



PHASE 2

Hawks Nest Community Centre

Proposed Renovation

MAY - JUNE 2020

Engagement Outcomes Report



Introduction

This report provides a summary of community consultation of Phase Two of the Hawks Nest Community Centre proposed renovations that was undertaken between 1 May to 12 June 2020.

Phase one was completed in August 2019 with feedback received informing the concept design plans proposed during Phase Two consultation.

This report is presented in seven 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. Summary
7. Next steps?
8. Appendix

Project background

Hawks Nest Community Centre was originally opened in 1970. The centre currently comprises a small community hall and demountable building, with the demountable building having been assessed as no longer fit for purpose.

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.

It is proposed that the renovations take into account the current and future needs of the regular groups, providing upgraded technology and facilities.

Following initial consultation and reporting in August 2019, feedback received informed initial concept designs. Due to the COVID-19 Pandemic community consultation was delivered online to community and key user groups.

We provide a copy of the original report from Phase One at Appendix 1. This report clearly identifies that technology is most important.

It was identified early following interpretation of the Phase One consultation that to deliver benefits to the community we needed to address technology and building renovations as separate projects. Phase Two of the consultation focussed on asking this question.

What were people engaged on?

Purpose of engagement

The overall purpose of the engagement was for community to provide feedback that informs the decision outcomes and ascertain whether the draft concept design plans meet the current and future needs of the key user groups and community.

In addition, we asked participants to respond to the following question to best describe how they feel;

A. Building improvements are very important to me and I feel that these upgrades should take priority over technology/electrical upgrades. I understand that Council will seek funding for the technology/electrical upgrades.

B. Technology is very important to me and I feel that these upgrades should take priority over building renovations. I understand if the current funds are spent on technology improvements, it is unlikely funding will be secured to renovate the building in the short-medium term.

Who did we engage with?

Consultation was targeted to key user groups and community.

Key user groups and people who participated in Phase One of the project that provided their contact details were emailed. Notification of the consultation was advertised in the local paper

Participants were directed to view an online powerpoint and audio presentation and provide their feedback through completing a short survey or writing a submission.

How did people have their say?

Key user groups and participants from Phase One were emailed directly with an invitation to visit our Have Your Say page and view the Powerpoint and Audio Presentation. This email was sent to 111 email addresses.

Notification to participate in the consultation was advertised in the Manning River Times and on our Have Your Say webpage. Articles were presented by the Nota on 14 and 28 May.

Consultation was open from 1 May to 12 June 2020.

Key user groups were welcomed to contact to discuss the concept plans. Both Myall U3A and MidCoast Assist contacted Council to discuss the plans in a one on one meeting. COVID-19 restrictions permitting.

Key users and community members were requested to complete a short survey following review of the online powerpoint and audio presentation. In addition, the option to submit a submission was available.

Online and electronic engagement

54 participated in online survey

813 visits to Have your say page on Council's website with **660** unique page views
111 emails to stakeholders

Communication

We completed a direct method of communication to get the word out to the community. A summary of these activities is provided in the table below:

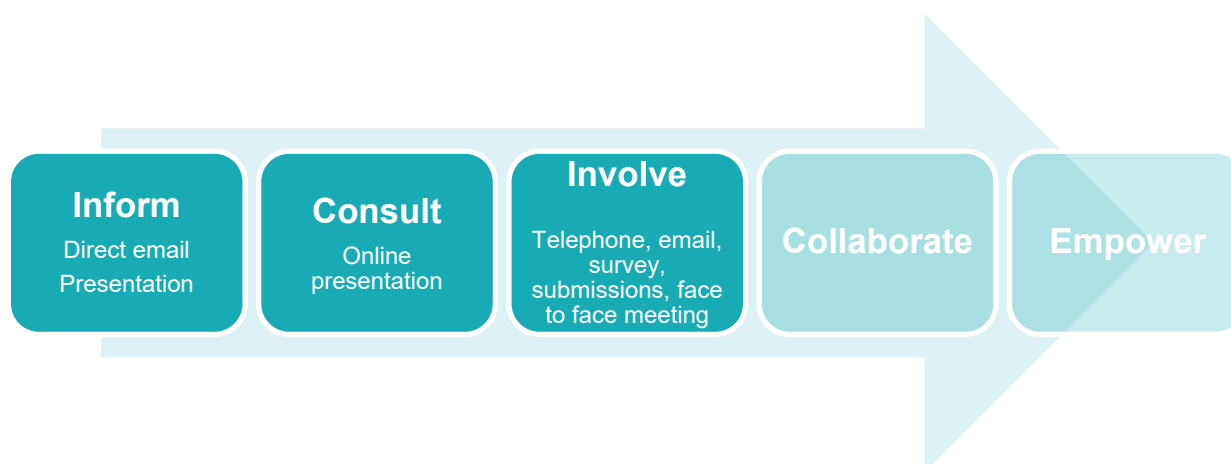
Communication method	Date distributed	Reach
Email	1 May, 21 June, 28 June	111 email addresses
Advertisement	6, 13, 20, 28 May, 3 and 10 June	Community newsletter advertised in Manning River Times
Media release	4 May	
Have your Say page	1 May open	660 unique views

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.

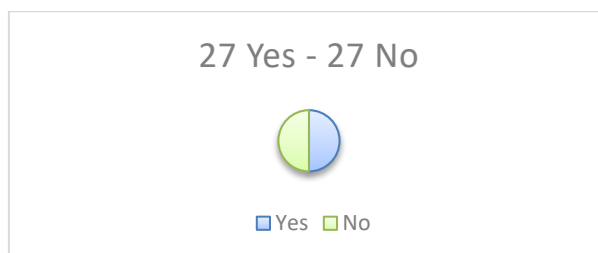
The diagram below shows the levels of engagement and the activities undertaken within each level.



What people said?

Participants in the engagement were asked comment on;

The draft concept designs have been informed from the feedback gained from our initial consultation. Do you feel that the concept plans deliver building improvements that are beneficial to you as a regular user of the space and for community members? Yes or No



Note: submission responses are not identified in the above table. Submission received did not address or respond to this question.

With 54 online survey responses completed, 27 people said yes and 27 people said no.

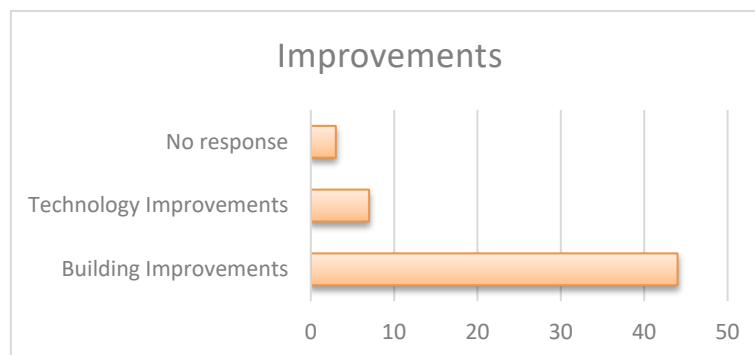
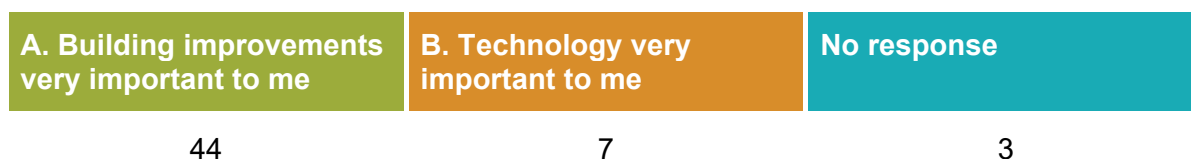
In addition, as identified in Phase One, technology resulted as most important, we agree that technology/electrical upgrades are very important. However, we identified that we could not deliver both the building improvements and technology/electrical upgrades from the \$300k budget.

We asked for participants to answer the following; *which response best describes how you feel?*

A. Building improvements are very important to me and I feel that these upgrades should take priority over technology/electrical upgrades. I understand that Council will seek funding for the technology/electrical upgrades.

B. Technology is very important to me and I feel that these upgrades should take priority over building renovations. I understand if the current funds are spent on technology improvements, it is unlikely funding will be secured to renovate the building in the short-medium term.

We received the following responses.



Many participants took the opportunity to make additional comments, which are provided in Appendix 2.

Summary

During our review of the feedback received, it became evident that the concept plans did not meet the expectations of the participants.

The project lead and engagement officer attended an onsite meeting as requested by Myall U3A and MidCoast Assist. Meals On Wheels were unavailable however MidCoast Assist represented and outlined in detail their needs and how the current concept plans did not address these needs.

In addition to the current user groups needs not being met, it was identified from our onsite visit that the current plans would not accommodate the needs of the patrons who attend the centre. Majority of patrons that attend the centre are;

- Elderly
- Disabled
- Mobility restricted requiring the use of aids
- Vision, hearing impaired
- Hard to reach groups

What's next?

Based on feedback and data provided in this report, together with our onsite inspection, we are not in support of the current concept draft plans and will look to having them amended to better suit key user groups and community needs. The needs of the key user groups, current and future needs of the facility and the expectation of delivering benefits to the community are not being met with the current draft concept design plans.

We recommend that the current draft concept plans be amended in direct consultation with;

- Myall U3A
- MidCoast Assist
- Meals On Wheels
- Key user group/tenants

Following amendment to the Phase Two concept design plans, we will meet with the key users groups in one on one meetings to finalise design plans that will meet current and future needs for the building. This process will be known as Phase 3 and directed to key stakeholders only.

Following completion of the Phase 3 plans, this information will be reported before Council, at a date to be advised.

Following completion of Phase 3 and endorsement of the plans by Council, we will exhibit the final plans and close the loop with community.

Appendix

1. Engagement Report outcomes – Phase One
2. Additional Comments

Appendix 1

Engagement report outcomes – phase one

Appendix 2

Additional comments

Additional Comments

1	The draft concept has some advantages but, as a member of Myall U3A, I was hoping for some area equivalent to the present Old Library that U3A could use for activities, as an alternative to the large hall. The present hall rental costs for the large hall are very high - we are simply a community organisation with a limited budget.
2	Why is so much space devoted to minuscule offices - who are they for? This still looks like a quick fix that doesn't solve community space requirements for anyone, and yet allows Council to think they have done something.
3	Short-term formulations ignore the long-term perspective required to deliver real benefits to the current needs, and future demographics of this community. The current site is inadequate to current needs; and comes nowhere near accommodating community parking or the flexible design for a better-functioning future community centre. The form of this response-questionnaire is aimed primarily at self-congratulatory reassurances; the early consultation can be interpreted in various ways: the statistics of the pie-chart can be shaped to ignore the urgency of progressive, forward thinking, then to waste 300k on not doing anything constructive for our future needs. Forget the band-aide for immediate face-saving: show some leadership.
4	You haven't indicated what the cost of the Technology upgrade is? Why is this amount not provided? Surely you know what this amount is. Also you have prioritized parking spaces over facility space. That is so wrong. People don't do activities in the parking lot.
5	As a member of U3A, although the infrastructure of the hall is very important, without the technological and improved electrical upgrades the space does not suit our requirements. We need screens to show PowerPoint presentations, show moves. We need extra power outlets to run projectors and computers etc. These additional features would surely cost less than a few thousand dollars.
6	Rubbish
7	It appears the new storage will block off the now windows. We need the light that comes through for our Craft work. If so will you put Sky lights in Where will the cupboards we now use go Then what storage do we have According to the plans there are no windows in the new part How do you get into meals on wheels there is no door

8	The current plan is very confusing. Doorways seem to be missing, storage areas indicated don't show just how these will be set up. If current storage cupboards will remain. To me there is a terrible waste of space and the new toilet is certainly not in the right place. However in saying this real comments cannot be made until such times as a face to face meeting with council is possible. Also until a more accurate number of users is available. As part of a current user group, Wednesday Craft group, I noticed that the current room will not have windows, so upgrade to lighting in that room will be a necessity, It will be a pathway for other room users to kitchen and I am concerned that as this group comprises of ladies in their 60s, 70s, 80s, and 90s the set up procedures may become more difficult.
9	I have already put in one answer to this, but now realise there are two healthy eucalypt trees behind the proposed new small hall. Have these been taken into account, and can you justify removing them from the site.
10	I like the first design better. The large space is more important than the extra three car spaces at the front. You can still have the accessible toilet and office but the larger hall. Technology is not so critical now that many people have their own
11	I prefer the Initial Concept Design with an internal floor area of 183.91 sqm as it better meets the needs of user groups with additional male & female toilets beside the new hall area. This would allow 2 groups to use the 2 halls separately. It also provides 7 parking spaces. This plan also provides a disabled toilet behind the main hall. The Revised Plan reduces the floor space with an accessible toilet & office space which are duplicating facilities.
12	The access to the new WC would be very hard for a disabled person who is currently in the old hall - very congested.
13	I feel the technology/electrical upgrades should have priority. I feel the ventilation/ air conditioning and internet access need upgrades. At the moment our photography group views members monthly photos via projections from a video player which belongs to a member. The photos are projected onto a screen and the quality is very poor. There needs to be up-to-date technology able to project images onto a proper large monitor. This would be useful to other groups wanting to project images to illustrate their subject matter.
14	While I think the plan makes a good use space and storage offering the community a potentially useful facility there are a few concerns. 1. Access to Meals on Wheels - a 3 car parking space behind the small meeting room. Are deliveries and volunteers going to be able to handle that space? Foot traffic will have to share with motors the narrow driveway as there appears to be no other access. Meals on Wheels management would love to have a dedicated site

	<p>but it will be many years before this can be realized so this spacing will have to cope for some time.</p> <p>2. There is a green patch on the map which should be indicating new construction - but there seems to be no information as to what and why it is!</p> <p>3. Such a community facility could be much used by local groups but there is the question of rental costs. Most groups are volunteer groups with little income and therefore if the charges are too high the whole project will be of little community use. This was always an issue regarding the main building costs before - no-one expects it to be free but it is doubtful that many groups could cover true running costs. There are sites around town hiring for between \$10 and \$20 an hour.</p>
15	Major problems with access to Meals on Wheels and disturbance to users of new hall. Cramped and inadequate entrances and storage spaces. No indication of who uses spaces in the existing hall and likely users of spaces. No indication of paved areas and surfaces to be used for paving.
16	There needs to be kitchen facilities and air conditioning in the new addition so that it can be used independently from events being held in the main hall.
17	One unisex toilet sounds good in theory but personal experience of making a similar compromise is that it was a regrettable decision. Reduce a car space and have two toilets leave electrical and technology upgrades until after power in Booner Street has been upgraded we are still being notified of days when we will have no power in Booner Street while the electrify supplier does work.. Technology should wait until we have appropriate reception here.
18	Upgrading in 2 or more stages will cause massive interruption to the classes and other activities undertaken at the hall, for what seems like little benefit. It would be much better to secure a bigger budget before any work is undertaken.
19	<p>1. The initial Concept Design (if further modified) is better suited as it delivers increased usable area compare to the Revised Draft Design.</p> <p>2. The Initial Concept Design should be modified to include a male & female toilet but both smaller in size and with the female toilet relocated to the location of the current vacant land adjacent to the new male toilet in the Initial Concept Plan. The new office should be eliminated as it seems superfluous and impractical in the location nominated.</p> <p>3. An additional storage/facilities room could be additionally added adjacent to the (relocated) female toilet for future technology equipment/facilities usage.</p> <p>4. The above points 1-3 will achieve a greater and more uniform usable floor area, toilet facilities in keeping with the new floor space and a space for future technology/facilities usage.</p> <p>5. The access corridor need not extend the full length of the hall to achieve a reasonable sized "facilities" room. Ideally, the toilet access corridor should be removed altogether with direct access for the toilets and store room directly off the new hall.</p>

	<p>6. A doorway from the new "hall" in the corridor wall directly opposite the new Store of the toilet access corridor should be provided for direct access from the "hall" to the store room for ease of access to chairs, tables & the like. The average age of users needs to be considered for ease of access to the Store for chairs, tables etc. which would be frequently required from the store room.</p> <p>7. The initial Concept Design should be able to achieve 2 of the 3 additional parking spaces indicated on the Revised Concept Design at the front of the existing building adjacent to the existing meeting room in addition to those shown on the Initial Concept Design. Additionally 1 extra parking space should be possible next to the parking space designated #10 on the Revised Concept plan resulting in 10 spaces compared to the existing 5 spaces, 4 of which are reserves spaces i.e. a net gain of 6 spaces over that current. However, additional parking is not critical for this revamp as there is adequate on street parking available.</p> <p>8. Technology and electrical improvements still remain of topmost importance for this project and a lack of these improvements could well see the under utilisation of the new "hall" on completion due to the necessity for technology/electrical upgrades for some user groups who currently have chosen to utilise other halls in the area. This should remain a focus.</p> <p>9. The entry doors to the new "entrance foyer" should be moved to align with the wall between the existing kitchen and existing female toilets. This would remove the unnecessarily long hallway in the Initial Concept Plan and allow to better centralise the entry doors to the new "hall".</p> <p>10. The stage in the existing hall has been incorrectly designated "Storage".</p> <p>11. Shouldn't there be rear door access to the parking at the rear of the building from Meals on Wheels?</p>
20	<p>The Hawks Nest Tea Gardens Progress Association Committee has the following comments on the proposed plan to replace the Old Library at Hawks Nest:</p> <ul style="list-style-type: none"> • There are concerns about the lack of tea and coffee making facilities and a sink in the new hall. The plan shows the existing kitchen which could be accessible but this kitchen is used by others and could create a lot of problems. The hall needs a small separate area for coffee/tea making and a sink plus a small fridge and a cupboard. • Technology is another issue and was of high importance, 24%. A fitout for this would have to be done when the building is constructed, not after. • Access to meals on wheels appears to be totally inadequate. • There is concern about the possible high rental cost of using the new hall and storage area. It is a community facility and if the rental was high many of the community groups would have difficulty finding the funds to hire the hall. <p>Lorraine Lock Secretary</p>
21	<p>The draft concept design offered does not increase floor space already offered taking into account the demountable already supplied. It only makes things more comfortable for storage and gives an extra toilet. I do not see much of an improvement in car parking and accessibility for Meals on Wheels. By the final comments from the online video. Building renovations with a hold on technology is not an option . To hold off on doing "all in one", due to grants is not an option. We</p>

	<p>need the technology NOW. This is why it is stated as a priority by the community. Prior to COVID some courses were finding it necessary to use alternative venues where adequate technology could be applied for a successful course/presentation thanks to the tentative generosity of private concerns to fill a community inadequacy. What would be the time frame to do both building and a technology in one hit? We are an aging population. We may not have the time to wait too long to benefit from the technology needed now.</p>
22	<p>Thank you for this opportunity. As a regular user of the facility I have some concerns, but also some hopes/ needs. It would be very helpful to have an onsite walk through meeting with those of us who are regular users of the Community Hall and its facilities with the architect and MCC planners.</p> <ol style="list-style-type: none"> 1. The existing annexe/supper room will be approximately 2.4m narrower to allow for the new entrance and two storage rooms. This means that some users of this facility will find it too small. The lack of natural light may also be a problem. 2. While acknowledging the very necessary storage rooms, as there are more than three groups which use the facility, I sincerely hope that as many of the existing storage cupboards as possible can be retained. There will be a real problem if not. 3. The existing Old Library is approx 7.6m wide, The new hall will be 6.5m wide for approximately 2/3 of its length, increasing to 8.3m, Currently approx 9.7, proposed to be 11.35 in length as per your response to my email. I would therefore query the figure of an overall increase in size from 55sq m to 90sq m of useable space in the new hall itself. 3. Please include kitchenette/tea making facilities in the new hall. This was something for which we lobbied for years for the existing Old Library, and have much appreciated since it was installed. 4. Provision of additional designated car spaces for disabled drivers is essential. Currently there is only 1. Myall U3A has unsuccessfully applied over several years for this to be resolved. 5. The Concept Plan does not indicate the location of access for Meals on Wheels from the rear carpark. There are also a few discrepancies between the plan and the existing building, such as an accessible toilet adjacent to the men's toilet in the existing foyer area and an additional door to the stage. 6. Deliveries to Meals on Wheels are currently via a wide driveway. The new access driveway to the rear of the building and the proposed external access (not indicated on the plan) needs to be sufficiently wide to enable trucks to access this area. <p>As per my emails, I would urge MCC to continue to do everything possible to ensure that further grants be obtained to cover the inclusion of technology, and insulation in the ceiling (plus a new ceiling?) in the Community Hall. It is with some hesitation that I answer the question below</p>
23	<p>The current direct access from the Meals on Wheels area appears to have been deleted from the new plan although the powerpoint presentation stated that parking area 8, 9 and 10 was for pick up from this area. This rear parking area is</p>

	difficult to access and is too small for use by medium to large vehicles such as delivery vans.
24	<p>Wednesday Morning Craft Group.</p> <p>I am concerned about the location of the door to the storage area where we meet in the now luncheon room. Because of the location, will we lose our two cupboards or would it be better to move the door to the other side, keeping the existing cupboards?</p> <p>This is also the area where the existing air-conditioner is located and I assume there would be another installed for warmth and cooling?</p> <p>I am concerned about the loss of windows in that room as one will be where the new storage area will be built and the other isn't shown on the plan.</p> <p>Would light tubes be installed to compensate for loss of natural light?</p> <p>This is just a couple of items I noted from the plans shown to us.</p>
25	<p>It appears to storage will go over the windows we need the light coming in if this is the case will sky lights be provided why is the storage in the super room being changed the new part will need a kitchen otherwise when different groups are using both building they will tripping through to make their cuppas and upsetting the other group. The main part of the needs brighter lighting if people are going to use it while the works are going on.</p>
26	<p>First, please note that the U3A is the biggest user of all public facilities at the Centre. In the text supporting your announcement, you demonstrate absolutely no understanding of what we do. Accordingly you have not proposed arrangements that are suitable. The new assembly room needs to be configured to allow lecture room facilities - the roughly L-shaped room does not allow for an audience to have a view of a presenter and projector screen at one end of the room. The loss of tea making facilities made available in the Old Library is unacceptable. Our community does not need another office, we would wish that existing offices be removed, at least to make available to our community a couple of additional parking spaces. What is the function of the office in the new plan for the new 'old library building' which will do nothing more than probably swallow up another parking space. For myself, when you put it (between the lines) that you will not proceed with the build unless you provide "technology", well, forget the latter. You have not specified what you envisage in any case. The U3A is fairly well set up with computers, sound gear and projector, but we would like a fast internet service and that would about do us. NBN is immediately available for that purpose.</p> <p>It would have been better to rebuild at the rear of the property and leave more space at the front for parking and maintain the front access for truck deliveries and meal pick-up for Meals-On-Wheels. Rear access for Meals-On-Wheels deliveries by truck is impractical, as there is no turning room for a truck. Reversing alarms will disturb surrounding land owners and audiences in the new assembly room. Trucks and cars retreating from the parking spaces behind the new building will have to back out and represent a danger to visitors A bigger truck will need access for gas deliveries, while the gas storage cylinder will need to be relocated to make room for</p>

	one car park space, and as Council will be aware, much care will need to be given to this relocation for health and safety reasons. Please be assured that you will receive many submissions on your inadequate proposal, but for now, all I can do is use your inadequate communication protocol and send you this.
27	The storage areas appear to cover the windows and as we are a craft group light is most important.