

**Hawks Nest Community Centre
Proposed Renovation
August 2019**

Engagement Outcomes Report



Introduction

This report provides a summary of community and stakeholder consultation that was undertaken between 5 August to 16 August 2019 to gain community feedback in relation to proposed upgrades to the Hawks Nest Community Centre.

This report is presented in six sections:

1. Introduction and background
2. What were people engaged on
3. Who did we engage with
4. How did people have their say
5. What people said
6. Next steps
7. Appendices

Project background

Hawks Nest Community Centre was opened in 1970. The centre comprises a small community hall and demountable building. The demountable has been identified as being not fit for purpose. The community centre has minimum square footage and lacks up to date facilities.

The centre is host to several regular user groups;

- U3A
- Historical Society
- Progress Association
- Meals on Wheels
- MidCoast Assist
- Hunter New England Health
- Toogee Martial Arts

With grant funding secured of \$300,000 from a Federal Government community development grant, these funds will be used to renovate/refurbish the current community centre. It is intended for the current demountable building to be removed and the existing community centre to be renovated to provide upgraded facilities and greater square footage.

What were people engaged on?

Purpose of engagement

The overall purpose of the engagement with the community was to ascertain;

- Current and future facility requirements
- Average number of regular users
- Provide additional facilities that are not currently available in Hawks Nest

Objectives of engagement

To achieve the above, the engagement had the following objectives:

- Provide key stakeholders with the opportunity to express their needs for the use of the space.
- Provide key stakeholders and community with detailed information and to help support participants to provide considered feedback.
- To educate the community and key stakeholders on the considerations given to the upgrading of the existing facilities and how their feedback will inform concept design plans.
- Ensure participants in the engagement feel their feedback is valued during this process and are informed of how their feedback will influence the concept design plans.
- To educate the community and key stakeholders on the considerations given to the upgrading of the existing facilities and that their involvement is important to us.
- Continue to build trust with our community and ensure that new and upgraded facilities and infrastructure deliver benefits by meeting the current and future needs of the community.

Project scope

This will be a two phase consultation with;

- Phase 1, seeking information about what is important to the users and community; what they would like to see in this space
- Phase 2, providing key stakeholders and community with an opportunity to comment on draft concept design plans

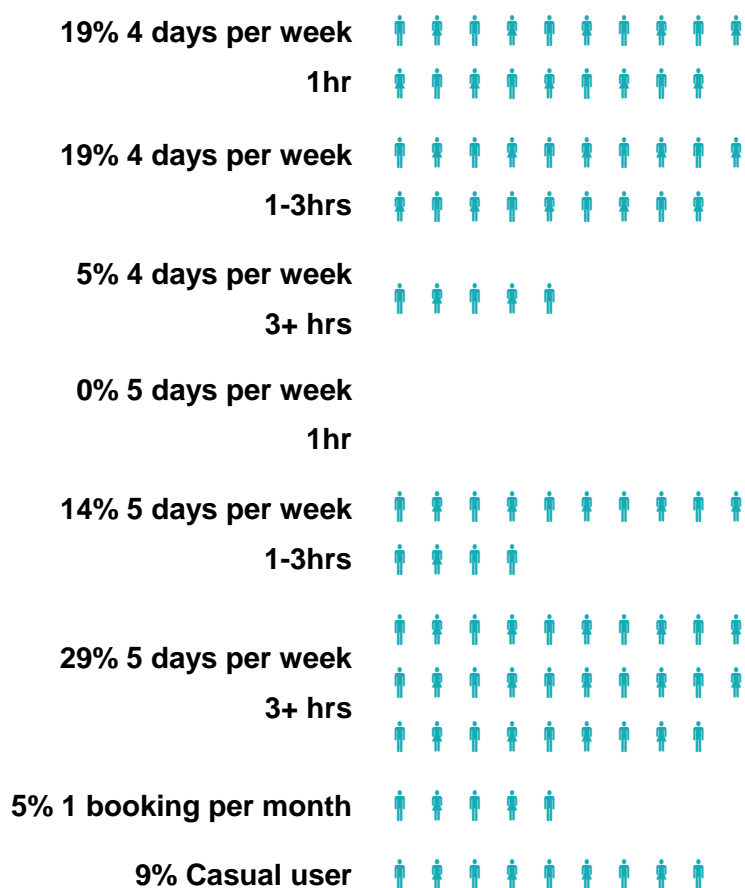
This project is an opportunity to provide the community centre with modern facilities that Hawks Nest may not currently offer.

The non-negotiable element of the project is that the current demountable building will be removed.

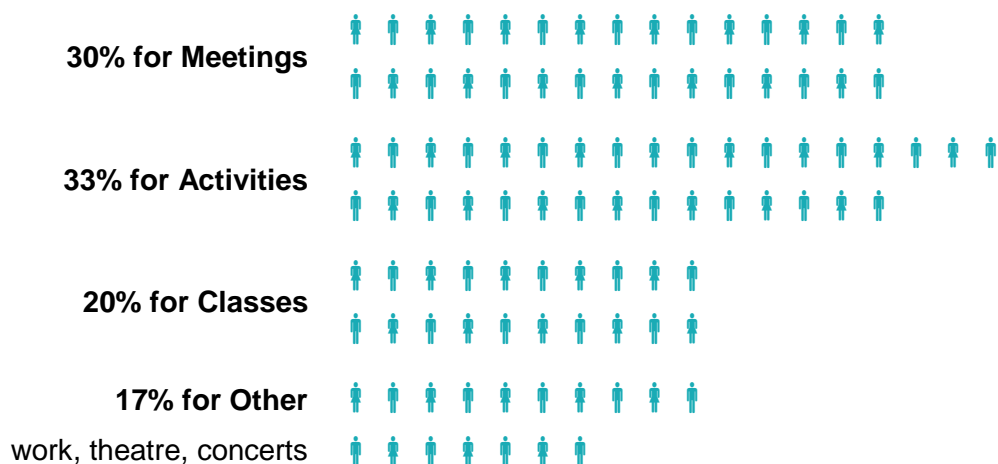
Who did we engage with?

As a part of the consultation, we collected demographic information to understand who we engaged with and how they utilise the Community Centre.

Frequency



Usage



Number of people attending

41%	21-30 people
27%	51+ people
14%	11-20 people
9%	31-50 people
5%	6-10 people
4%	0-5 people

* Note; statistics are calculated on field responses, not submissions received

Key stakeholders

We contacted key stakeholders directly to ensure they were aware of the engagement, seek initial feedback and link in with opportunities to discuss the project and concepts further.

We offered one-on-one conversations with key stakeholders to discuss in detail their current and future needs for the centre.

Key stakeholders included:

- MidCoast Assist
- Myall U3A
- Meals on Wheels
- Progress Association
- Toogee Martial Arts
- Hunter New England Health
- Unified Health
- Southern Area Reference Group
- Family Research Group
- Historical Society
- Local Aboriginal Lands Council and Aboriginal community
- Wednesday Craft Group
- Local Community Leaders
- Local residents

How did people have their say?

The range of engagement activities undertaken provided a variety of ways for the community to share their opinion and ideas, and generate community conversations. By providing a range of face-to-face and online engagement opportunities we were able to gain valuable input in this first phase of the project.

Face-to-face engagement	Online and electronic engagement	Communications
2 drop in sessions	15 participated in online survey	3 stories covered in Print
1 one on one meeting with key stakeholder	87 visits to Have your say page on Council's website	
21 responses to hard copy survey	5350 people reached on Facebook posts	
	543 engagements on Facebook posts	
	22 emails to key stakeholders	
		Submissions
		4 submissions received

Engagement activities

The following activities were used to seek input and build awareness of the community consultation on the proposed upgrades to facilities at the Hawks Nest Community Centre between 5 August and 16 August 2019.

Have your say page

The have your say page provided an online hub to both share information, encourage participation in engagement activities and direct linkage to the online survey.

Information included link to our online survey and information in relation to the consultation.

Over the period of the engagement, there were 87 visits to this page.

Survey

A survey was the primary tool for gathering feedback and aimed to seek information on how the space is currently used, how often it is used together with what is important in this space and how they would like to see it in the future.

The survey was available on the Have Your Say webpage, as well as in hard copies at the two drop in sessions.

36 people completed the survey, either online or in hardcopy.

Appendix 1 provides a copy of survey data.

Drop in sessions

As a part of our face to face engagement we hosted two drop in sessions on Wednesday 14 August to provide key stakeholders and community the opportunity to discuss their needs for the centre, provide valuable feedback in relation to the project and to inform people of how to have their say.

These drop in sessions were an opportunity to talk to community and respond to any concerns. Hard copies of surveys were available for people to complete.

Approximately 21 people attended the drop in sessions.

One-on-one meetings with key stakeholders

To ensure we received feedback from those key stakeholders with a high interest in the project, we invited those groups to meet with us face to face to discuss the proposal and collect their feedback.

One meeting was held with MidCoast Assist. All other stakeholders attended the drop in sessions or submitted feedback online.

Communication and advertising

We utilised a number of communication channels to get the word out to the community.

A summary of these activities is provided in the table below:

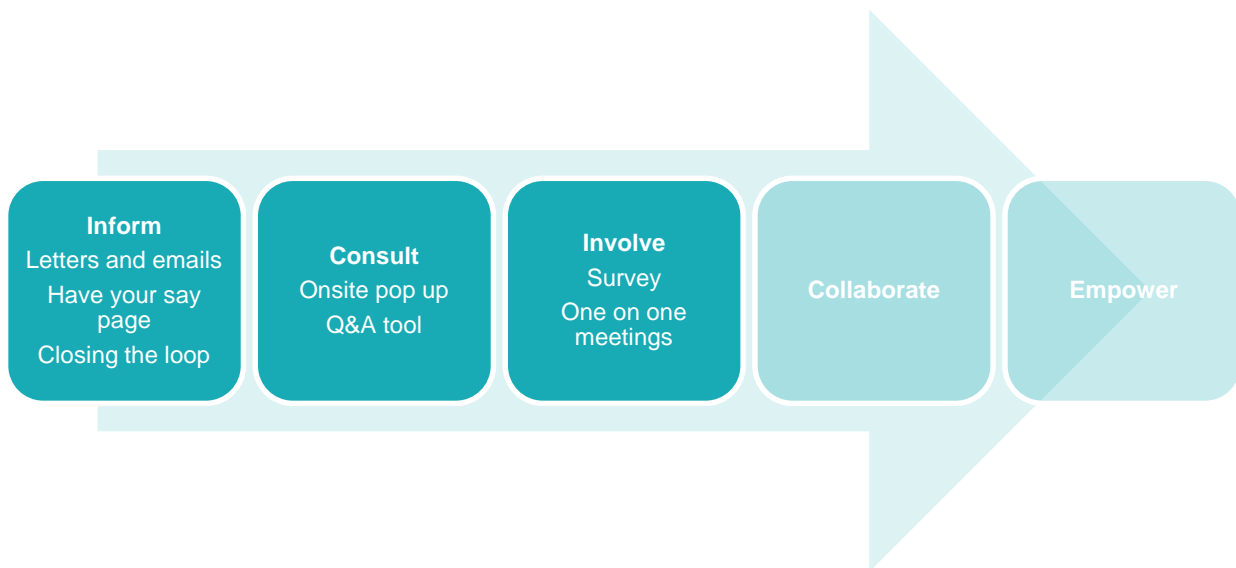
Communication method	Dates distributed	Reach
Email to key stakeholders	5 August	22 emails sent
Have your Say page	5 August	73 unique visitors
Media	7, 8 and 14 August	3 newspaper articles Great Lakes Advocate 7/08/2019 and 14/08/2019 Myall Coast News 8/08/19
Social media - Facebook	5 August	5350 people reached; 543 engagements; 6 reactions; 10 comments and 8 shares

Level of engagement

As outlined in MidCoast Council's Community Engagement Policy we utilise the International Association for Public Participation (IAP2) five-point framework for measuring the level of community engagement for each project.

Within this scale, this project achieved an inform /consult /involve level of engagement. At this level our commitment to the community was to listen to and acknowledge the benefits and limitations of the proposed design and consider these in the development of the final design.

The diagram below shows the levels of engagement and the activities undertaken within each level.

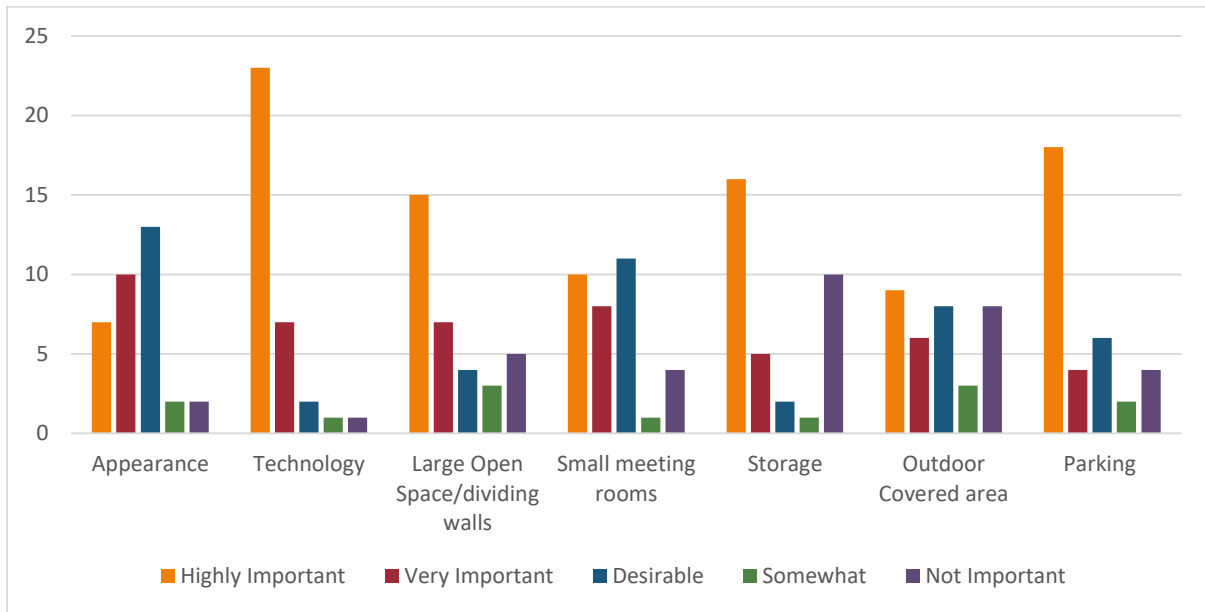


What people said?

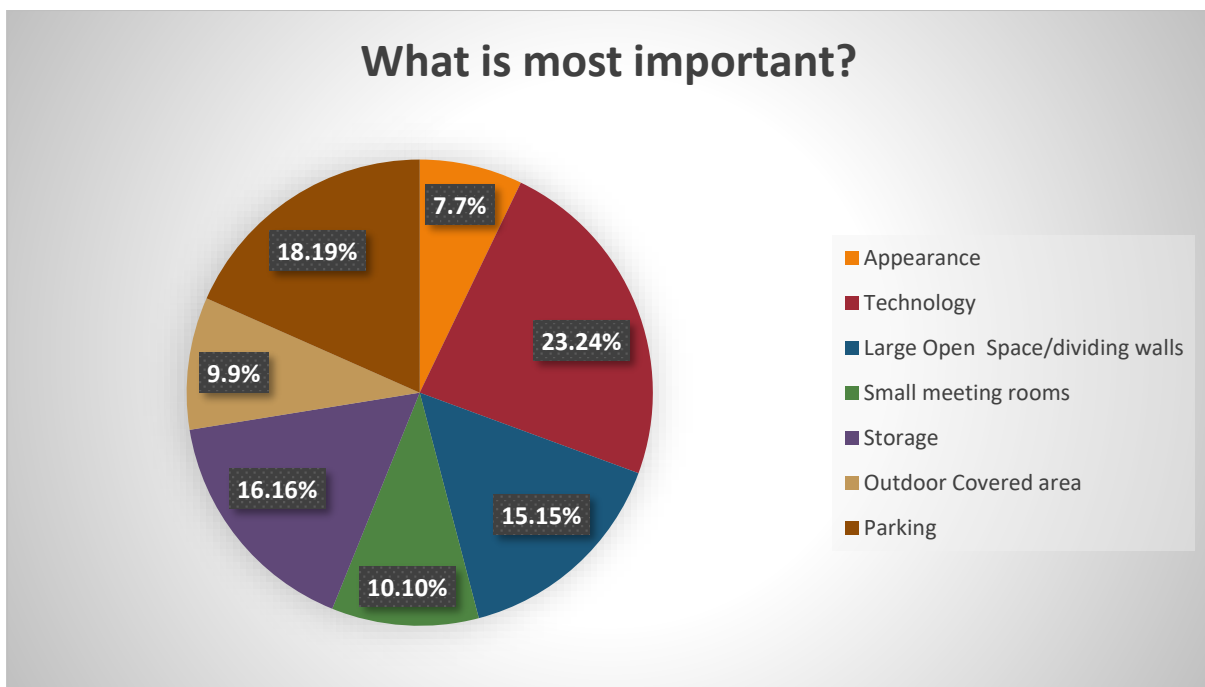
Participants in the engagement were asked to provide feedback on the various design elements of the project. These were broken down into seven areas, including appearance, technology, large open space with dividing walls, small meeting rooms, storage, outdoor undercover area and parking.

The following provides a summary of feedback provided through the various engagement methods, including the survey, one on one meeting and drop in sessions.

Note that the comments on each element have been summarised and participants may have raised more than one point in their response. Percentages are calculated on areas of improvement, level of importance selected and total number of responses received.



* Note; no responses and blank fields are calculated under not important



* Note; statistics have been calculated by field responses, not number of submissions

Based on the feedback provided, the following has been identified;

- Technology, parking and storage are highly important
- Large open space with dividing walls very important
- Appearance and outdoor covered area least important

From the feedback gained through the consultation common themes were identified;

- Industrial kitchen
- Drop off and pick up area assigned for MidCoast Assist and Meals on Wheels
- Undercover pathways
- Smooth, even driveway that is sealed
- Lack of power points in current hall
- Electrical shortages
- Placement of current air conditioners not effective
- Audio and visual technology improvements

Important Information

It is important to factor that the current buildings provide sufficient space to accommodate the current users. When the demountable building is removed there will be no other community facility to cater for the needs of the current users of this space. Concern has been raised that when the demountable building is removed there will be no facility to cater for those current users. This is an area that requires consideration when designing the concept plans.

What's next?

The engagement data contained in this report will be used to inform key staff, management and Councillors on the outcomes of the consultation for the proposed upgrades to the Hawks Nest Community Centre. This feedback will be considered, along with other factors including time frames, budget, funding agreements and intended purpose of the space to develop the concept plans.

A copy of this report will be made publicly available on Council's website, as well as distributed to those participants who expressed an interest in being kept informed on the project.

Appendices

Appendix 1: Survey data

Appendix 2: Submissions