

DEANS MARSH COMMUNITY HUB

ENGAGEMENT RESPONSES ANALYSIS

ENGAGEMENT SUMMARY

PHASE 3: Concept Design community consultation 6th November to 4th December (survey) and to 9th December (Reference Groups).

How the opportunity to be involved was promoted:

- Community meeting and engagement launch – 6 Nov 2022
- Advertising / promotion – social media and website (SCS and Cottage), newsletters (Cottage, Croaker, school), newspaper (Mayor's column), posters and email and mail out to residents.

How the community engaged on this project:

- Online (website and QR code) and hard copy surveys – 54 responses
- Community Reference Groups facilitated by PSG Members - 12 groups, 57 participants (Deans Marsh Primary School, Playgroup, Exercise, Kitchen, Events, Cottage, SPARK!, Music, CFA and Youth).

Other – Technical Reference Groups:

- Input from technical areas including: Aged, Youth and Access, Environment and Sustainability, Operations, Emergency Management, Arts and Creative Economy, Environmental Health and Community Health.

ANALYSIS METHODOLOGY

1. Officers reviewed all responses for each of the three questions (1. like, 2. improvements, 3. other feedback).
2. Topics and themes were identified in all responses.
3. Officers tallied responses for common themes for Community, Reference Groups and Technical Groups.
4. Single comments were also collated (those that didn't fit within identified themes).
5. Design considerations consolidated which will be provided to Brand Architects along with this analysis summary to help inform their revision of the concept design.

ENGAGEMENT QUESTIONS:

Q1: What features do you like about the options presented?

Q2: Do you have any suggested improvements you would like to share?

Q3: Do you have any other feedback?

Community Responses (n = 55)

Reference Group Responses (n = 11)

THEMES

HERITAGE THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Support new building	n=7			The concept design proposes construction of a new building to meet community needs.
Support retention of hall	n=4			We appreciate the value of the existing facility to the community and will celebrate this in the new facility by reusing materials if possible, replicating the hall ceiling and creating spaces to tell the local history.
Love replica ceiling	n=3	n=1		The design incorporates this to celebrate the feature of the original building.
Supports repair of hall and new separate facilities built for other services	n=3	n=1		A new building is proposed as this will best meet current and future community needs. The existing building requires full reconstruction due to its poor condition.
Support inclusion of heritage room	n=2			A heritage room won't be included in the design, however, there are areas and wall space to tell the local history.
Support historical exhibit in foyer	n=2			This is accommodated in the design.
Design is considerate of the history of the existing hall	n=2			This has been a key aim through the process.
Retain heritage parts of building if possible	n=2		n=1	This will be achieved if possible, and will be further considered through a future detailed design process.

ORIENTATION THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Support northern orientation	n=8			This is accommodated in the design.
Support building street frontage	n=3			This is accommodated in the design.
Support northern/natural light		n=2		This is accommodated in the design.

FOYER/ENTRY THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Supports how foyer opens to plaza	n=2			This is accommodated in the design.

COMMUNITY NEEDS THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
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Designs support diverse community needs and services	n=9			They have been based on a comprehensive community engagement process, and we've appreciated the input of all interested people.
Should be suitable for a bushfire/emergency refuge	n=3			This has been in scope through the concept design phase and will be further considered through a future detailed design process.

BUILDING DESIGN THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Large open and multipurpose spaces	n=14	n=1		This is accommodated in the design.
Supports angled offices in option 2	n=7			This is accommodated in the design labelled option 2. There has been a demonstrated preference for this option through this engagement period. This will be taken into consideration by the architects.
Supports materials and renders	n=4			The renders were based on previous engagement feedback (mood boards on 27/5/22).
Opportunity for lots of natural light	n=4			Maximising the northern aspect where possible has been a key aspect of the design.
Designs are functional	n=3			They have been based on a comprehensive community engagement process, and we've appreciated the input of all interested people.
Use practical/easy-to-clean flooring		n=2		This will be further considered through a future detailed design process.
Include family room (baby change table, breastfeeding, etc.)	n=1	n=1		This feedback will be taken into consideration by the architects.
Significant internal/external wall space to display artistic and cultural artefacts	n=1	n=1	n=1	This feedback will be taken into consideration by the architects.

KITCHEN THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Improve connection/flow with other rooms (i.e., hall, big room, foyer, plaza, lounge)	n=5	n=3		This feedback will be taken into consideration by the architects.
Needs to be larger	n=3	n=6		This feedback will be taken into consideration by the architects.
Location is away from outdoor events. Needs to be accessed from outside	n=3			This feedback will be taken into consideration by the architects, however a balance has to be found between locating the kitchen to

				access internal spaces and also access outdoors.
More storage / food storage	n=2			This feedback will be taken into consideration by the architects.
Council should not develop elaborate commercial kitchen facilities	n=2			The kitchen facilities will be in line with provision at other Council facilities to support community activities and events.
No easy connection between kitchen and vehicle delivery		n=2		This feedback will be taken into consideration by the architects.
Add bench to use as servery area or bar	n=2	n=2		This feedback will be taken into consideration by the architects.
Reverse position of kitchen and kitchen lobby with lounge		n=2		This feedback will be taken into consideration by the architects.
Enable operable/bi-fold walls between kitchen lobby and adjoining spaces (i.e., lounge, foyer)	n=1	n=1		This feedback will be taken into consideration by the architects.

ENVIRONMENTAL THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Ensure sustainable design (i.e. solar panels, double glazed windows, no gas)	n=4		n=1	Sustainable design principles have been a key aspect of the concept design and will be further explored in a future detailed design process.
Plaza should be landscaped not hard standing	n=3	n=1	n=1	This feedback will be taken into consideration by the architects both from an environmental perspective and also functionality.
Increased water storage (community food growing in mind)	n=2			Architects will consider if the current storage requirements are sufficient.

TOILET THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Supports external access to toilets	n=7	n=2		It has been noted from the feedback received that some respondents would value access to an accessible toilet located within close proximity to the playground and other outdoor facilities.
Prefer location of toilets in option 2 (inside building)	n= 8			The design needs to balance the needs of all users; both internal and external. This feedback will be taken into consideration by the architects.
Prefer toilets away from plaza	n=4	n=1		The design needs to balance the needs of all users; both internal and external. This feedback will be taken into consideration by the architects.
Support internal toilet without public access		n=4		The design needs to balance the needs of all users; both internal and

				external. This feedback will be taken into consideration by the architects.
Do not support toilets on south of building	n=2	n=1		Feedback noted.
Public toilets should be separate to hub	n=3			The design needs to balance the needs of all users; both internal and external. The existing public toilets do not meet all external user's needs.
Supports accessible public toilets	n=3			Council is committed to providing toilets that are accessible by the public and that are compliant with the Disability Discrimination Act and relevant accessibility standards.
Do not support hub having toilets that have 24hr access (i.e. should only be available during hub hours)	n = 1	n=3		Feedback noted.
Existing external toilet block needs to be upgraded and enable disabled access	n=3			The scope of this project does not involve the upgrade of existing public toilets, and they are not yet due for renewal.
Need accessible DDA compliant toilet	n=3			Council is committed to providing toilets that are accessible by the public and that are compliant with the Disability Discrimination Act and relevant accessibility standards.
Include internal and external toilets	n=2			The design needs to balance the needs of all users; both internal and external. This feedback will be taken into consideration by the architects.
Toilets shouldn't be hidden and on northern side	n=2			This feedback will be taken into consideration by the architects.
Disabled toilet should not have two entrances	n=1	n=1		Feedback noted.
Gender neutral toilet/s should be included	n=2		n=1	Agreed and this feedback will be taken into consideration by the architects.

SKATE PARK/BIKE PARK THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Retain skate park	n=6			Depending on the final design, the skate park may need to be modified or re-located. Either way, a skate park will be provided within the reserve.
Move skate park/BMX to allow more space for hub	n=5			Depending on the final design, the skate park and/or bike park may need to be modified or re-located. Either way, a skate park and bike park will be provided within the reserve.

Skate park needs to be rebuilt if impacted	n=2			Depending on the final design, the skate park may need to be modified or re-located. Either way, a skate park will be provided within the reserve.
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LONG DAY CARE THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Supports improved space for child care	n=3			This is accommodated in the design.
Supports allowance of future kinder	n=2			This is accommodated in the design.

CAR PARK THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Supports re-location of car park	n=5			This is accommodated in the design.

PLAZA THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Supportive of the plaza	n=3			This is accommodated in the design.

ACCESSIBILITY/INCLUSIVITY THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Designs offer inclusivity	n=2			Council is committed to a building design that offers inclusivity to the whole community.
Hub should be inclusive and accessible space for all	n=1	n=1		Council is committed to a building design that offers inclusivity to the whole community.

KITCHEN GARDEN THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Supports kitchen garden	n=3			This is accommodated in the design.
Suggest to move kitchen garden	n=2			This feedback will be taken into consideration by the architects.

STORAGE THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Need to include more storage (i.e., art, kitchen garden, foyer, hall, cleaning, exercise equipment)	n=14	n=6		Specific feedback on storage requirements for different users will be taken into consideration by the architects.

HALL THEMES

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Reduce stage size	n=3	n=3		It's acknowledged that this would provide greater flexibility within the space and the feedback can be further considered in a future detailed design process
Demountable stage	n=3			It's acknowledged that this would provide greater flexibility within the space and the feedback can be further considered in a future detailed design process
Access to natural light and ventilation	n=3			This feedback will be taken into consideration by the architects in balancing the needs of all likely uses of the hall.
Ensure good acoustics	n=2		n=1	This will be accommodated in a future detailed design process.

OTHER

THEME	COMMUNITY	REF GROUPS	INTERNAL	RESPONSE
Concerns about continuity of services during construction	n=1	n=2		The construction process will ensure continuity of services through temporary infrastructure or other arrangements.

SINGLE COMMENTS – Community

TOPIC	COMMENT	SCS RESPONSE
HERITAGE	Concern on cost of ceiling (n=1)	Feedback noted.
	Indigenous history should be focussed on (n=1)	Traditional Owner engagement will be during the detailed design process.
	Don't support proscenium arch (acoustics) (n=1)	Feedback noted.
ORIENTATION	Love the placement further to the south-west (n=1)	Feedback noted.
	Supports set back from boundary in option 2 (n=1)	Feedback noted.
	Street frontage for Cottage - security/safety (n=1)	Feedback noted.
FOYER/ENTRY	Love having foyer area for cottage (n=1)	Feedback noted.
	Suggested increase in size of the foyer (n=1)	Feedback noted; architects to consider.
	Supports foyer area (n=1)	Feedback noted.
	Consider bi-fold between foyer and hall. (n=1)	Feedback noted; architects to consider.
COMMUNITY NEEDS	Suggest inclusion of Asset Committee office (n=1)	There are several multiuse spaces for the Community Asset Committee to operate from.
	Consult with the community cottage and school (n=1)	This has been undertaken through the engagement process and PSG.
	Opportunity to reimagine a community hub (n=1)	Feedback noted.
BUILDING DESIGN	Love clear vision between south/north through lounge (n=1)	Feedback noted.
	Scope to offer interesting façade (n=1)	Feedback noted; architects to consider.
	Opening between inside and outside spaces (n=1)	Feedback noted.
	Supports general layout, kitchenette and MCH area in option 1 (n=1)	Feedback noted.
	Supports larger courtyard and lounge in option 2 (n=1)	Feedback noted.
	Preferred integrated design in option 1 (n=1)	Feedback noted.
	Designs have cavernous spaces which lack ambiance and warmth (n=1)	Feedback noted; architects to consider.
	Ensure day care facilities allow for growth (n=1)	This is factored into the design in space capacities.
	Include dark room (n=1)	An additional space won't be included, however existing spaces may be able to accommodate this function.
	Meeting room/art/craft needs good light (n=1)	Feedback noted; architects to consider.
	Move sew alcove (n=1)	Feedback noted.
	Operable wall between kitchen lobby and lounge (n=1)	Feedback noted; architects to consider.
	Need to cater for 11 - 17 years (n=1)	Feedback noted – programming will support this.

	Consider swipe card system (24hr entry to some spaces) (n=1)	Feedback noted; architects to consider.
	Separate male and female areas given F.V when bushfires/floods take place (n=1)	Feedback noted.
	Love the covered areas (n=1)	Feedback noted.
	Turn building around (n=1)	The orientation will remain as is.
	Include a space that is designed to be shared (auspice managed and articulated) (n=1)	This is incorporated in the design.
	'Sewing alcove' be more inclusive and maybe called an 'arts/craft/book club' alcove - support kids activities and other groups (n=1)	Feedback noted; architects to consider.
KITCHEN	Functional kitchen (n=1)	Feedback noted.
	Not safe to walk from kitchen to plaza with hot food (n=1)	Feedback noted.
	Design should allow for local businesses to rent (n=1)	Spaces will be available for hire.
	Not best suited for northern sun (n=1)	Feedback noted.
ENVIRONMENTAL	Use materials that are fire resilient (n=1)	Feedback noted; architects to ensure standards/ requirements are met.
	Need an allocated space for community recycling and food sharing (grow/make/gather) (n=1)	An additional space won't be included, however existing spaces may be able to accommodate this function.
TOILETS	Make all unisex and accessible (except within child care) (n=1)	Feedback noted; architects to consider.
	Will all toilet be externally accessed for parents and older children? (n=1)	No they won't; see notes above.
	Need a toilet store (east) (n=1)	Feedback noted; architects to consider.
	Toilets should be near hall (n=1)	Feedback noted.
	Adult toilets should not be in same area as day care (n=1)	Feedback noted; architects to consider.
	Suggest adding showers (for emergencies) (n=1)	Feedback noted; architects to consider.
	SKATE PARK/BIKE PARK	Park upgrades should be part of project (n=1)
LONG DAY CARE	Prefers long day space in option 1 (n=1)	Feedback noted.
YOUTH	Designs provides undercover area for youth to gather (n=1)	Feedback noted.
KITCHEN GARDEN	Does not support kitchen garden (n=1)	Feedback noted.
STORAGE	Sew alcove could also be used for storage (n=1)	Feedback noted.
	Consider allocated space for bin storage (n=1)	Feedback noted; architects to ensure space is designated and located suitably.
HALL	Include rigging for good lighting (n=1)	To be considered in a future detailed design process.
	Needs good insulation (n=1)	Agreed.

BIG ROOM	Improved access to big room not through kitchen lobby (n=1)	Feedback noted; architects to consider.
	Room dividers in large room for flexibility (n=1)	Feedback noted; architects to consider.
BOCCE	Keep bocce location as is (n=1)	Feedback noted.
	Move bocce near plaza (n=1)	Feedback noted.

SINGLE COMMENTS – Reference Groups

TOPIC	COMMENT	SCS RESPONSE
ORIENTATION	Reconsider orientation of the facilities to be more reserve-facing.	Street frontage has been the focus of the design, with the plaza facing the reserve.
FOYER/ENTRY	Liked architectural front entry structure for option 2	Feedback noted.
	Entrance should be light filled area with double doors.	Feedback noted.
	Concern about entry point for events	Feedback noted; architects to consider.
COMMUNITY NEEDS	Excited for the possibilities of uses	Feedback noted.
	Not an inclusive space for interaction with community	Feedback noted.
BUILDING DESIGN	Good ability for indoor/ outdoor usage on northern side	Feedback noted.
	Support ability to utilise access road on north side	Feedback noted.
	Flexibility to sanction off spaces	Feedback noted.
	Breastfeeding friendly chair in lounge/ or other is a MUST	Feedback noted.
	Greater physical separation between the Hall and Cottage is required.	A key aim of the project is to consolidate the built form within the precinct. The office spaces need to be designed to complement all uses of the facility and with flexibility for the future. A separate building for the office area to be utilised by the Cottage does not meet the project aim.
	Cottage doesn't require waiting room more welcoming foyer	Feedback noted; architects to consider.
	More direct sunlight needed (to Cottage)	Feedback noted; architects to consider.
	Need kiosk access to plaza	Feedback noted; architects to consider.
	The Cottage requires its own lounge and kitchenette in a "homely" way – with option to have open plan or separate the two, with kiosk access to the outside courtyard / plaza.	The size of the facility needs to be managed. The lounge nearby supports the entire facility, and the kitchenette is adjacent to the spaces to be used by the Cottage.
	Outdoor undercover area accessible 24/7 as a community interface for recycling programs, Grow Make Gather pantry and Community Food Project.	Feedback noted; architects to consider.
	Additional "Business Room" as a part of the Cottage including a hot desk space for 2 computers and printers – which is accessible by key code 24 hours a day.	The Office and Work Room are designed to provide hot desk/printer use.
	The Maternal Child Health / Consultation Room needs to be a separate meeting room.	The size of the facility needs to be managed. The MCH/meeting room will be a flexible space to support multiple uses.
	Storage room is required (Cottage).	A storage room is located adjacent to the spaces to be used by the Cottage.

	Staff unit sex toilet in cottage space.	Depending on the design option chosen, toilets for use by Cottage staff would be a maximum of 20m from the office.
	Move lounge to the Cottage	The lounge is a space to support the entire facility.
	Reduce size of facility	Feedback noted; architects to consider.
	Reduce size of waiting room	Feedback noted; architects to consider.
	A lot of unused space (i.e., lobbies, waiting area lounge)	Feedback noted; architects to consider.
KITCHEN	Suggest move kitchen and extend kitchen lobby	Feedback noted; architects to consider.
	Enable kitchen lobby to be used as tea and coffee station	Feedback noted; architects to consider.
	Keep kitchen as open as possible	Feedback noted; architects to consider.
ENVIRONMENTAL	Support 2x 10,000 tanks	Feedback noted.
	Removal (and disposal and replacement) of the skate park would have large environmental cost	Feedback noted.
	Retaining hall would be most environmentally sustainable option	Feedback noted.
	Large concrete (building and plaza) may cause further drainage issues	Feedback noted; architects to consider.
TOILETS	Entry to toilets opposite kitchen not appropriate	Feedback noted; architects to consider.
	Toilets within facility should be a higher standard for specific use	Feedback noted; architects to consider.
LONG DAY CARE	Long day care room requires separate sleeping room, undercover play area	Feedback noted; architects to consider.
PLAZA	Could be utilized by exercise groups in good weather	Feedback noted.
ACCESSIBILITY/ INCLUSIVITY	Stage, store and change need to be accessible for all	Feedback noted; architects to consider.
STORAGE	Need more storage near stage for tables and chairs	Feedback noted; architects to consider.
	Need dedicated storage in kitchen	Feedback noted; architects to consider.
	Enough storage for 2x table tennis tables with easy access	Feedback noted; architects to consider.
	Require dedicated walk-in exercise storage that are easy to access	Feedback noted; architects to consider.
HALL	Great that the sides of the stage are level with the stage and not creating corners that are difficult to be seen around	Feedback noted.
	Lower stage would be adequate	Feedback noted.
YOUTH	Lounge suitable for youth to spend time	Feedback noted.
	Youth should have access to exercise equipment	Feedback noted.
	Include additions such as climbing wall, basketball hoop, four square court	Feedback noted; architects to consider (in terms of space for future developments).

	Solid western wall for minimum glare	Feedback noted; architects to consider.
	Storage for art and fitness could be stored next to sew store	Feedback noted; architects to consider.
	Include large industrial sink (possibly outside)	Feedback noted; architects to consider.
SEW ALCOVE	Sewing machines set up permanently in sewing alcove and easy locked away behind concertina doors	Feedback noted; architects to consider (noting other comments about versatile storage).
	Permanent tables	Feedback noted; architects to consider (noting other comments about versatile storage).
	Room for industrial sewing machine	Feedback noted; architects to consider.
	Minimum size alcove is 1.5x6-8mtrs	Feedback noted; architects to consider.
	Can open doors during workshops	Feedback noted; architects to consider.
	Window in sew alcove	Feedback noted; architects to consider.
OTHER	Could access to the oval be via service road in emergencies?	Feedback noted; architects to consider.
	The traditional curtain would be valued at stage	Feedback noted.
	Include recognition of First Nations Peoples in the design/interior decorating	Feedback noted; detailed design architects to consider.

SUGGESTIONS FOR NEXT STAGE

SUGGESTION	RESPONSE
Provide more information about materials and sustainability (n=2)	Feedback noted; detailed design architects to consider.
Next stage of design should include detailed inclusion of links to the old hall and its memorabilia (n=1)	Feedback noted; detailed design architects to consider.
For next stage - Perhaps label storage areas - e.g. store 1, 2, 3, 4 rather than for a specific use, i.e., sewing (n=1)	Feedback noted; architects to consider.