Strengthening the sense of belonging (p14)
 - acknowledging and strengthening the distinctiveness of local neighbourhoods, through initiatives such as supporting Neighbourhood Houses and small townships, locally distinctive urban design and Community Grants Program (p14)
 - providing and supporting community support services and programs such as B-Central, planned activity centres, recreation programs, Community Grants Program, child care centres, Rural Access Program, Meals on Wheels and home support services, Maternal and Child Health, preschools and children's centres (p14)
 - encourage participation in volunteering through supporting the development of programs in consultation with the Bendigo Volunteer Resource Centre (p14)
 4. Building creative communities and economies (p14)
 - encouraging creativity and culture that generates innovative ideas and approaches to the arts and business (p14)
 5. Working in partnership with the community to promote community safety and healthy living (p14)
 - collaborating with key agencies to provide health services, education and programs such as immunisation, food handling and Maternal and Child Health services (p14)
 6. Supporting development of the labour market (p15)
 - provide strong support to the education sector as an integral component of economic and community development through such projects as the development of the Technical College, and collaborating with such organisations as GLEN, LaTrobe University and Bendigo Regional Institute of TAFE (15)

Document - Greater Bendigo Community Plan (Bendigo + 25)

Author - City of Greater Bendigo

The following is a summary of findings relevant to the Eaglehawk Community House – Recreation & Community Hub Feasibility:

- The Community Plan was developed in partnership with Council and the community to achieve the vision of *people, businesses and a growing city living its potential*. The following actions are relevant to the 'Eaglehawk Recreation and Community Hub' project:

Industry and Innovation: Greater Bendigo will be a key contributor to the region's prosperity

- developing initiatives that link work, education and training and development (p4)

Welcoming Place: Greater Bendigo will be a place where everyone is welcome

- Removing barriers to participation in community life (p5)
- developing youth-friendly places and spaces (p6)
- supporting Youth Programmes eg. FreeZa Events, LeadOn (p6)
- supporting initiatives that build on a strong and resilient community and value the local identity of our urban and rural communities (p6)

Healthy Living: Greater Bendigo will be a healthy community

- providing accessible services for disadvantaged, elderly and young people (p6)
- educating and informing our community about healthy living (p6)
- ensuring recreation and leisure activities are accessible to everybody (p6)
- supporting the development of a diverse range of recreational activities e.g. skate parks, walking and cycling tracks (p6)
- increasing participation and improving physical, mental and social wellbeing through recreation and leisure (p6)

Education: Greater Bendigo will be a Learning City

- exploring opportunities to use technology to enhance training and education opportunities (p7)
- encouraging parent and child interaction with education providers (p7)
- working in partnership to address industry education training and development requirements (p7)
- actively engaging the community in the provision and development of education (p7)
- promoting the achievements and role of education in the wider community (p7)

Document - Council Directions 2005 - 2030

Author - City of Greater Bendigo

The following is a summary of findings relevant to the Eaglehawk Community House – Recreation & Community Hub Feasibility:

- The Council Directions provides a summary of the strategic work that has been undertaken to guide the City of Greater Bendigo into the future. The plan states that the City of Greater Bendigo is committed to creating and providing for a community that is safe, accessible and promotes both physical and social health. Planning for the city includes creating activity centres and residential areas which encourage high pedestrian activity through safe, accessible and quality design. Reference is given to both the Health and Wellbeing Framework and Open Space Strategy as key planning documents.

Document - Bendigo Loddon Ageing Framework

Author - City of Greater Bendigo

The following is a summary of findings relevant to the Eaglehawk Community House – Recreation & Community Hub Feasibility:

- The Aging Framework states that 18.5% (16,105) of Bendigo's population were aged over 60 years (2001 Census) and that by 2021 the older population is expected to increase by 84% (13,545). One of the two key objectives of the Ageing Framework relates to "opportunities in primary care, health promotion and wellbeing" and the following strategies fall under this objective and relate to the recreation and community hub:
 - Strengthen and promote physical activity opportunities (p8)
 - Advocate to increase resources for physical activity, in conjunction with Physical Activity Consortium (p8)
 - Support programs than foster participation in healthy lifestyle activities (p8)
 - Develop seniors shop model which can be adapted to Loddon (p9)
 - Identify capacity of existing services e.g. Rural Transaction Centres, Neighbourhood Houses, Community Centres (p9)
 - Improve physical access and safety in local communities (p9)
 - Increase the safety of local environments for current and future generations (p10)

Document - Community Access Plan (December 2001)

Author - City of Greater Bendigo

The following is a summary of findings relevant to the Eaglehawk Community House – Recreation & Community Hub Feasibility:

- The Community Access Plan incorporates access to physical, cultural and social environments and experiences. The following actions are relevant to the 'Eaglehawk Recreation and Community Hub' project:
 - 6.2.3 Ensure that any new planning and development of recreation and sporting facilities includes consultation to ensure access for all (p28)
 - 6.3.3 Ensure that a holistic approach is adopted in meeting the needs of young people with disabilities in the planning and development of the new Youth Resource Centre and other related initiatives such as the B-Central web site (p29)
- The strategy also recommends the development of a project brief to identify the needs of young people with a disability, with a particular emphasis on entertainment and education (p29).

Document - Bendigo Health and Wellbeing Framework (October 2003)

Author – City of Greater Bendigo

The following is a summary of findings relevant to the Eaglehawk Community House – Recreation & Community Hub Feasibility:

- The Health and Wellbeing Framework identifies a broad range of health issues that are impinging on the communities health and wellbeing, some of which include youth access to affordable recreation and social activities; lack of opportunities for young people to participate in the development of youth specific projects; aging population and increasing demand on service delivery, physical inactivity and local socio-economic status.
- The following 'Social Determinants of Health' and associated priorities are most relevant to the recreation and community hub:

- Social Gradient: The development and implementation of various strategies and plans that address social inequalities including an open space strategy and cycling strategy (p19)
- Unemployment: Continue to support the development and responsiveness of local education facilities (p31).
- Social Exclusion: The provision of appropriate physical settings where individuals can establish friendships, undertake voluntary activity and build stronger communities (p34).

Document - Eaglehawk Township Strategy (December 2003)
Author – City of Greater Bendigo

The following is a summary of findings relevant to the Eaglehawk Community House – Recreation & Community Hub Feasibility:

- The Eaglehawk Township Strategy identifies three clear precincts within Eaglehawk; a civic precinct centred on Brassey Square; a linear shopping precinct lining High and Victoria Streets; and a recreation precinct extending from Canterbury Gardens to Lake Tom Thumb, and states that “Eaglehawk’s sense of place will be strengthened by better connectivity between these three precincts” (p26). Reference is also made to a parcel of land on Sailors Gully Road that Council purchased with the intention of utilising its proximity to Canterbury Gardens and the Canterbury Park Sports Precinct. The Strategy recommends that Council retain this parcel to assist in the integration of the sports / park and civic / town centre precincts (p18).
- The Township Strategy acknowledges the critical role of the Eaglehawk Community House in ‘community building’, however recognises its current limitation of servicing the immediate community rather than the whole of the Eaglehawk population (p22).
- The following goals and actions are identified in the Eaglehawk Township Strategy and are relevant to the Eaglehawk Recreation and Community Hub project:
 - Pursue synergistic implementation of the Eaglehawk Township Strategy and the Neighbourhood Renewal Project (p44)
 - Develop recreational opportunities that encourage healthy, active lifestyles (p52)
 - Implement the Canterbury Gardens Master Plan, Canterbury Park Sports Precinct Master Plan, and plans to upgrade the Bendigo Leisure Centre as staged projects (p52)
 - Support the strong sense of community and identity that exists in Eaglehawk through initiatives in safety, health and participation and create better ways to promote and disseminate information (p49, p57)
 - Develop the concept of a community information reference point where the community can access information about Council services and events (p49)
 - Support and promote the concept of Community / Neighbourhood Houses (p57)
 - Support the Eaglehawk Neighbourhood Watch to promote safe and healthy communities (p57)
 - Consider relocation of B Central internet kiosk to Eaglehawk if one becomes available (p58)
 - Investigate co-location of Maternal Child Health service with Bendigo Health Services (p58)
 - Ensure young people in Eaglehawk are involved in decision-making regarding youth projects undertaken by the City (p49, p58)
 - Provide opportunities for young people to participate in the B Central project (p58)
 - Involve young people in community events and celebrations, and develop their leadership skills (p49, p58)

- Continue involvement of youth from Eaglehawk in the Youth Arts Network (p58)
- The strategy also refers to the 'Eaglehawk Focus Centre', which provides a tailored educational setting for young people who have had difficulties in mainstream education, and which is currently operating out of the Bendigo Leisure Centre (p20).

Document – Bendigo Education Plan (Dec 2005)

Author – Department of Education and Training

The following is a summary of findings relevant to the Eaglehawk Community House – Recreation & Community Hub Feasibility:

- The document provides the framework for the long term plan for the regeneration of education in Bendigo.
- Currently education in Bendigo is delivered through four years 7-10 colleges, a p-10 college and a senior college. Eaglehawk Secondary College is one of these colleges.
- R34commendations in the report that may provide an opportunity for partnership with the Eaglehawk Community House re:
 - Students (p 16)
 - 'That the Youth Link proposal provide a platform for an integrated and seamless support and referral system, involving providers and industry to ensure that all young people are supported with access, pathways and transitions within the education and training system.'
 - Curriculum (p16)
 - 'That information and communication technology is available to students anywhere and anytime as a creative and integrated tool.'
 - Community and Governance (p17)
 - 'That school links to other agencies and departments are expanded and formalised as part of a unified approach to student support services.'
 - 'That there is an increased community use of school facilities during and outside school hours in line with the directions in the *'Schools as Community Facilities: Policy Framework and Guidelines'*.'
 - School Design (p17)
 - 'That the regeneration of junior secondary schools in Bendigo is based on contemporary design principles that improve learning outcomes for students.'
- School design principles noted in the plan that are relevant to the study (p 35 – 36):
 - Spaces must be designed for multiple users and multiple purposes concurrently and consecutively.
 - Spaces should be flexible.
 - Design must integrate different functions and function areas e.g. indoor and outdoor areas.
 - Accessibility.
 - Ecologically and sustainable design features.
 - Input by schools to provide 'local signature'.
 - Designs should promote sharing of facilities with the community and as a focal point for a whole range of community activity

Document – Bendigo Education Plan – Project Plan (August 2006)

Author – Department of Education and Training

The following is a summary of findings relevant to the Eaglehawk Community House – Recreation & Community Hub Feasibility:

- This Project Plan outlines the projects under the BEP that are identified as core to achieving the Plan. The projects that may have relevance for this project include those relating to:

The Build Program (2.2, p6)

According to the proposed timeline the formation of a master planning committee and appointment of project consultants occurred in T3 (2006). Detailed project and communications planning and design documentation is to be undertaken in T4 (2006). It is proposed that construction will commence in T3, 2007 with final completion for T4, 2008.

Community Building (2.14, p16)

This project explores how links with other agencies can benefit students through community and work based learning and will identify support services available for students through other agencies.

Timeline for this project is as follows – principles established and agency workshops undertaken by T3, 2006, with facilitated workshops, master planning working party and final report by T4, 2006.

Joined Up Services (2.15, p17)

This project will develop a greater understanding of the issues around 'disadvantage' and how a collaborative approach between education, health and social work agencies may provide improved learning outcomes.

A key element of the project will be the incorporation of other local and regional services within the school learning community.

Timeline for this project is as follows – Nomination of a liaison Officer in T3, 2006.

Document - Canterbury Park Sports Precinct Master Plan (August 2002)

Author – City of Greater Bendigo

The following is a summary of findings relevant to the Eaglehawk Community House – Recreation & Community Hub Feasibility:

- Canterbury Park comprises of four clear precincts; the Botanic Precinct; Sports Precinct; Leisure Precinct and Lake Neanger Precinct. The master plan has been developed for the 'Sports Precinct', which contains a mix of outdoor sporting facilities which cater for football, cricket, netball and lawn bowls. Recommendations include reorganising vehicle and pedestrian access, reorganising football and cricket change and social facilities, relocating the netball court and developing a publicly accessible change area, constructing a new bowling green, relocating and extending cricket training facilities, extending play opportunities and creating open space links between all precincts within Canterbury Park (p11).

Document - Eaglehawk Neighbourhood Renewal Skills Survey – Draft Initial Evaluation (Dec 2004)

Author – City of Greater Bendigo

The following is a summary of findings relevant to the Eaglehawk Community House – Recreation & Community Hub Feasibility:

- A total of 180 surveys from 162 Households were processed, representing 45% of the 360 Households in the renewal area. The evaluation report provides information on the following:
 - The qualifications, skills and talents that currently exist.
 - These included care giving, food handling, computer skills, sport and recreation, trades and occupations and basic learning skills (i.e. literacy, numeracy)
 - The residents who are seeking work and the types of work being sought.

- 31% of respondents indicated they are looking for work; with 'administration', 'anything' and 'retail' being the most sought after types of work.
 - The types of training residents are seeking.
 - 'Internet', 'typing', 'desktop publishing', and 'website design' were the most popular responses, with 'waiting / bar staff' and 'hospitality' also rating highly.
 - The barriers to employment or training.
 - 'Course fees', 'lack of childcare', 'lack of part / full time jobs' (and 'other' responses) were identified as the biggest barriers amongst respondents.
- The survey also explored support for the "Shop Proposal / Redevelopment of Community House" with 88% of respondents being in favour. In regard to proposed locations, 59% were in favour of the "Old Milk Bar Redevelopment", 18% for the "2 Adjoining Houses", 16% for "Eaglehawk Secondary College" and 7% "had no preference".

Document - City of Greater Bendigo - Open Space Strategy (April 2005)

Author – City of Greater Bendigo

The following is a summary of findings relevant to the Eaglehawk Community House – Recreation & Community Hub Feasibility:

- The Open Space Strategy presents a series of recommendations designed to guide the future acquisition, development, management and use of open space. Recommendations specific to Eaglehawk relate to Canterbury Park Gardens – Lake Neangar – Lake Tom Thumb including a master plan review (p17-Appendix 1), regional playground development (p8 & p18-Appendix 1) and path upgrade around Lake Neanger (p3-Appendix 1). Additionally, a recreational trail is recommended using open space in the 'Eaglehawk Kerang Railway Route' to link Lake Neangar to the Bendigo Creek Linear Park (p5 & p18-Appendix 1).

Document - Greater Bendigo Cycling and Walking Strategy (Draft June 2006)

Author – City of Greater Bendigo

The following is a summary of findings relevant to the Eaglehawk Community House – Recreation & Community Hub Feasibility:

- This document provides a strategic plan for cycling and walking for the municipality. Recommendations include a shared trail network, walking circuits, on-road network, maintenance of existing trails, signage, supporting infrastructure, promotion and information, education, safety and risk, programs to foster walking and cycling, an industry to service cycling tourists, administration and planning, management, maintenance and design processes.