



Springvale Community Hub

Action Plan / 2022–2025

Year one report card 2022–23

Introduction

The Springvale Community Hub Strategic Plan 2020–2025 was developed to provide direction for the Hub over the first 5 years, incorporating goals, aspirations and expectations and to deliver the Vision:

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



The Strategic plan outlines four Strategic Objectives:



1. Engagement & Activation



2. Connectedness



3. Learning & Creative Living



4. Safety & Sustainability

This action plan has been developed for delivery over 3 years, from time of endorsement in August 2022 to end of financial year 2024.

This document provides an overview of the progress of the action plan in year one.



1. Engagement & Activation

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



Priority	Action	Directorate / Department	Update	Progress
Provide welcoming and inspiring places and programs for the community to connect.	Deliver a wide variety of programs and activities, both indoors and outdoors including collaboration with internal and external providers.	Community Services	Lunar New Year workshops & activities, Australian Open / Tennis clinics , Outdoor Cinema, Anzac Day, Harmony Festival, International Women's Day breakfast, Springvale Urban Harvest (ongoing monthly seed & produce swap and associated workshops), Springvale Hub Clothing Swap (ongoing, monthly alongside Urban Harvest), Food Aid Pop Up series, Arts Bus, Food Bank, Wellsprings for Women exhibition and soft book launch, ArtClub - ongoing, term-based programming, School Holiday workshops , Service/Information Buses, Reconciliation Week Event	●
	Broadly promote access to the hub for local community groups, playgroups, schools and wider community as a place to meet, connect and deliver programs.	Communications and Customer Service	Establishment of Enewsletter with over) and re-development of SCH website landing page. Creation of Eventbrite page. Signs ups to newsletters have doubled in a year to over 110 subscribers. Currently working on partnerships with internal and external groups and organisations including local schools and community support organisations.	●
Develop effective partnerships with stakeholders to deliver increased opportunities for the community.	Seek out partnership opportunities with local groups and agencies, to increase program and service offerings through the hub and library.	Community Services	Partnerships include, but are not limited to, Friends of Refugees, Burden Park Tennis Club, South East Community Links, Springvale Neighbourhood House, Killeseter College, Burke & Beyond, Maya Dance Group, Noble Park Community Centre Art Show, South East Community Links, Volunteer Resource Centre, Home Education Network, Springvale and District Historical Society.	●
Develop a year-round calendar of programmed activities across the hub.	Develop an annual program plan to activate entire precinct – including active living and recreation workshops.	Community Services, Community Development, Sport and Recreation	In progress: Establishment of annual events including Rec Week, Harmony Festival, International Womens' Day, Children's Festival including term based programming such as after school workshops. Events and activities are listed on the Springvale Community Hub web page and in the monthly eNews.	●
Seek to identify sponsorships or grants to broaden service offering and programs.	Identify grant funding, philanthropic and sponsorship opportunities to deliver new programs and services across the hub.	Community Services	Applied and was unsuccessful for the VicHealth JumpStart Grant to deliver after school sporting activities. Council will continue to explore grant, philanthropic and sponsorship opportunities. Community Grant information sessions for funding opportunities available through Council are run annually at the Hub. Council partnering with community organisations to deliver new community events and activities such as Carer's week events, Harmony Week festival and the mid-Autumn Lantern Festival.	●

● Not started ● On hold ● In progress ● Completed

1. Engagement & Activation

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Priority	Action	Directorate / Department	Update	Progress
Engage with visitors to support programming and identification of needs for services and programs.	Provide opportunities for the community to provide feedback after attending programs/event or general feedback including identifying service and program needs and/or how they would like to be involved.	Community Services, Community Arts, Culture and Libraries	Opportunities for the community to provide feedback is available in a range of ways including the establishment of ticketed workshops allows the capturing of data and seek feedback post events, Library Customer Feedback Service and direct contact with the Community Precincts team via email. Council attended the Children's Forum to consult with children what activities and events they want to see in the space.	●
Provide opportunities and programs within the open space that enhance health and wellbeing opportunities for the community.	Provide inclusive physical activity opportunities for the community on the outdoor courts/open space.	Community Development, Sport and Recreation	In partnership with Springvale Library the development of the ability for community members to borrow sporting equipment to use in the outdoor spaces at Springvale Community Hub. Come and try sessions in partnership with Burden Park Tennis Club.	●
Provide opportunities for Occasional Care to operate from the hub.	Investigate the community need for an onsite occasional care service.	Community Wellbeing	No identified need for occasional care at the Hub. This will continue to be monitored and considered.	●

2. Connectedness

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



Priority	Action	Directorate / Department	Update	Progress
Connect people to Council and Community services, activities, events and information through up to date and responsive practices.	Increase the visibility and awareness of the hub in the community including continuing to develop and grow the Springvale Community Hub e-news.	Community Services, Communications and Customer Service	Enewsletter is sent monthly. Subscription base has doubled. Establishment of a social media plan and increased visibility in The City is underway.	●
	Support the Springvale Community Hub Advisory Committee to promote their role as hub ambassadors to the community.	Community Services	New committee has been appointed and will be supported to be hub ambassadors. Website has been updated to include the list of new Committee Members.	●
Promote and enhance opportunities for community participation, including those that support connections and reduce isolation and exclusion.	Identify further opportunities to be inclusive of older residents and people with a disability, across all programs and activities.	Community Care	Post pandemic, we are seeing a slow return to activities from older residents and people living with a disability. Burke & Beyond band have a residency at the Hub, the band has and will have the opportunity to perform at events held at the Hub. Exhibition space is utilised by disability art group. Regular programming for older residents such as Coffee Club and Seniors week activities have been tailored to the requests from this cohort including smaller activities over larger events.	●
	Facilitate links and referrals into other key local services (e.g. Alcohol and other drug, mental health, support services).	Community Service	Relationships are being built with local support organisations and services. Where appropriate, services are invited to be part of events and activations. For example, the Refugee Week activities and food relief markets.	●
	Deliver supported playgroups to vulnerable and disadvantaged families from the hub.	Community Wellbeing	Increase in playgroups run at the Hub for culturally and linguistically diverse families, fathers and vulnerable families.	●

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Priority	Action	Directorate / Department	Update	Progress
Provide multi-purpose spaces that enable a range of programs, services and venue hire options for the community.	Develop Community Partnership Framework, enabling consistency when working with community groups partnering with Council to deliver programs or services.	Community Services, Communications and Customer Service	Council is currently exploring opportunities to reduce barriers to accessing facilities including reviewing booking processes and booking software, considering alternative fee structures and benchmarking with other local government areas.	●
Provide opportunities to learn about, celebrate and honour the rich cultural heritage of the local community.	Partner with local historical societies and community groups to connect the community to local history stories, including information about the area's rich cultural heritage.	Community Arts, Culture and Libraries	Supported Springvale District Historical Society to open workshops to the public, for example, clothes preservation skills workshop.	●
	Cultural celebrations are included in the annual program of activities.	Community Services	Cultural celebrations are regular programmed including Lunar New Year, Refugee Week, Reconciliation Week and Harmony Festival.	●
	Work with Bunurong Land Council Aboriginal Corporation and Torres Strait Islander groups to deliver cultural education opportunities for the community.	Community Wellbeing, Community Arts, Culture and Libraries	Committed to growing the annual Reconciliation Week event in partnership with Bunurong Land Council. Council are currently exploring regular cultural education opportunities for local schools.	●

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Priority	Action	Directorate / Department	Update	Progress
Extend current and support volunteering options within the hub.	Provide support and extend a range of volunteer opportunities at the hub, alongside Greater Dandenong Volunteer Resource Service.	Community Services	Currently supporting the Greater Dandenong Volunteer Resource Centre pop ups and exploring regular volunteering opportunities at the Hub. Volunteers currently run the monthly clothes swap, Urban Harvest and climate conversations.	●
	Deliver intergenerational learning and creative opportunities with seniors, adults, young people and children.	Community Wellbeing, Community Arts, Culture and Libraries		●
Connect with the youth population in the area, leading to stronger engagement opportunities for this demographic and recognising the strengths of young people as engaged citizens.	Work with local schools and young people to develop youth programs and activities at the hub.	Community Services, Community Wellbeing	Looking to establish a way to gather additional feedback from the youth, including working with South East Community Links and linking in with Council Youth Services.	●
	Develop volunteer opportunities through Libraries and the hub.	Community Services	Multiple volunteers have been recruited to support the monthly Clothing swap, Urban Harvest and Climate Conversations at the Hub. Currently exploring the creation of volunteer concierge roles at the Hub and Library.	●
Increase connections and activities that support both the hub and the broader Springvale Activity Centre.	Work in partnership with Springvale Asian Business Association (SABA) to support and strengthen business activities in the hub and Springvale Activity Centre.	Business and Revitalisation		●
	Promote the presence of Springvale and District Historical Society in the hub.	Community Arts, Culture and Libraries	Promotion of the Springvale and District Historical Society has started by supporting exhibitions within the Hub, promotion of community workshops run by the Historical society and featuring them in the SCH eNews.	●

● Not started ● On hold ● In progress ● Completed

3. Learning & Creative Living



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

Priority	Action	Directorate / Department	Update	Progress
Deliver a dynamic library service that responds to community feedback, trends and needs.	Consider feedback collected from library users to continue to deliver a responsive library service that supports community needs.	Community Arts, Culture and Libraries	SCH staff and libraries share reports/feedback from community members for improvement. Current feedback received by Libraries is actioned and responded to by the appropriate team.	●
Develop partnerships that assist in delivering literacy, learning, arts and creative opportunities.	Facilitate Writer and Artist in Residency programs that involve the community through creative engagement.	Community Arts, Culture and Libraries	Encourage the community to participate in the Big Summer Read, Warm Winter Read and other literacy programs. Availability of exhibition infrastructure for community groups which has a good uptake. The Development of a weekly Art Club at the Hub.	●
	Participate in National and State-wide literacy, learning, arts and creative opportunities.	Community Arts, Culture and Libraries	Art Club - term based after school workshop with exhibition. Children's Festival Exhibition as part of Children's Festival	●
Extend and encourage learning and creative opportunities within the open space aspects of the hub.	Work in partnership or assist local community groups to deliver learning and creative opportunities in the open space areas of the hub, including community art exhibitions.	Community Arts, Culture and Libraries	Art Club - term based after school workshop with exhibition. Children's Festival Exhibition as part of Children's Festival	●
	Delivery library programs to all areas of the hub, including outdoor spaces.	Community Arts, Culture and Libraries	Use of Mitchell Hall and Community Rooms 2 & 3 to deliver large workshops and school holiday events and activities. Delivery of outdoor Story Time sessions for community events and activities.	●
	Provide opportunities for health and wellbeing education for the community.	Community Wellbeing, Community Arts, Culture and Libraries	Vaccination bus, gardening and sustainability workshops, Library programs including Family Fun and Think Tank are run.	●

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Priority	Action	Directorate / Department	Update	Progress
Connect the community with lifelong learning opportunities within the hub and broader community.	Provide work experience and placement opportunities for secondary, vocational learning and tertiary placements for community members.	Community Arts, Culture and Libraries	Springvale Community Hub Clothing Swap - increase in volunteering. Regular secondary and tertiary work experience/placement students in the Library.	●
	Provide opportunities for school excursions/activities to occur at the hub.	Community Arts, Culture and Libraries	Regular excursions offered to local schools in partnership with libraries. Regularly host the Children's Advisory Group meetings with primary school aged children.	●

4. Safety & Sustainability

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



Priority	Action	Directorate / Department	Update	Progress
Address safety concerns and any vandalism immediately.	When needed liaise with Council's Community Safety Committee to assist in proactive engagement and addressing any safety concerns.	Community Services	Currently working with members of the Community Safety Committee to discuss antisocial behaviour at the Hub	●
	Ensure that vandalism and safety concerns are reported in a timely manner.	Community Services, Infrastructure, Services and Planning	Vandalism and safety concerns are regularly reported in a timely manner to the appropriate team/organisation	●
Engage in proactive programs and security measures to reduce anti-social behaviours.	Engage local young people actively in leading and developing community programs and projects, working together to activate the space, ensuring a higher level of ownership / engagement and respect for the precinct.	Community Wellbeing	Currently working with Council's Youth Services team and the Hub Advisory Committee to address youth engagement at the Hub.	●
	Deliver proactive programs and activities that increase community pride at the hub.	Community Services	Community pride is included in all activities and events at the Hub. Council aim to provide inclusive programs and activities that foster a sense of cohesion and pride in our community. This includes annual Reconciliation Week activities to foster pride in our First Nation community and allies.	●

4. Safety & Sustainability

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Priority	Action	Directorate / Department	Update	Progress
Identify programs and outreach providers that can assist with public health and welfare.	Continue to work with and show case the work local agencies and organisations do to provide outreach services.	Community Development, Sport and Recreation	Worked with Friends of Refugees, Foodbank and other local community organisations to deliver a food relief markets to community members. This included stalls from support agencies to offer their services/educate. Regularly share information with local homelessness support services to provide outreach to the local rough sleeping population.	●
	Develop localised training and information for staff and community groups on how they can assist individuals in accessing outreach services and programs.	Community Development, Sport and Recreation		●
Ensure the site is always presented to a high standard.	Ensure the hub and outdoor space are consistently presented to a high standard.	Infrastructure, Services and Planning	Regular reporting and maintenance occurs at the Hub including direct feedback from community members and reports received through Snap, Send, Solve.	●
	Provide opportunities for community feedback on the presentation of the site.	Community Services	Feedback on the presentation of the site is received directly from community members and reports received through Snap, Send, Solve.	●

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Priority	Action	Directorate / Department	Update	Progress
Achieve a 5-Star Green Star rated and zero net carbon emissions building.	Continue to deliver sustainability initiatives and programs at the hub.	Community Services, Planning and Design	Monthly Produce/Seed Swap and clothing swap at the Hub. Regular sustainability workshops including, but not limited to during the Sustainability Festival, programming around the monthly Urban Harvest and general programming throughout the year.	●
	Promote the sustainability achievements of the hub related to its 6-Star Green Star Rating and Net Zero operational emissions.	Planning and Design	The sustainability achievements of the Hub are regularly promoted through tours of the space and through the eNews.	●
	Review opportunities to educate staff and the community on climate change and environment sustainability.	Planning and Design		●
	Identify opportunities for individuals, groups and the community to support the implementation of actions in Council's Sustainability Strategy 2016-30 and Climate Emergency Strategy and Action Plan 2020-30.	Planning and Design		●



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 (03) 8571 1000

 council@cgd.vic.gov.au

 greaterdandenong.vic.gov.au



TTY: 133 677

Speak and listen: 1300 555 727

Online: relayservice.gov.au



TIS: 13 14 50

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