

05

Community & Stakeholder Engagement

5.1 OVERVIEW

A comprehensive community and stakeholder engagement programme is a key part of the development of the Precinct Plan. The first phase of community engagement has been completed and the key findings are outlined in this chapter. Additional engagement will occur across the future stages of this project to seek feedback on design concepts for the Site.

The aim of the first phase of Stakeholder and Community engagement was to:

- Understand the needs and requirements of key site users.
- Understand community and stakeholder values relating to the Site.
- Understand aspirations and ideas for the Site.
- Identify existing issues and opportunities for improvement across the Site.

5.2 SUMMARY OF COMMUNITY & STAKEHOLDER ENGAGEMENT ACTIVITIES

A range of engagement activities were undertaken in April and May 2023. Activities included:

5.2.1 Walk on Kuarka-durla Wadawurrung Country with the Wadawurrung Traditional Owners Aboriginal Corporation

The project team were led by Wadawurrung Traditional Owners in walking on Country on 2 May. This was an opportunity for Traditional Owners of Kuarka-durla to share insights and history of how the Site and its surrounds have been used over millenia, to share knowledge around unique landscapes and vegetation and inform the design process so that redevelopment proposals appropriately reflect the history, culture and needs of the Wadawurrung People.

5.2.2 Community Survey

A community survey was undertaken with questions about how people use the Site and what they want to see on the Site in the future. The survey was accessible on the Surf Coast Council website as well as in hardcopy, which was provided at community drop in sessions.

The survey ran for approximately 3 weeks and closed on May 4. A total of 121 responses were received

5.2.3 Community drop in session - Thursday 20 April

This session was held at the Community Hall and attended by 16 people. Attendees were invited to share their thoughts and concerns about the Site and ask questions about the project.

5.2.4 Community drop in session - Saturday 29 April

This session was held at the Community Hall and attended by close to 30 people. It covered the same content as the first drop-in session.

5.2.5 Project Workshops

The project team undertook workshops with key project stakeholders, including members of Project Control and Steering Groups. Stakeholders were asked to share their insights and knowledge of the Site and the project's opportunities and challenges.

5.2.6 Interviews with community and health stakeholders in Anglesea

Eight interviews were conducted with service and facility providers and community groups.

5.3 HOW WILL THE ENGAGEMENT FINDINGS BE USED?

The results of the first phase of engagement have been documented where possible and the findings and insights will be considered in the future master planning for the Site.

The following are factors that the engagement programme is designed to inform:

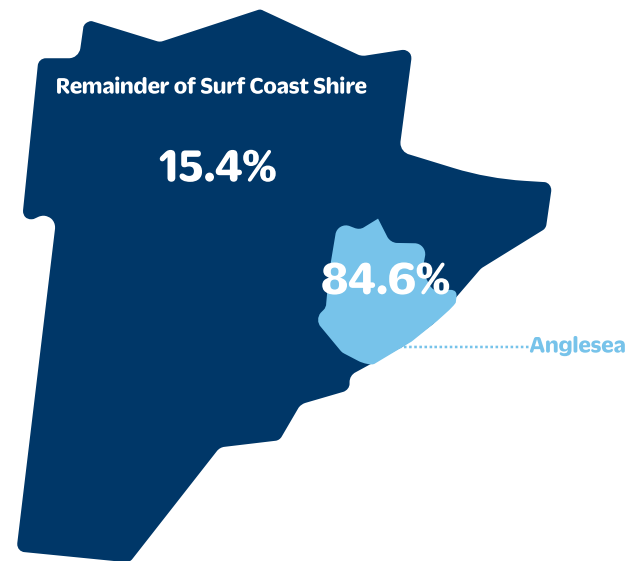
- The needs and aspirations of all precinct service providers and users
- Management and delivery models
- Master planning of infrastructure and open space requirements, their integration and their connection to external enablers, for example transport

5.4 COMMUNITY SURVEY FINDINGS

Following is a summary of the findings from 121 survey respondents



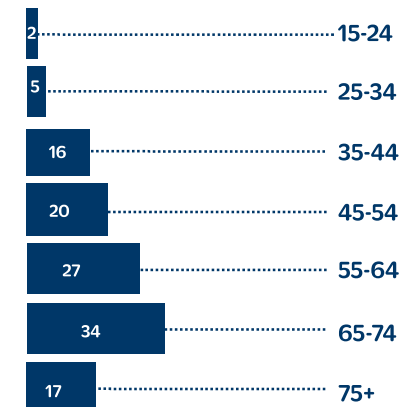
5.4.1 Where respondents live



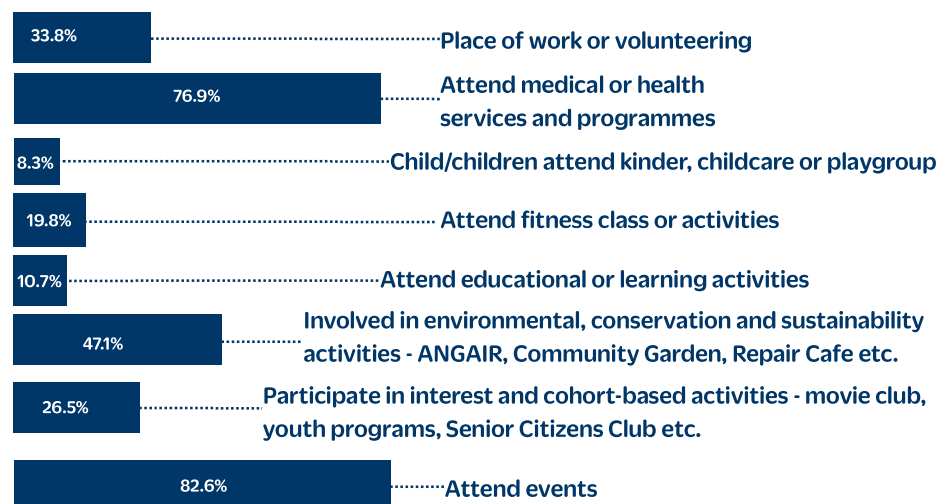
5.4.2 Gender Identity



5.4.3 Age



5.4.4 Connection to the Hub



5.4.5 How the Hub is Used

Respondents were asked which facilities they use

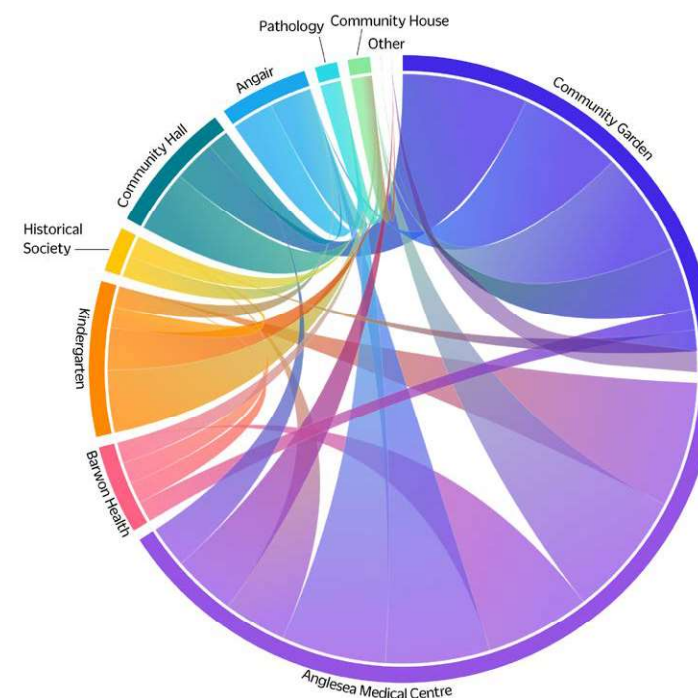
Position	Facility	% of respondents that use this facility
1	Anglesea Medical Centre	86%
2	Anglesea Memorial Hall including Youth Room	70%
3	Anglesea Community House, including childcare and playgroup	55%
4	Barwon Health	53%
5	ANGAIR	44%
6	Anglesea Community Garden	38%
7	Anglesea Historical Society	22%
8	Anglesea Kindergarten, including Maternal Child Health and Toy Library	13%
9	Senior Citizens' Centre	2%

5.4.6 Multi-purpose visits

Respondents were asked to indicate if they use multiple facilities/services in one visit



The diagram below illustrates the combination of places visited:



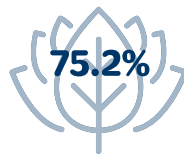
The diagram shows that there is a high number of respondents that visit other facilities/ services when they visit either the Community Garden or the Medical Centre.

5.4.7 What works well



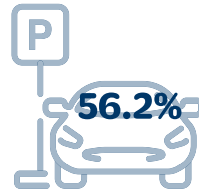
79%

Range of community services and programs available



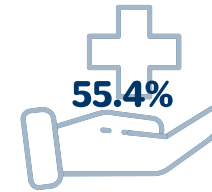
75.2%

Aspect of the natural environment - trees, shrubs, plants, grass, wildlife



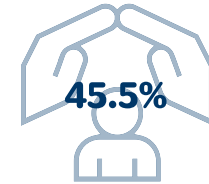
56.2%

Ease of driving and parking at the Hub



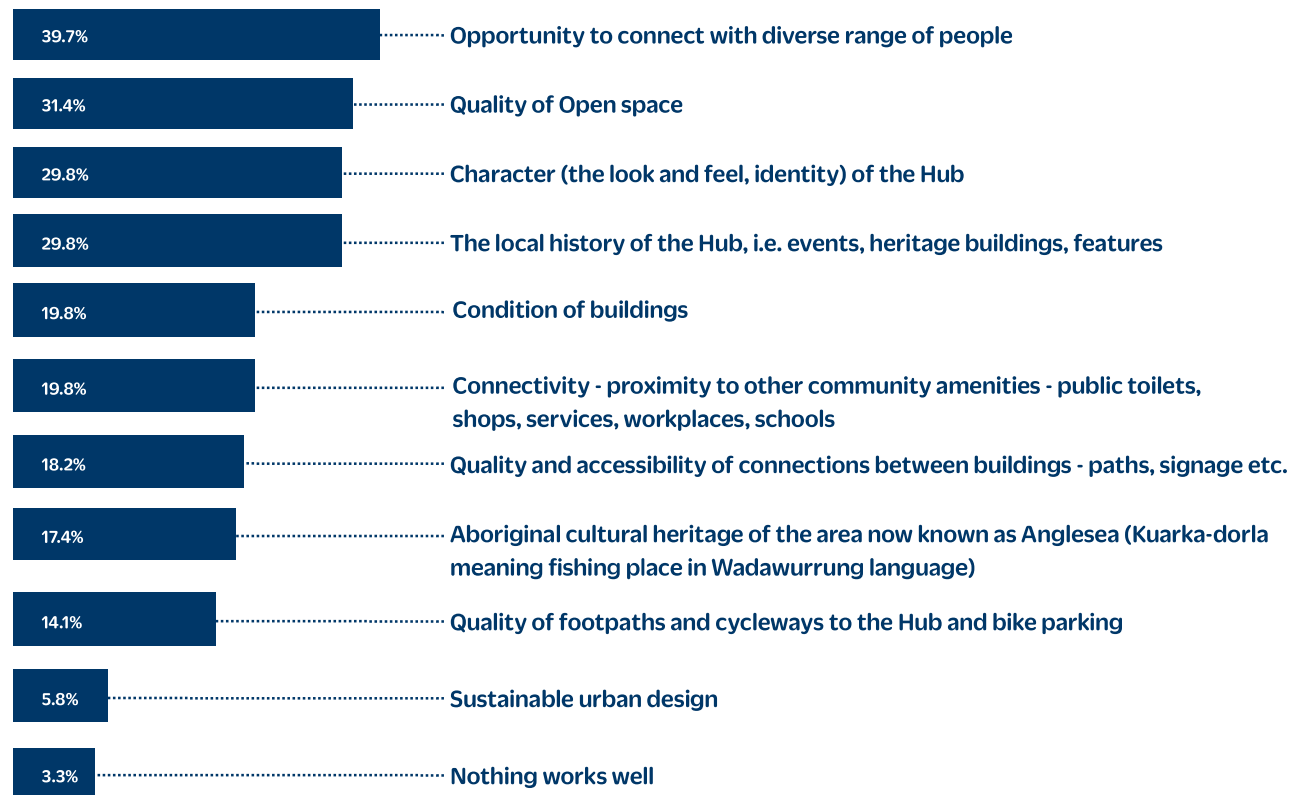
55.4%

Diversity of health services and programs, e.g.. doctors, physio, pathology,



45.5%

Array of family and children's services and programs



“

The 'village' feel of the hub with its old buildings... These give the feeling of community and friendliness.

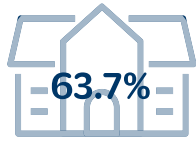
“

All of the family walks there for whatever they are doing. I like that there is some space between buildings. I like that things evolve there naturally as the space is a bit flexible e.g. the movies or sound doctor. The area is a critical community space is important and will be important if or when there is another bushfire.

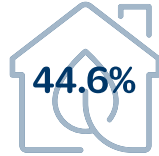
“

Community garden and hall - very important to retain. The green areas are very important also.

5.4.8 What is not working well



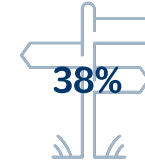
Condition of the buildings - community facilities, spaces for a range of events and group activities, productive work places



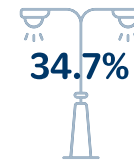
Sustainable urban design of buildings - orientation, materials, solar panels, water tanks



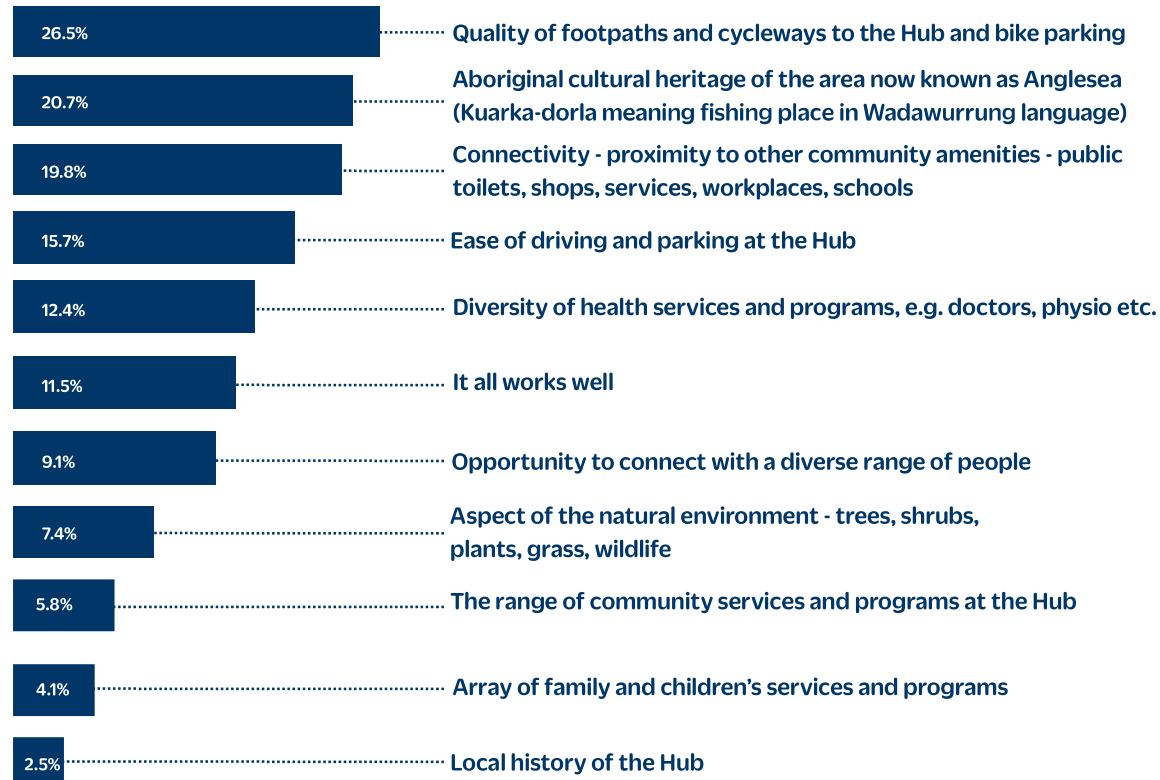
Quality of open space - places to sit, gather, places to play



Quality of accessible connections between buildings - paths, wayfinding signage



Character (look, feel and identity) of the Hub



“ It is just a collection of old buildings badly in need of modernisation. It's basically just a car park with buildings dotted around it.

“ Connections don't seem to work well and seem disconnected as after thoughts (which they are) for use of buildings

“ No outdoor seating or toilets

“ There is no bike parking. The day centre is under utilised and takes a lot of space. Some of the older buildings need upgrading, not demolishing to be more usable and environmentally sound.

5.4.9 What features are considered most valuable for a community and health hub

Respondents were asked about different elements that could be part of a community and health hub. Each element was to be graded of little, somewhat or highly valuable to respondents when thinking about their ideal hub.

Each element has been given a weighted average which is a cumulative calculation of responses in each category (little value, somewhat valuable, very valuable). The higher the weighted average, the more value the element is to the majority of respondents.



“There are no quality facilities other than the footy and netball courts and tennis courts for teens.”

5.4.10 What additional facilities and services or complementary uses should be provided for at the Hub?

Respondents were asked an open ended question (i.e. one that allows them to answer with anything they would like) about the additional facilities and services or complementary uses that would help with their needs and preferences. Below are some highlights:

“

Commercial kitchen

“

Public art

“

accessible toilets

“

covered walkways and better lighting

“

*more garden space, more seating
and sheltered seating, picnic area*

“

*Put Key Worker housing where the Community
House currently is as this is a quieter location*

“

*retain the precinct as a haven during
bushfire emergencies*

“

a bigger toy library

“

more car parking and foot paths

“

bike parking

“

space for the mobile library to park on site

“

*combine the Community House,
Barwon Health, Occasional Care, Senior
Citizens' Club and put it on McMillan
Street for visibility and ease of access*

“

*a two storey building
that incorporates the
Community House and
Angair*

“

*sports centre, coffee
shop, pharmacy, bakery,
cafe, medical imaging,
exercise classes*

“

*Tech equipped indoor meeting
spaces for groups of all
different sizes including more
than 50 people and can be
adapted to different needs*

“

Allied health services

“

a library, shared workspaces

“

Increased childcare hours

“

playground space

“

more storage

“

better disabled access

“

EV charging

“

a library for sharing household items

5.5 KEY STAKEHOLDER ENGAGEMENT FINDINGS

5.5.1 Stakeholder Feedback

The project team has engaged with a number of tenants and key user groups through the Phase 1 engagement phase. Through this engagement, the stakeholders were asked about key issues and impacts and future needs. The findings are outlined in the table below:

Service	Key Issues and Impacts	Future Needs
Barwon Health	<ul style="list-style-type: none"> High service demands experience at present, long wait lists (4 weeks for all services) Other services like hearing specialists and endocrinology use the facility Building in good condition 	<ul style="list-style-type: none"> To retain all existing services provided Interest in running an in-house pharmacy
Kindergarten	<ul style="list-style-type: none"> Facility is 'old and tired' and cannot adequately address need for additional kinder room 	<ul style="list-style-type: none"> 1x additional kindergarten room 2x multi-purpose spaces 1 or 2 meeting rooms, computer space access, storage and storage for other user groups Separate entrance
Anglesea Medical Centre & Project Medical Reference Group	<ul style="list-style-type: none"> Service at capacity, long wait lists (4 weeks for all services) No room for expansion. Specialised rooms (e.g. physiotherapy) not used regularly but cannot be co-opted for other purposes when unoccupied Building in poor condition - mould, not soundproof Mental health service gap Limited transport options for patients make access a challenge Resident Medical Registrar needs space to live Nursing placements come for short cycles (1 week) Parking arrangement on the Site poses issues for older patients No family violence support 	<ul style="list-style-type: none"> 1 or 2 additional consulting rooms Space for allied health Mental health consulting space Round table space for medical team meetings
Playgroup (ACH)	<ul style="list-style-type: none"> No outdoor space Runs from large room at Community House, not suited for this space 	<ul style="list-style-type: none"> Separate outdoor play area Usable space for parent education and support
Occasional care (ACH)	<ul style="list-style-type: none"> No other childcare services provided in Anglesea No outside of school hours care in Anglesea Long wait list (39 children) SCS is committed to delivering State-funded kindergarten but will advocate for support for external childcare Occasional childcare works separate license from kindergartens Finding childcare staff is difficult 	<ul style="list-style-type: none"> 22/24 place room required for occasional child care, for hours between 09:15am and 2:15pm

Service	Key Issues and Impacts	Future Needs
Maternal Child Health (MCH)	<ul style="list-style-type: none"> • Need for mental health support, especially post-natal depression • Kindergarten is accessed via waiting room for MCH posing an infection control issue • Service is provided only once per week or three times a fortnight, when not active, the room remains un-utilised • Waiting room is not adequately separated from consulting space and poses issues around confidentiality • Facility faces regular flooding issues 	<ul style="list-style-type: none"> • More than 1 consulting room • Safe waiting area away from other early years activities
Senior Citizens' Clubhouse	<ul style="list-style-type: none"> • Building unfit for purpose and to be demolished • Community House spaces are too small for Senior Citizens activities 	<ul style="list-style-type: none"> • Large room for seniors' activities • Storage and shed
Toy Library	<ul style="list-style-type: none"> • Convenience of co-location with kinder • Small site • New flooring is needed 	<ul style="list-style-type: none"> • Separate outdoor play area • Wet surface flooring for hygiene purposes
Youth	<ul style="list-style-type: none"> • Need a designated space for youth 	<ul style="list-style-type: none"> • Maintain designated youth space in Community Hall • Youth oriented activity spaces
Anglesea Community House	<ul style="list-style-type: none"> • Runs other activities off site (e.g. Men's Shed) • Lacking storage space • Current rooms are too small for the activities they host 	
Project Community Reference Group	<ul style="list-style-type: none"> • Parking for events is not to an acceptable standard • Existing uses are integral to the Site • Universal accessibility across the Site • Site currently does not apply logic to service provision, as co-location principle has not been applied • Support the principle of address housing need • Community Garden floods regularly • Pedestrian safety is poor around the Ambulance facility • Poor site signage, wayfinding and navigation 	<ul style="list-style-type: none"> • Removable bollards at street entrances for Angair • Bicycle Network seeking site in Anglesea • Community Centre with: <ul style="list-style-type: none"> • McMillan Street frontage • Larger centre • Meeting rooms • Tech ready • Domestic violence respite space • Community library • Storage space • Mawson Avenue should not be used for traffic and parking • Clarity around the definition of 'key worker' • Residential uses will require acoustic protection and access to adjacent residential streets • Clarity around Land Ownership, Land Titles and Rights of Way

5.5.2 Synthesis of Stakeholder Engagement Findings

The following is a summary of the high level key findings through our one-on-one stakeholder interviews.

Poor Condition and Capacity of Existing Buildings

- Space limitations,
- Facility limitations, including age, condition and quality of buildings
- Building closure
- Inability to address service gaps
- Underutilisation of spaces

Inability to Adequately Meet Future Needs

- More spaces needed, especially to address service gaps
- Inability to address population change and associated service demand increases
- Restore services that have been discontinued or provide space for new services
- Improve ability to adequately serve under-represented groups
- Services and facilities that are not tech ready

Complementary Services are Not Co-located

- Better service provision and resourcing through co-location

Key Worker Housing is Needed

- Identified need for housing for medical registrars, child care staff, pharmacy staff, hospitality and retail workers

5.6 SERVICE SYNERGY OPPORTUNITIES AND NEEDS

Stakeholders identified that the following service synergies could be facilitated in the Site's redesign:

Service	Synergy Opportunity
Barwon Health	• Opportunity for shared services and facilities
Anglesea Medical Centre	
Maternal Child Health (MCH)	• Alignment between services, both focus on child and family health and wellbeing • MCH can support GP's to reduce wait times and pressure • MCH nurse located in a GP clinic • Collaboration between a Womens' Clinic at the medical centre and the MCH
Anglesea Medical Centre	
Ambulance Victoria	• Maintain services close to one another for access when needed
Anglesea Medical Centre	
Occasional Childcare (Community House)	• Opportunity to run alongside one another • Due to licensing requirements, the spaces cannot be functionally shared
Kindergarten	
Kindergarten	• Proximity of services currently works but opportunity for improvements to accessibility if these continue to be co-located
Toy Library	
Community House	• Opportunity for senior citizens' activities to run through the Community House
Senior Citizens Club	

5.7 IDENTIFIED ISSUES AND THEMES AROUND KEY WORKER HOUSING

A key deliverable for the Precinct Plan is to provide affordable housing for key workers. Because the site is currently used for health and community purposes, it is understandable that the introduction of key worker housing on the site has attracted substantial interest from the community.

Engagement activities have however revealed the following areas in relation to key worker affordable housing that will need further clarification across the project:

- A detailed understanding of local housing need - where and what are the housing pressures?
- Clarity around the definition of 'key worker'
- An understanding of why this site has been selected for key worker housing
- An understanding of why new affordable housing is being limited to key workers when there are other important groups in need of housing assistance
- More information about the management model for the delivery and administration of new housing - especially how tenancies are managed when a tenant is no longer considered a 'key worker'
- Information on how much housing will be provided

- Appreciation for how, if at all, any new housing will integrate with both the other parts of the Site and surrounding residential areas
- A demonstration of the benefit to Anglesea's community that will result from the provision of key worker homes

[Section 6](#) of this report clarifies some of these issues.

“ We desperately need more affordable housing, too many people have left already.



