



# Springvale Community Hub

Strategic Plan / 2020-2025

Action Plan / 2022-2025

# 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 updated draft action plan has been developed for delivery over 3 years, from time of endorsement in August 2022 to end of financial year 2024–2025. The action plan delivery will be reviewed quarterly. This updated plan has been informed by consultation with the community and internal stakeholders.

It is intended that the timeline for delivery will coincide with the end of the current Springvale Community Hub Strategic Plan and lead into the development of a community precinct strategic plan for the municipality.



# 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
<b>Provide welcoming and inspiring places and programs for the community to connect.</b>	Deliver a wide variety of programs and activities, both indoors and outdoors including collaboration with internal and external providers.	Community Services
	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
<b>Develop effective partnerships with stakeholders to deliver increased opportunities for the community.</b>	Seek out partnership opportunities with local groups and agencies, to increase program and service offerings through the Hub and library.	Community Services
<b>Develop a year-round calendar of programmed activities across the Hub.</b>	Develop an annual program plan to activate entire precinct – including active living and recreation workshops.	Community Services, Community Development, Sport and Recreation
<b>Seek to identify sponsorships or grants to broaden service offering and programs.</b>	Identify grant funding, philanthropic and sponsorship opportunities to deliver new programs and services across the Hub.	Community Services
<b>Engage with visitors to support programming and identification of needs for services and programs.</b>	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
<b>Provide opportunities and programs within the open space that enhance health and wellbeing opportunities for the community.</b>	Provide inclusive physical activity opportunities for the community on the outdoor courts/open space.	Community Development, Sport and Recreation
<b>Provide opportunities for Occasional Care to operate from the Hub.</b>	Investigate the community need for an onsite occasional care service.	Community Wellbeing

## 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
<b>Connect people to Council and Community services, activities, events and information through up to date and responsive practices.</b>	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
	Support the Springvale Community Hub Advisory Committee to promote their role as hub ambassadors to the community.	Community Services
<b>Promote and enhance opportunities for community participation, including those that support connections and reduce isolation and exclusion.</b>	Identify further opportunities to be inclusive of older residents and people with a disability, across all programs and activities.	Community Care
	Facilitate links and referrals into other key local services (e.g. Alcohol and other drug, mental health, support services).	Community Services
	Deliver supported playgroups to vulnerable and disadvantaged families from the Hub.	Community Wellbeing
<b>Provide multi-purpose spaces that enable a range of programs, services and venue hire options for the community.</b>	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
<b>Provide opportunities to learn about, celebrate and honour the rich cultural heritage of the local community.</b>	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
	Cultural celebrations are included in the annual program of activities.	Community Services
	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

Priority	Action	Directorate/Department
<p><b>Extend current and support volunteering options within the Hub.</b></p>	<p>Provide support and extend a range of volunteer opportunities at the Hub, alongside Greater Dandenong Volunteer Resource Service.</p> <p>Deliver intergenerational learning and creative opportunities with seniors, adults, young people and children.</p>	<p>Community Services</p> <p>Community Wellbeing, Community Arts, Culture and Libraries</p>
<p><b>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.</b></p>	<p>Work with local schools and young people to develop youth programs and activities at the Hub.</p> <p>Develop volunteer opportunities through Libraries and the Hub.</p>	<p>Community Services, Community Wellbeing</p> <p>Community Services</p>
<p><b>Increase connections and activities that support both the Hub and the broader Springvale Activity Centre.</b></p>	<p>Work in partnership with Springvale Asian Business Association (SABA) to support and strengthen business activities in the Hub and Springvale Activity Centre.</p> <p>Promote the presence of Springvale and District Historical Society in the Hub.</p>	<p>Business and Revitalisation</p> <p>Community Arts, Culture and Libraries</p>



# 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
<p><b>Deliver a dynamic library service that responds to community feedback, trends and needs.</b></p>	<p>Consider feedback collected from library users to continue to deliver a responsive library service that supports community needs.</p>	<p>Community Arts, Culture and Libraries</p>
<p><b>Develop partnerships that assist in delivering literacy, learning, arts and creative opportunities.</b></p>	<p>Facilitate Writer and Artist in Residency programs that involve the community through creative engagement.</p>	<p>Community Arts, Culture and Libraries</p>
	<p>Participate in National and State-wide literacy, learning, arts and creative opportunities</p>	<p>Community Arts, Culture and Libraries</p>
<p><b>Extend and encourage learning and creative opportunities within the open space aspects of the Hub.</b></p>	<p>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.</p>	<p>Community Arts, Culture and Libraries</p>
	<p>Delivery library programs to all areas of the Hub, including outdoor spaces.</p>	<p>Community Arts, Culture and Libraries</p>
	<p>Provide opportunities for health and wellbeing education for the community.</p>	<p>Community Wellbeing, Community Arts, Culture and Libraries</p>
<p><b>Connect the community with lifelong learning opportunities within the Hub and broader community.</b></p>	<p>Provide work experience and placement opportunities for secondary, vocational learning and tertiary placements for community members.</p>	<p>Community Arts, Culture and Libraries</p>
	<p>Provide opportunities for school excursions/activities to occur at the Hub.</p>	<p>Community Arts, Culture and Libraries</p>



# 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
<b>Address safety concerns and any vandalism immediately.</b>	When needed liaise with Council’s Community Safety Committee to assist in proactive engagement and addressing any safety concerns.	Community Services
	Ensure that vandalism and safety concerns are reported in a timely manner.	Community Services, Infrastructure, Services and Planning
<b>Engage in proactive programs and security measures to reduce anti-social behaviours.</b>	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
	Deliver proactive programs and activities that increase community pride at the Hub.	Community Services
<b>Identify programs and outreach providers that can assist with public health and welfare.</b>	Continue to work with and show case the work local agencies and organisations do to provide outreach services.	Community Development, Sport and Recreation
	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
<b>Ensure the site is always presented to a high standard.</b>	Ensure the Hub and outdoor space are consistently presented to a high standard.	Infrastructure, Services and Planning
	Provide opportunities for community feedback on the presentation of the site.	Community Services
<b>Achieve a 5-Star Green Star rated and zero net carbon emissions building.</b>	Continue to deliver sustainability initiatives and programs at the Hub.	Community Services, Planning and Design
	Promote the sustainability achievements of the Hub related to its 6-Star Green Star Rating and Net Zero operational emissions.	Planning and Design
	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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