

## Next Steps

City of Ryde plans to develop other community hubs; adopting this model of community-infrastructure provision in response to changing community needs and as a responsible approach to asset management.

The City has invested in a Community Hubs Identification Study which is due to be completed soon.

Drawing on learnings from West Ryde and other successful national and international case studies, the Study will map out the principals and formula for the creation of various kinds of community hubs to meet the changing needs of our growing community. It will also identify possible locations for additional community hubs within our City.

Community Hubs in the City of Ryde will be:

No	Principle	Characteristics
1	<b>Responsive to the changing needs of a community</b>	<ul style="list-style-type: none"> <li>Focus on local community needs</li> <li>Commit to continual evolution of services</li> <li>Include flexible and adaptable spaces</li> <li>Include capacity for expansion of key buildings</li> <li>Incorporate a post occupancy evaluation process</li> <li>Responsive to growing and changing populations</li> </ul>
2	<b>An active focus for the community where everyone feels welcome</b>	<ul style="list-style-type: none"> <li>Build on or create a strong sense of community ownership</li> <li>Locate near shops, restaurants, offices and other activities</li> <li>Operate during the day and night, including weekends</li> <li>Encourage community involvement in the planning process</li> <li>Incorporate a community focal point and gathering space</li> <li>Provide strong branding and marketing</li> </ul>
3	<b>Accessible to people of all ages, abilities, backgrounds and incomes</b>	<ul style="list-style-type: none"> <li>Identify a prominent town centre location with good access</li> <li>Consider a multigenerational focus</li> <li>Include access to affordable programs</li> <li>Consider community outreach and connections</li> </ul>
4	<b>Sustainable over time</b>	<ul style="list-style-type: none"> <li>Promote a partnership funding and delivery model</li> <li>Ensure a robust management model is in place</li> <li>Consider multistorey facilities to make the most of a site</li> <li>Incorporate cost recovery spaces and opportunities in its design</li> <li>Include commercial uses</li> <li>Include and promote environmental design features</li> <li>Incorporate an ongoing asset maintenance program</li> </ul>
5	<b>Multipurpose catering for a wide range of community services, activities and programs</b>	<ul style="list-style-type: none"> <li>Provides a range of spaces that can be used for a number of purposes</li> <li>Addresses the needs of a wide range of community groups and interests</li> <li>Includes a range of community services, activities and programs</li> <li>Can be used for different purposes at different times of the day</li> <li>Is flexible and can be adapted for a variety of uses and activities</li> </ul>
6	<b>Based on the integration of services and facilities</b>	<ul style="list-style-type: none"> <li>Consider co-locating metropolitan, regional, district and local facilities</li> <li>Integrate local, state and federal services</li> <li>Include a mix of spaces and facilities</li> <li>Integrate a broad range of services, programs and facilities</li> </ul>
7	<b>A centre for local creativity and innovation</b>	<ul style="list-style-type: none"> <li>Reflect a distinct local identity</li> <li>Use an iconic building design to reflect community objectives</li> <li>Incorporate new and changing technologies</li> <li>Provide seed funding for innovative programs</li> </ul>



**hub** *n.* 1. the central part of a wheel, as that part into which the spokes are inserted. 2. the part in central position around which all else revolves.  
*The Macquarie Dictionary, Macquarie University, Australia*

## Community Hubs

### Background

There are many community halls and community facilities throughout the City of Ryde. These have sprung up in various locations over the years, to serve the needs of local town centres and communities.

Today, there is an urgent need to review the viability of these single-purpose halls and facilities, and to find out where synergies and efficiencies might be created by co-location of complementary services.

### Introducing our first Community Hub West Ryde Community Centre

The first community hub in the City of Ryde has been created at West Ryde, right in the heart of the town centre and close to public transport and parking.

The West Ryde Community Centre (WRCC) houses a number of services that have a focus on improving the well-being of local children and families.

The Centre also contains a large hall for public use. A village square where the community can relax or gather for special events, and public art based on the history of the area, will complete the hub.

# What are the benefits of creating a central hub?

## Reinforcing local identity

The co-location of services and facilities helps to reinforce local identity by creating partnerships, finding local solutions to local problems and building trust.

## Creating social capital

Placing the WRCC in a central location, and surrounding it with places to gather and celebrate, is an important aspect of our community hub. The stigmas of disadvantage and marginalisation are lessened when the services offered are accepted as a normal part of everyday life.

Our aim is for our community hub to be seen as a place where the community builds resilience, vibrancy and diversity.

## Building collaborative frameworks

Community hubs enable services to collaborate in ways that create efficiencies and benefit the community.

Working on joint projects with joint funding, mentoring and capacity building between the co-located services, and improved referral pathways for clients of the services are significant benefits of this model of operation.

At the WRCC we have already seen the benefits of collaboration, with Relationships Australia mentoring Korean Lifeline – a relatively new and quite specialised service. The sharing of offices, reception and facilities by Relationships Australia, Korean Lifeline and Good Beginnings also creates efficiencies and fosters the sharing of knowledge and experience.

## Ensuring sustainability

The creation of our community hub has minimised costs and ensured the sustainability of the provision of these essential services and facilities.

- o The construction of the hub (WRCC, community hall, village square and public art) was funded at no cost to the community through a voluntary planning agreement negotiated as part of the redevelopment of West Ryde Urban Village.
- o The WRCC is a purpose-built, modern facility that will be easy to maintain and will increase service capacity. It has replaced three old buildings that were inefficient and costly to maintain.
- o Commercial and retail tenancies within the WRCC, leased at market rates, help to defray operating costs and depreciation of the building.
- o Security of tenancy and rental subsidies to the service providers result in higher service levels and greater affordability of services provided – a real boon for clients of the services.
- o Taking into account commercial/retail income, depreciation, outgoing costs and subsidies offered to the community tenants, net cost to the City of Ryde will be a minimal \$80,000 per annum.

