



2019 – 2041

Draft Halls and Facilities Strategy

 City of Ryde



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Executive Summary

This (Draft) Halls and Facilities Strategy has been developed to inform the City of Ryde's planning and delivery of halls and facilities in the Ryde local government area for next 20 years.

Currently, the City of Ryde owns 28 halls and facilities, some of which have multiple uses such as providing hireable community space and childcare facilities. This Strategy has not included floor space associated with childcare facilities, Child and Family Health Service Centres or heritage listed buildings, apart from Old Eastwood Town Hall and Brush Farm House.

Recommendations in this Strategy have been informed by:

- » a review current City of Ryde community facilities policies, in conjunction with an assessment of current community halls and facilities building condition, utilisation, size and multipurpose capabilities
- » analysis of existing demographic characteristics and forecast population numbers
- » relevant findings from prior community consultation conducted by the City of Ryde, as well as feedback from regular hall and facility users and tenants in an online survey developed for this Strategy
- » relevant findings from consultation conducted by City of Ryde with young people and volunteers, investigating the needs of young people in the Ryde local government area.
- » current and projected floorspace of halls and facilities which offer community centre space (hireable), community services space (licensed) and arts and cultural space, using a benchmark of 80-100sqm for 1,000 people.

This Strategy identifies five catchments in the City of Ryde, based on an investigation of the distribution and location of key urban centres, community travel patterns, and existing and future population size and distribution. Catchment based planning enables a more equitable approach to the supply and distribution of community facilities across an LGA, as well as a recognition and consideration of the unique needs of numerous communities (place based planning).

Applying the provision calculations for community centre space (60sqm per 1,000 people) to each of the catchments found an unequal distribution across the LGA:

- » **Southern catchment:** Lowest provision of 2sqm per 1,000 people.
- » **Northern catchment:** A provision of 16sqm per 1,000 people.
- » **Western catchment:** Current provision of 19sqm per 1,000 people.
- » **Ryde catchment:** Current provision of 28sqm per 1,000 people.
- » **North Ryde catchment:** Highest provision of 41sqm per 1,000 people.

Looking forward, this Strategy recommends the following principles underpin the City of Ryde's planning for halls and facilities now and into the future:

- » contributes to a sense of place
- » connected to public transport, pedestrian and cycling networks
- » universal design
- » visible from the street or other public space
- » designed to be used flexibly
- » designed to maximise safety
- » incorporates technology
- » designed to be expanded and adapted to respond to changing community needs
- » incorporates environmentally sustainable design

- » are planned and delivered as part of a network
- » are well located and clustered near a variety of other facilities, amenities and services
- » incorporates accessible parking.

Facilities with these characteristics are somewhat 'future-proofed' as they have the capacity to adapt to community needs as they evolve and change over time.

Future facilities planning should also be considered within the larger network of facilities, with each community facility having its own role and function determined by the needs of the catchment. This Strategy adopts a planning hierarchy within this network, comprised of:

- » **Regional level facilities:** Facilities of LGA wide or sub-regional significance, usually larger in size and serving a broad population catchment (100,000+).
- » **District level facilities:** Serving a catchment population (20,000 – 50,000 people) and receiving regular usage from a wide range of users.
- » **Local level facilities:** Serving a catchment of around 5,000 – 20,000 people and usually including similar spaces to a District level facility but on a smaller scale.
- » **Neighbourhood level facilities:** Servicing a population in close proximity (2,000 – 5,000 people) and limited capacity and cater to neighbourhood groups for small meeting and activity spaces.

This Strategy provides recommendations towards the future provision of three key components of community facilities. Each component has been assigned an indicative benchmark, which combine to equal 100sqm per 1,000 people. These benchmarks continue to adopt the 80-100sqm per 1,000 people, comprised of community centre and community services space, and arts and cultural space:

- » **Community centre space – hireable:** Floorspace allocation of 60sqm per 1,000 people. Provides space for community hire, for a range of activities, meetings and events, and a focal point for community connections
- » **Community services space – licensed:** Floor space allocation of 20sqm per 1,000 people. Provides affordable/subsidised office and meeting spaces to support community and not for profit organisations in their service delivery
- » **Arts and cultural space:** Floor space allocation of 20sqm per 1,000 people. Provides spaces that support and foster arts and culture, and provide space for creatives to meet and create.

In addition, this Strategy identified a need for a youth recreation and services hub that will serve the needs of the LGA. This has not been allocated a provision rate.

Based on findings, this Strategy outlines 10 key strategic directions for community facilities in the City of Ryde over the next 120 years. These directions address:

1. Creation of new facilities delivered a part of a wider network
2. Early childhood education and care
3. Child and family health services
4. Heritage facilities
5. Provision of a recreation and community services focussed youth facility in the Ryde LGA
6. Adopting a hub model of facility provision, where appropriate
7. Development of a facility criteria for negotiating Voluntary Planning Agreements
8. Council to act as a 'space broker' to non-Council and other Council spaces
9. Review hiring and licensing policies
10. Look at programming and management models for facilities.

This Strategy also provides planning for the delivery of new facilities, and identifying which facilities are to be retained and consolidated or rationalised over the next 20 years.

The recommended time frames for delivery include:

- » short term: 1-5 years
- » medium term: 5-10 years
- » long term: 10-20 years.

This is shown in the tables in the following pages.

New and retained/redeveloped facilities

	Facilities	Components	Size (approx.)	Timeframe
New facilities				
1	Ryde Central	» Regional arts and cultural space » District community centre space	» 2,500sqm » 2,250sqm	Short
2	Eastwood Community Hub	» District community centre space » District community services space	» 2,250sqm » 750sqm	Medium
	» Continue to explore the opportunity to provide some new community space in Rowe Street East			
3	Macquarie Park Creative Hub	» Regional arts and cultural space	» 1,200sqm	Medium
4	Macquarie Park Community Centre	» Neighbourhood community centre space	» 500sqm	Long
5	Northern Catchment Community Hub	» District community centre space » District community services space	» 2,000sqm » 500sqm	Medium
6	Top Ryde District Community Services Hub	» District community services space	» 500sqm	Long
7	Gladesville Community Hub	» Local community centre space » Local community services space	» 750sqm » 350sqm	Long
8	North Ryde Community Hub	» Local community centre space » Local community services space	» 1,000sqm » 350sqm	Long
9	Youth recreation and services hub	» Regional level youth recreation and services space	-	Medium-long
Redeveloped facilities				
10	Westminster Hall	» Neighbourhood community centre space	» 250sqm	Short
Retained facilities				
11	West Ryde Community Centre and Hall	» Regional community services space » Neighbourhood community centre space	» 1,584sqm » 235sqm	-
12	Shepherd's Bay	» Neighbourhood community centre space	» 148sqm	-

	Facilities	Components	Size (approx.)	Timeframe
13	Lion's Park	» Neighbourhood community centre space	» 154sqm	-
14	Brush Farm House <i>Heritage</i>	» Regional community arts and cultural space	» 539sqm	-
15	Old Eastwood Town Hall <i>Heritage</i>	» Neighbourhood community centre space	» 387sqm	-
16	Addington House <i>Heritage</i>	-	» 256sqm	-
17	Westward Cottage <i>Heritage</i>	» Space for arts and cultural organisations	» 60sqm	-
18	The Parsonage <i>Heritage</i>	» Space for arts and cultural organisations	» 131sqm	-
19	Willandra House <i>Heritage</i>	» Space for arts and cultural organisations	» 526sqm	-

Note: All Early Childhood Education and Care is retained, with the exception of Eastwood Occasional Childcare. Eastwood Occasional Childcare is planned for replacement by Eastwood Community Hub's District community centre space. More information is provided in the *Draft Social and Cultural Infrastructure Framework 2019-2041*.

Proposed facilities for disposal and replacement

Replacement and disposal	Replaced by
Civic Hall	Ryde Central Regional arts and cultural space and District community centre space
West Ryde Hall, Station Street West Ryde	The West Ryde Regional community services hub and Neighbourhood community centre space now provide the function previously fulfilled by West Ryde Hall
Eastwood Women's Rest Centre, Hillview Lane Eastwood	Eastwood Community Hub's District community centre space
Eastwood Hall, Shaftsbury Road Eastwood	
Shaftsbury Place	
Eastwood Occasional Care	
CCA 10-12 Lakeside Avenue Eastwood	Eastwood Community Hub's District community services space
CCA 2 Dickson Avenue West Ryde	
Trafalgar Place Community Centre, Trafalgar Place Marsfield	Northern Catchment District community centre space / Macquarie Park Neighbourhood community centre space
Gladesville Meeting Room, Pittwater Road Gladesville	Gladesville Community Hub Local community centre space
Ryde Early Childhood Health Centre, Argyle Avenue Top Ryde*	Top Ryde Community Services Hub
Marsfield Early Childhood Centre, Trafalgar Place Marsfield*	Northern Catchment District community services space

Replacement and disposal	Replaced by
North Ryde Community Aid, 4 Cutler Pde, North Ryde	North Ryde Community Hub's Local community services space
North Ryde School of Arts Community Hall and Meeting room, 201 Cox's Rd North Ryde	North Ryde Community Hub's Local community centre space

* Ryde Early Childhood Health Centre and Marsfield Early Childhood Centre are both Child and Family Health Services. A strategic direction for Child and Family Health Services is provided in Section 8 of this Strategy.

With these recommendations, this Strategy creates a network of multipurpose community facility spaces, with combinations of arts and cultural, hireable community centre space and community services spaces distributed equitably across the City of Ryde. This forecasts the following provision rates of hireable community space in the catchments (based on 2041 population):

- » **Southern catchment:** 50sqm per 1,000 people.
- » **Northern catchment:** 56sqm per 1,000 people.
- » **Western catchment:** 50sqm per 1,000 people.
- » **Ryde catchment:** 53sqm per 1,000 people.
- » **North Ryde catchment:** 50sqm per 1,000 people.

Overall, for the City of Ryde local government area in 2041, the components of the facilities network are forecast to equate to 95sqm per 1,000 people overall. This is comprised of:

- » 53 sqm per 1,000 people of hireable community centre space
- » 21 sqm per 1,000 people of community services space
- » 21 sqm per 1,000 people of arts and cultural space.

1 Introduction

1.1 Purpose of this document

The City of Ryde is currently undergoing a period of growth and change with high levels of development and new communities emerging. Council has recognised the need for a strategic approach to the planning and delivery of community halls and facilities in order to meet the needs of its population into the future.

This Strategy describes what a sustainable network of community facilities in the City of Ryde is, what principles should drive planning, what level of provision is appropriate (both now and for future planning) and what models of facility provision are recommended. This will provide clear direction for the planning and delivery of Council's halls and facilities now and into the future and will help inform Council's Section 7:11 contributions plan for developer contributions. It will also help to inform other discussions with developers, government agencies and community organisations around delivery of community halls and facilities.

Social infrastructure, when defined in terms of physical assets and buildings, is required to have a life of 30-40 years. It is not possible to accurately predict the nature of community demand and need over that period of time. The approach proposed as part of this Strategy is to locate key community facilities in places that are centrally accessible, linked to defined activity centres, and designed to provide space that is multipurpose and flexible. Facilities with these characteristics are somewhat 'future-proofed' as they have the capacity to adapt to community needs as they evolve and change over time.

While this Strategy has a physical and spatial emphasis, it is also recognised that effective facility provision relies on the interplay between the physical asset and how those assets are programmed and managed to best address community needs. Well-designed and well-located halls and facilities need to be complemented with targeted, needs based programming and good management to ensure that these spaces are utilised in a way that best meets community needs. While the building asset provides the critical physical base, ongoing processes of engagement and needs assessment allow for program development to occur in a way that is more nimble and responsive to community needs than a building or physical space can be.

This Strategy takes a long term strategic view and recognises that decisions made today about facility provision have significant and enduring management and operational implications. This Strategy recognises the importance of balancing community benefit with the City's asset management challenges and its capacity to provide and maintain a portfolio of community facility buildings.

1.2 Scope

The scope of this Strategy includes 28 halls and facilities within the City of Ryde. While there are 28 physical facilities some of these have multiple uses.

Of the 28 halls and facilities:

- » seven halls and facilities are available for general community use and not licenced
- » four are licenced but also available for use by the general community at specific times
- » six facilities are licenced to not for profit/community organisations and not available for general community use
- » seven of the licenced facilities are childcare facilities (six of these are standalone buildings, one is located within West Ryde Hub)
- » three are Child and Family Health Service centres (one of these is standalone, the others are located within Marsfield Community Centre and West Ryde Hub)

- » six of these are heritage listed.

For this Strategy we have not included the floorspace associated with the childcare facilities, Child and Family Health Service Centres or the heritage listed buildings apart from Old Eastwood Town Hall and Brush Farm House (we have also excluded the floorspace associated with childcare and Child and Family Health Service Centres in West Ryde Hub and Marsfield Community Centre). There is a separate study being undertaken to provide Council with direction around its early childcare services within Ryde, therefore this study is focused primarily on community hireable space and space licenced to community organisations/not for profit organisations.

This Strategy assesses how well these facilities are serving Council and community needs including a consideration of floorspace, utilisation, building condition and how well they meet a range of leading practice criteria including whether these facilities are well located, welcoming, visually prominent, multipurpose and located with other services. This Strategy also looks at how well these existing facilities will meet the needs of the future City of Ryde population and what future facilities may need to be provided to meet future demand.

This Strategy does not consider facilities outside this scope, including leisure and recreation facilities and scout and guide halls.

There are an additional two facilities which are currently at various stages of planning. At the time of writing, planning for future facilities includes:

- » Ryde Central Cultural and Community hub
- » Macquarie Park Library and Creative Hub.

1.3 Process

The process for preparing this Strategy has included:

- » data gathering and review of relevant documents to provide background information and context for the study
- » demographic analysis of the City of Ryde's existing and future population
- » development of catchment areas by taking into account the distribution and location of key urban centres, community travel patterns, and existing and future population size and distribution in the LGA
- » consultation with regular users and tenants and relevant Council staff to get input into perceived needs and gaps in existing provision of services and facilities
- » site visits to facilities and a quality assessment
- » mapping of Council's community facilities and any relevant non-Council owned facilities
- » analysis of building condition based on Council's condition assessments
- » analysis of utilisation data including both the number of people who use the facility each week, along with the number of hours the facilities are used each week
- » comparison of existing levels of facility provision, in terms of number and Gross Floor Area (sqm) per head of population, against leading practice benchmarks
- » consultation with key stakeholders including Create NSW, Schools Infrastructure NSW, Family, PCYC, Community Early Learning Australia and NSW Health
- » identification of facility models and levels of provision that suit the requirements of the City of Ryde context
- » directions around types of spaces required and location options.

2 Vision and Council's role

2.1 Vision

Council's vision for its halls and facilities is to provide **all members** of the community with **equitable access** to a **range of quality meeting, gathering and activity space** to strengthen **community life, social connectedness and wellbeing**.

Council's facilities should be **focal points** for community gathering, places where **different cultures are celebrated** and people feel a part of their community.

2.2 Council's role

Council recognises the value and benefit that its halls and facilities offer the community and is committed to being a key provider of quality and affordable community meeting, activity and office space in the City of Ryde now and into the future. Council's portfolio of community spaces currently provides for:

- » meeting and activity space for general community hire
- » office and meeting space for community services, not for profit organisations and arts and cultural groups
- » spaces for early childhood education and care.

Council's role stretches beyond provision and management and also includes:

- » identifying community needs and predicting likely future changes including key target groups to support and accommodate
- » ensuring the use of facilities best aligns with community needs and interests.

While the City of Ryde will remain a key provider of community facility space, it is also recognised that Council alone cannot sustainably provide for the full range of community needs in relation to meeting and activity space. This Strategy recognises the role that non-Council owned facilities can play in meeting the needs for community facility space.

In addition to the roles highlighted above, Council could also act as a conduit to non-Council facilities for community groups and organisations needing space. In this scenario, should demand exceed the capacity of Council facilities, or if a non-Council facility would be deemed a more appropriate space for the required use, Council would act as a space broker – locating and negotiating the use of other spaces with, for example, school principals, leaders of faith-based organisations or club owners in the area.

3 Strategic context

Council has a large number of existing strategies, studies and plans which analyse community needs and aspirations for halls and facilities and provide recommendations for future provision. Council documents reviewed as part of this study include:

- » *Social and Cultural Framework*, Elton Consulting 2014 (update 2019)
- » *Great Libraries, Great Communities Ryde Library Service Strategic Plan 2019-2024*
- » *Ryde Property Strategy*, Elton Consulting 2016
- » *Our Vision for Ryde 2028 Community Strategic Plan*
- » *Our Vision for Ryde 2028, Four Year Delivery Program 2019-2023: Including One Year Operational Plan 2019/20*
- » *Social Plan and Creativity Strategy Consultation Outcomes*, Cred Consulting 2019
- » *Macquarie Park Library and Creativity Hub Design Brief*, Baumgart Clark Architects 2017
- » *Eastwood Community Hub, Site Analysis and Funding Model*, Urbis 2014
- » *Communities Plus Ivanhoe at Macquarie Park, Community Infrastructure and Recreation Demand Study*, Elton Consulting 2018
- » *Analysis of the Creative and Cultural Sector in the City of Ryde*, .id 2019
- » *Draft Social Plan 2019-2024*
- » *Draft Creativity Strategy 2019-2024*, which was informed by a review of Council's existing cultural facilities.

In addition, findings from consultation with youth and volunteers has been incorporated into this Strategy.

The following summary identifies areas of strategic alignment and any directions that are relevant to this Strategy.

Population growth and changing demographics

Many of Council's strategic documents discuss the challenges associated with population growth and the need to ensure services and facilities are able to meet the demands of the future population. These strategies also identify the need to ensure services and facilities respond to the City's changing demographics, including an increase in older adults (more than 60%) as well as an increase in the number of children and teenagers (more than 40%).

Denser living is also identified as a trend that is likely to impact on services and facilities, with more people living in units, increasing demand on the area's many lifestyle assets, public spaces and local services.

Many strategies also point to the City of Ryde's rich cultural diversity (with around 50% of the population born overseas compared to 36.8% for Greater Sydney) and the need to plan and design halls and facilities to include the necessary spaces and amenities to accommodate a variety of community interests and needs.

Equitable, accessible and multi-use facilities

Another common theme throughout Council's strategic documents is the need to ensure easy and equitable access to Council's services and facilities – both in terms of physical access and in terms of availability of space.

The City of Ryde 2028 *Community Strategic Plan* includes ensuring equitable access to diverse cultural spaces, places and opportunities for all sections of the community as a key direction.

One of the guiding principles of the *Property Strategy* and the *Social and Cultural Framework* is for the City of Ryde to design and construct facilities that are flexible and capable of providing for a range of uses. This can allow for multiple users to access a facility at the same time, enabling greater access for more people to Council's spaces.

The *Social and Cultural Framework* also provides directions for facilities to be located in visible, accessible locations, close to public transport and parking, co-located with complementary businesses or services.

Full accessibility in terms of physical design is also identified as integral to all of Council's facilities in order to support its diverse and ageing community.

Hierarchy and population catchments

Previous studies and other strategic documents have included guidance around facility hierarchies, recommended facility sizes and suggested population catchments. This Strategy has sought to align as much as possible with these hierarchies and catchments.

The *Library Service Strategic Plan* includes a four-tier planning hierarchy with recommended facility sizes, including:

- » City library – a facility between 3,000 – 6,000sqm (e.g. Ryde location)
- » Specialised Centre – a facility between 2,000 – 5,000sqm (e.g. Macquarie Park location)
- » Town Centre Library – a facility between 1,500– 2,500sqm (e.g. Eastwood / West Ryde location)
- » Small Centre Library – a facility between 1,000 – 1,500sqm (e.g. North Ryde / Gladesville location)

The *Cultural Facilities Review* also includes a hierarchy of facilities including:

- » Regional – a facility of regional significance and capable of hosting LGA wide or sub-regional events. Regional facilities service a broad population catchment potentially beyond the Council area. Venues are usually larger in size, potentially including multiple sizes and/or types.
- » District – District facilities service a population that extends beyond the local area and receive regular usage from a wide range of users. They are often larger halls and centres and deliver a range of medium to large scale community performances and activities
- » Local – Local facilities service the population located in close proximity and receive regular usage from mainly local users. Venues have limited capacity and cater to local groups for rehearsals, classes and on occasion small performances.

Existing directions for halls and facilities and planned facilities

A number of Council's strategic documents and previous studies include directions for Council's existing halls and facilities. These include:

- » provision of a city-wide facility in Top Ryde
- » creation of new multipurpose facilities in Eastwood, Macquarie Park, Gladesville, Meadowbank, Trafalgar Place and Cox's Road
- » consolidation of a number of Council owned properties to support the creation of these new facilities.

Detailed planning is underway for the facility at Top Ryde (known as Ryde Central) and at Macquarie Park (known as the Macquarie Park Library and Creative Hub).

The Ryde Central development at Top Ryde will include significant community and cultural space with a large performance space (which will hold approximately 700 patrons), a gallery/exhibition space of approximately 360sqm, some small meeting rooms and a series of activity rooms of various sizes and flexibility. The site will also house Council offices, some retail, an open plaza and a child care centre.

The Macquarie Park Library and Creative Hub is currently in design phase and is planned to include a facility that spans two levels and includes a library on the lower level and a theatre and multifunction spaces on the upper level with a total floor space of approximately 5000sqm (3800sqm ground floor and 1200sqm first floor).

Prior consultation by Council with young people and volunteers in the City of Ryde also identified the need for a purpose-built Youth Hub that can enable the provision of youth-friendly services in the Ryde area.

4 Catchments

This Strategy takes a catchment based approach to the planning of community halls and facilities. Planning on a catchment basis enables:

- » a more equitable approach to the supply and distribution of community facilities, with the ability to readily identify areas of under and over supply
- » a place based approach to planning for community needs, with the ability to align facility and service provision to different challenges and opportunities in each catchment
- » focused planning in areas which are expected to experience high growth.

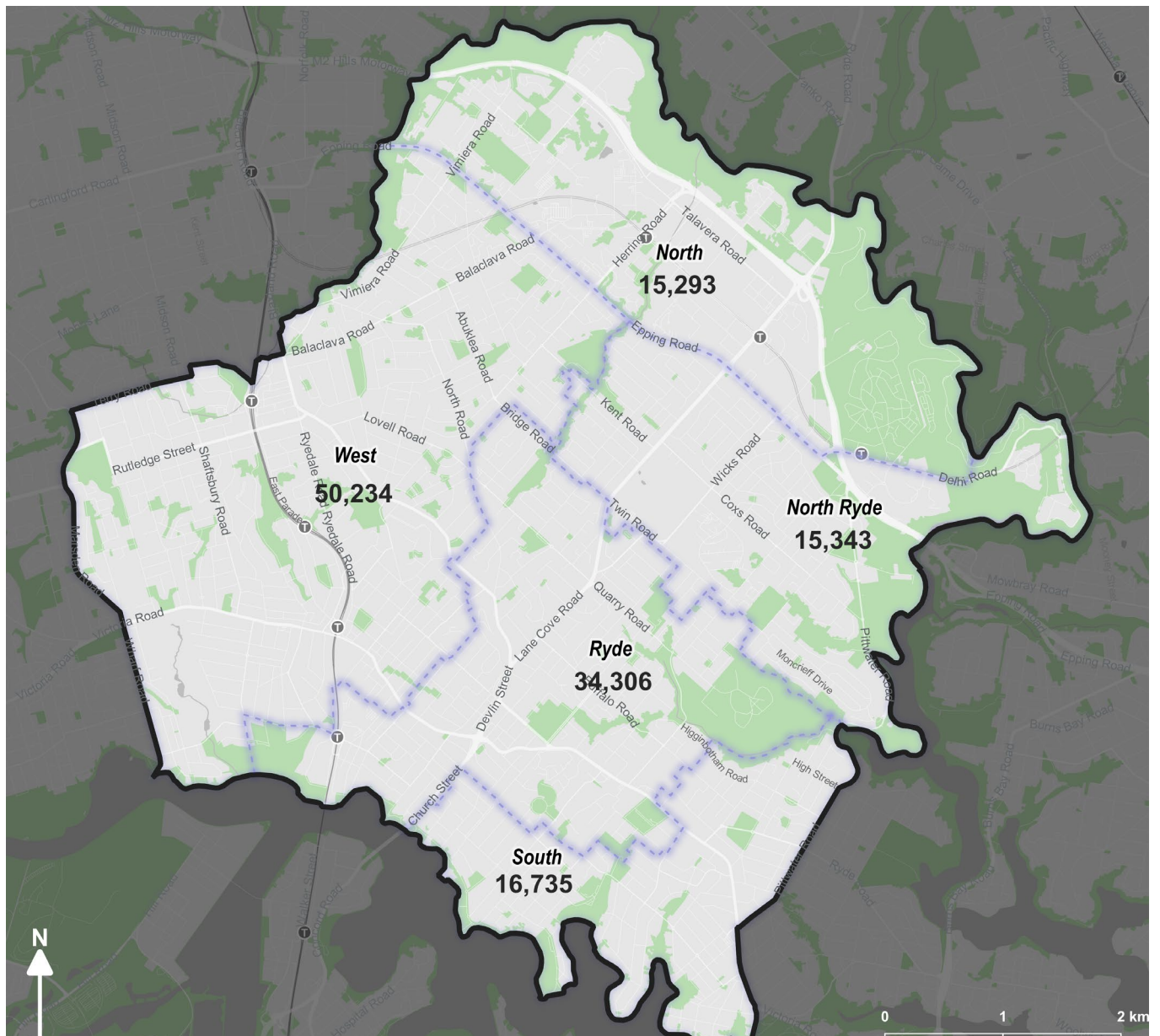
As part of the preparation of this Strategy the distribution and location of key urban centres, community travel patterns, and existing and future population size and distribution in the City of Ryde have been carefully reviewed. This process has resulted in the identification of 5 catchments recommended to form the basis of planning for community facilities.

The 5 catchments are:

- » Western catchment with a current population of 50,234 and includes the suburbs Eastwood, Denistone – Denistone East – Denistone West, West Ryde, Marsfield (60%)
- » Ryde catchment with a current population of approximately 34,306 and includes the suburbs Ryde, Meadowbank – Melrose Park
- » Northern catchment with a current population of 15,293 and includes the suburbs Macquarie Park and Marsfield (40%)
- » Southern catchment with a current population of 16,735 and includes the suburbs Putney, Gladesville – Tennyson Point
- » North Ryde catchment with a current population of 15,343 and includes the suburbs North Ryde - East Ryde - Chatswood West.

(population figures based on ABS 2019 population).

Figure 1 Catchments and current population (2019)



5 Existing context

5.1 Existing demographics snapshot

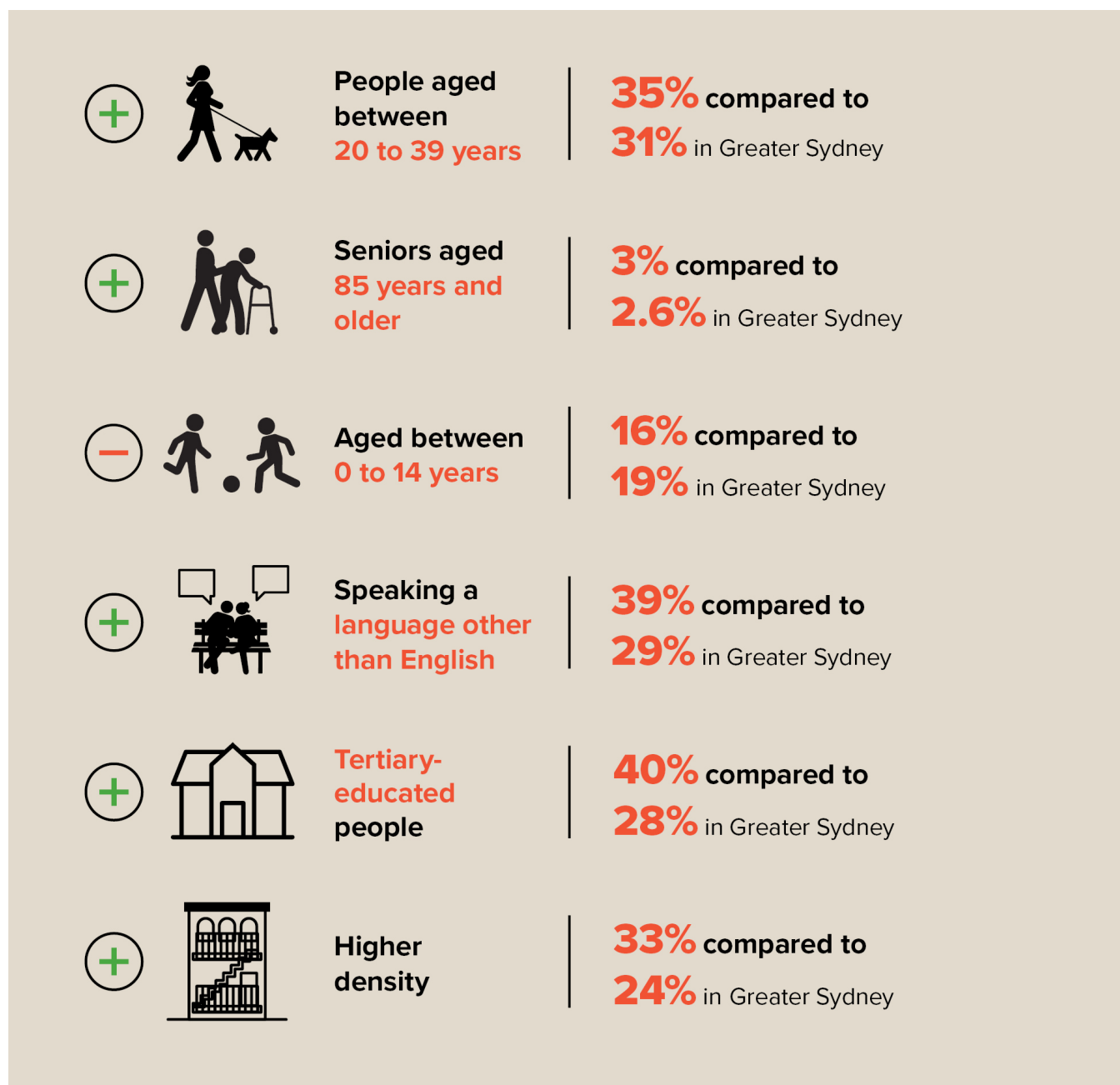
Population characteristics such as age, family and household structure, cultural background, income and levels of advantage and disadvantage are of particular interest when planning for community facilities as these factors can indicate levels and types of community need. Community facility offerings (programs, services and activities) should respond to community interests and needs. Facilities should therefore be planned and designed to include the necessary spaces and amenities to accommodate this.

Compared with Greater Sydney, in 2016 the City of Ryde was characterised by:

- » slightly higher proportions of people likely to be beginning their careers, their families and / or building their homes, aged between 20 to 39 years (35% compared to 31% in Greater Sydney)
- » slightly higher proportions of seniors, aged 85 years and older (3% compared to 2.6% in Greater Sydney)
- » slightly lower proportions of younger children and babies, aged between 0 to 14 years (16% compared to 19% in Greater Sydney)
- » cultural diversity with 39% of the City of Ryde speaking a language other than English (compared to 29% for Greater Sydney) and Mandarin, Cantonese and Korean the most popular spoken languages other than English
- » significantly higher proportion of tertiary-educated people, with close to 40% of the population having a bachelor or higher degree (compared to 28% for Greater Sydney)
- » greater proportion of people living in higher density (33% compared to 24% in Greater Sydney).

There are also some distinct variations in demographic characteristics across the different suburbs and catchments including:

- » lower median ages in the higher density areas of Macquarie Park and Meadowbank – Melrose Park, and higher median ages in the established, lower density areas to the east of the LGA (East Ryde, Putney, Gladesville)
- » greater proportion of residents speaking a language other than English in Eastwood and Macquarie Park
- » a concentration of residents with higher levels of education in Macquarie Park and Meadowbank-Melrose Park.

Figure 2 Existing City of Ryde demographics (2016)

5.2 Existing Council owned halls and facilities

This section includes an outline of existing provision of Council's halls and facilities and an assessment of strengths, issues and key gaps.

As identified in chapter 1.2, the City of Ryde contains 28 community halls and facilities (see Appendix A). A sample of these facilities is provided in Figure 3.

This section of the Strategy considers only the seven halls and facilities available for general community use and not licenced, the four facilities that are licenced and are available for hire and the six facilities that are licenced to not for profit / community organisations (in total 17 facilities).

As noted in Chapter 1.2 this assessment has not included the floorspace associated with the childcare facilities, Early Childhood Health Centres or four of the six heritage listed buildings.

Figure 3 Example of halls and facilities in the City of Ryde



Shaftsbury Place
167 Shaftsbury Pl, Eastwood



Brush Farm House
19 Lawson St, Eastwood



Eastwood Women's Centre
Hillview Rd, Eastwood



Old Eastwood Town Hall
74 Agincourt Rd, Eastwood



Eastwood Hall
159-161 Shaftsbury Rd, Eastwood



Christian Community Aid
10 Lakeside Rd, Eastwood



West Ryde Community Hall
3-5 Anthony Rd, West Ryde

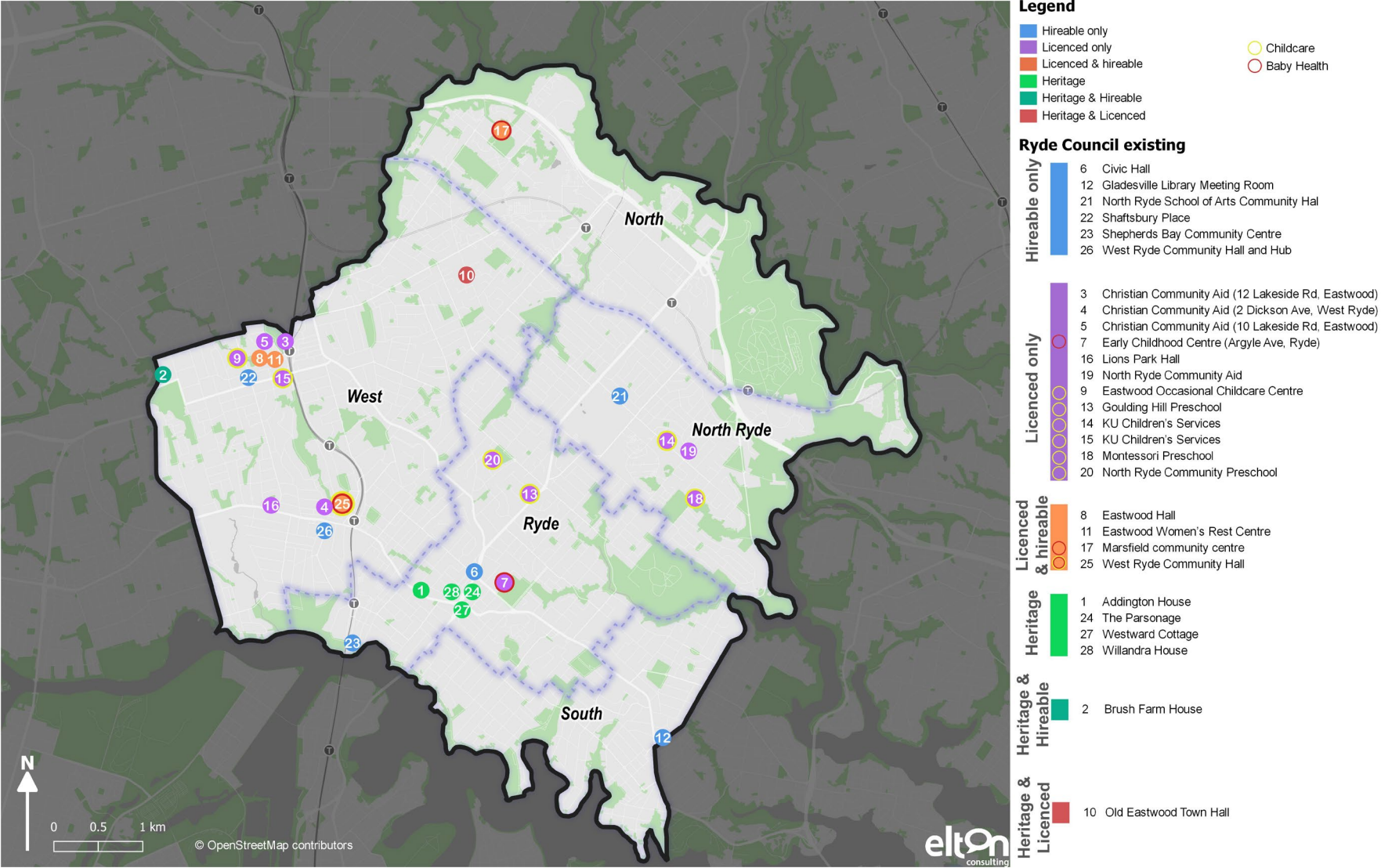


Marsfield Community Centre
1A Trafalgar Pl, Marsfield



North Ryde School of Arts
201 Cox's Rd, North Ryde

Figure 4 Existing facilities (2019)



5.2.1 Quantum of provision and distribution

The amount of community facility floor space provided is an important consideration when assessing the overall rate of facility provision within an area. Distribution of this space within the LGA is another key consideration.

This study has involved an assessment of the existing floor area provision against benchmarks and standards for community facilities. These benchmarks and standards consider the amount of floor area provided per head of population. Benchmarks and standards are further discussed in Chapter 7.

The total floor area of existing community halls and facilities provided by the City of Ryde across the LGA is **6,209sqm spread across 17 halls and facilities** (excluding Child and Family Health Service Centres, early childhood education and care facilities and four of the six heritage listed buildings.).

This amount of community space equates to a provision rate of **46sqm per 1,000 people**, across the City of Ryde in 2019. With approximately 80-100 sqm per 1,000 people considered a suitable benchmark (refer Chapter 7 for additional discussion), this is considered an inadequate provision of floorspace.

When this floorspace is considered in terms of use, only 3,344sqm is available for community hire (25sqm/1,000 people) and 2,865sqm is licensed, used as either office space and/or community services space, and not available for general community hire (21sqm/1,000 people).

However, floor area is only one factor in considering access to facilities. The quality of facilities, distribution, size and nature of the amenities they provide are equally important considerations. Analysis of the quantum and distribution of floor area therefore forms only a starting point in the assessment of facilities.

The majority of facilities (14 out of 17) considered here are below 500sqm, indicating a significant lack of larger facilities and facilities that are able to cater to multiple activities at once. Facilities over 500sqm include Civic Hall which is 800sqm, Brush Farm House which is 539sqm and West Ryde Hub, which provides significant office space for community and not for profit organisations (approximately 1,584sqm) but only 235sqm for hireable community centre space.

Existing facility provision is predominantly focused within the Ryde catchment and the Western catchment, with fewer facilities in the Northern, North Ryde and Southern catchments. The main clusters of existing facilities (see Figure 4) are located around Eastwood train station and West Ryde train station.

However, there are planned facilities for the Northern catchment (Macquarie Park Library and Creative Hub and additional community meeting and activity space in Macquarie Park) and in the Ryde catchment (Ryde Central).

There is only one small facility located in the Southern catchment (Gladesville Library Meeting Room) which is 27sqm in size. As indicated in Figure 6, there is a significant under provision of community facility space in this part of the LGA.

Figure 5 Facility provision (2019)



Figure 6 Current hireable space, provision by catchment (2019)

Hireable only space by catchment

Based on 2019 population **131,911**

Excludes: Licensed only facilities, early childhood education and care, Child and Family Services, Heritage apart from Old Eastwood Town Hall and Brush Farm House

5.2.2 Quality of provision

This study included a review of the 17 halls and facilities included in the scope of this project. These facilities were assessed against the following key criteria:

- » Visually prominent – located and designed such that the facility is easily identified and known by the community as a public facility available for community use. A main street location or location with a strong presentation to the street.
- » Integrated with other services – located near shopping centres and/or co-located with other community facilities such as schools, child care services, cultural/arts activities, etc.
- » Located near public transport – within 500 metres relatively flat walking distance to a regular bus stop or train station with regular services available.
- » Accessible – easy to access for people of all abilities, with infrastructure such as footpaths and bicycle paths with all facilities reasonably compliant with Universal Access Standards.
- » Adequate parking – with provision of well-lit, on-site or shared car parking within walking distance of the facility.
- » Multipurpose design – with facilities designed to accommodate a range of different activities at the same time and should include several activity/meeting rooms, equipped kitchen and storage.
- » Welcoming – the facility is safe to access day and night and has good internal and external appearance with users considering the facility good quality.

Following an assessment of Council's halls and facilities against these criteria, this study found that very few halls and facilities meet the criteria outlined above (see Appendix B). No facilities incorporate multipurpose design in a way that they could cater to a range of different activities at the same time. This is largely due to many facilities not being purpose built and most facilities being greater than 20 years old (95%). Even the most recently built facility, West Ryde Hub, does not include large enough hireable space that it is able to accommodate a range of activities at the same time.

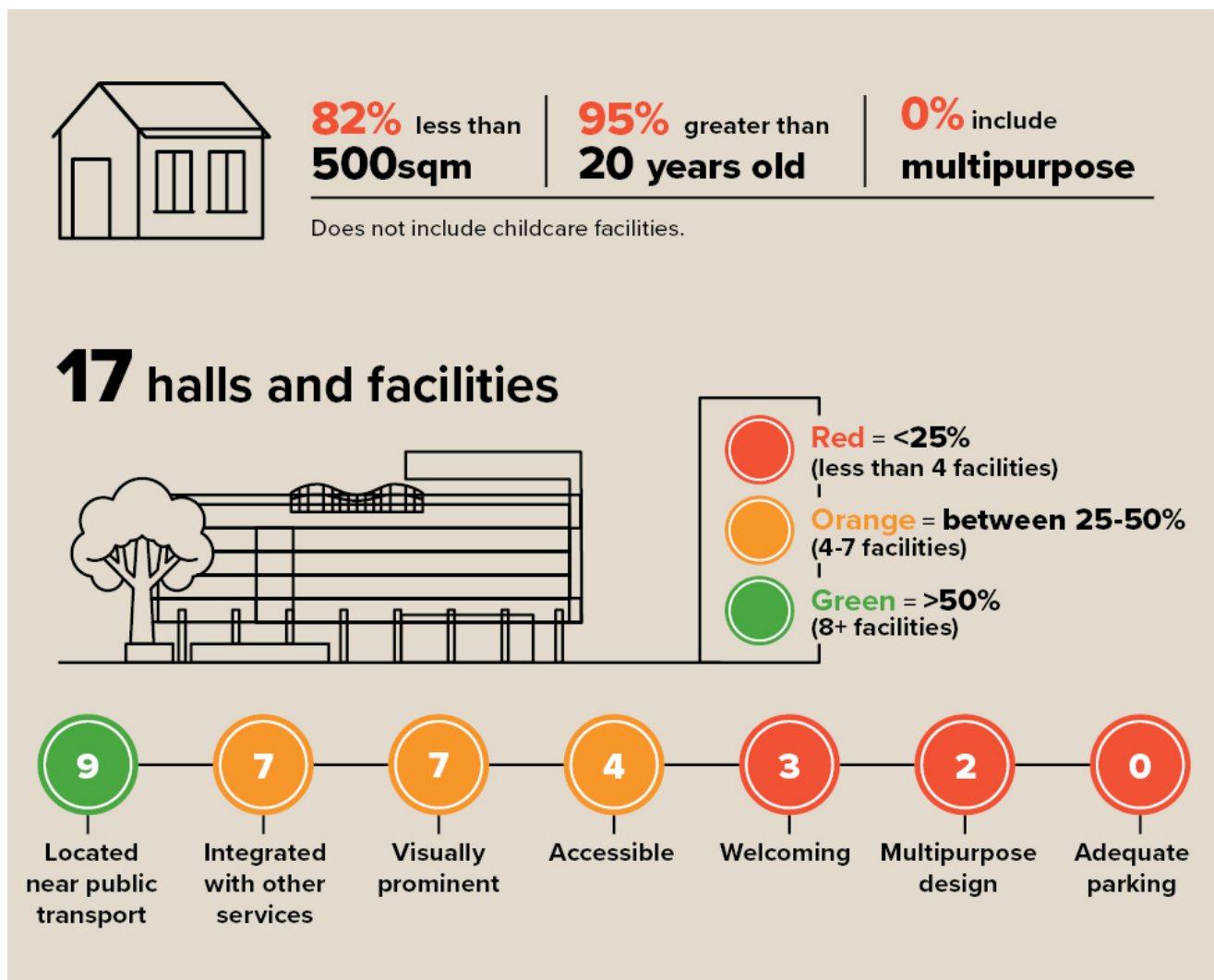
Due to the age of the facilities, many did not have a welcoming presence with good external appearance. While well maintained, many facilities looked old and dated. Due to not being purpose built facilities, some were not easily identifiable as a public facility available for community use. Additionally, many of the facilities did not provide adequate parking.

There were a number of facilities that were well located near public transport and integrated with other services including Eastwood Women's Rest Centre, North Ryde School of Arts community hall and meeting room and West Ryde Community Hub. While some facilities had a main street location, most facilities were not easily identified as a public facility available for community use.

According to Council's building condition rating, Condition Grade Index (CGI), the overall condition or structural integrity of Council's halls and facilities can be described as good. The CGI is the average condition grade of assessed components weighted by their gross replacement cost. High cost components influence the score more than low cost components. It is a range from 1 (all components assessed in a very good condition) to 5 (all components assessed in a very poor condition). The average condition rating was 1.4 for the 17 halls and facilities considered in this Strategy.

However, the CGI assessment is based on the structural integrity of the component and does not take into account its aesthetics (i.e. whether a facility looks dated or not welcoming) and other features related to community space provision, such as flexibility and accessibility.

The quality assessment and Council's CGI assessment of the 17 halls and facilities is provided in Appendix B.

Figure 7 Facility quality

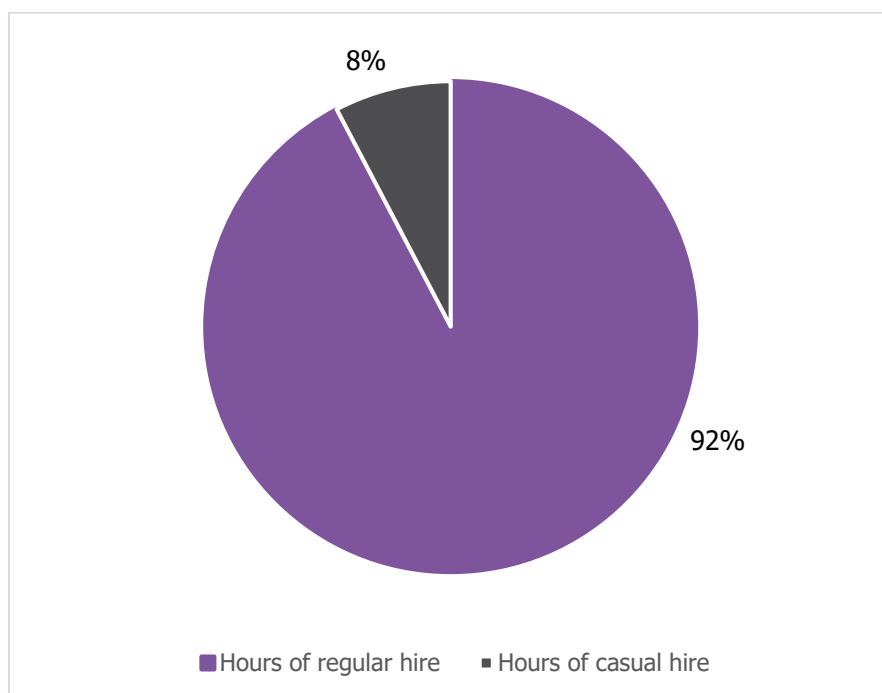
5.2.3 Utilisation

Facility bookings data from the 2018-2019 financial year was provided for analysis for all of Council's hireable community facilities. This includes the seven halls and facilities available for general community use and not licenced and the four that are licenced but also available for use by the general community at specific times

Data for facility utilisation included total number of bookings and total hours hired each year, number of individual hirers, number of casual bookings plus total hours casual hire vs total hours regular hire (see Appendix D).

There was some disparity in terms of utilisation across all facilities. In terms of hours utilised, the facilities with the highest utilisation were West Ryde Community Centre Hall and Meeting Room, Civic Hall and Eastwood Hall and Meeting Room. In terms of number of facilities that have the highest number of individual hirers, North Ryde School of Arts Hall and Meeting Room had the highest number of individual hirers with 36 different hirers per year. This was followed by West Ryde Community Centre and Meeting Room with 32 individual hirers.

However, it is clear from Figure 8, that the majority of facility bookings each year are made by regular hirers.

Figure 8 Hours of regular hire versus hours of casual hire

This suggests that it will be important to review Council's hiring and licencing policy to ensure hireable community facility space is available to the community in the most equitable way possible.

Ways to increase utilisation include increasing awareness of available facilities through promotional material as well as increasing visibility, both signage and online visibility. In addition, taking an active role in programming facilities by providing or sourcing programs and activities that are aligned to community needs and interests, rather than just responding to inquiries is another effective way to increase utilisation of community facilities.

5.3 Non-Council owned halls and facilities

In addition to the facilities owned by Council there are a number of non-Council facilities that provide community space for hire in the City of Ryde. These can include registered clubs, such as RSL and sporting clubs, church halls, school halls and scout and guide halls and other conference and function centres.

Primary and secondary schools within the City of Ryde also contain a range of social and cultural infrastructure, including meeting rooms and halls. While there has been some policy-level support for the wider use of school facilities from the NSW Department of Education, in practice this infrastructure has not traditionally been publicly accessible. However, there have recently been encouraging signs that the Department may be looking to more practical ways to open school facilities to community use, particularly as it faces challenges in providing education infrastructure in parts of Sydney with growing populations.

As discussed in Chapter 2.2, part of Council's role could include acting as a conduit to some of these non-Council facilities for community groups and organisations needing space. Should demand exceed the capacity of Council facilities, Council could act as a space broker, locating and negotiating the use of other spaces with, for example, school principals, ministers or club owners in the area. This could be achieved through the development of a community facilities and spaces register – a single, centralised database compiling a list of, and information about, Council and non-Council facilities.

It is important to note that while these non-Council spaces are another option for event and activity space, these facilities do not replace the need for community facilities. The costs of hiring these facilities can be prohibitively high for many families and community groups. Many of these facilities are licensed, and may therefore be inappropriate or undesirable for some kinds of use and there is also no certainty that these facilities will continue to be available in the future.

5.4 Identified community needs

5.4.1 Community and stakeholder engagement

Community and stakeholder engagement was undertaken in early 2019 to inform the development of the City of Ryde *Draft Social Plan* and *Draft Creativity Strategy*. This engagement identified a number of community needs for community facility space that have implications for this Strategy.

Key issues or challenges raised during the engagement that have relevance for this Strategy include:

- » social isolation was seen as a growing issue, particularly the aging community, those with limited English proficiency, for newly arrived international students and workers and for people with a disability and carers
- » many participants highlighted that there is a need for more social infrastructure to support rapidly growing and changing population and expressed concerns that existing facilities are already at capacity
- » participants also noted that there is a need for existing community halls and facilities to be better utilised
- » a lack of spaces for young people to gather was identified
- » some participants highlighted a need for any new facilities to be located in convenient locations, near open space and to be designed in collaboration with community and services.
- » participants noted that access to information about events, services and programs could be improved
- » service providers identified an increasing number of newly arrived and refugees from war torn countries living in the City of Ryde and a need to support those experiencing post-traumatic stress
- » service providers also noted that some culturally diverse communities may be less aware of various services provided in an area and how to access them
- » it was identified that service providers are facing both increasing demand and complexity as the population grows and changes as well as decreasing funding from State government
- » service providers identified spaces for youth mental health services and a youth recreational space as being two of the most needed services in the City of Ryde.

Key opportunities identified during the engagement that have relevance for this Strategy include:

- » participants thought that cultural diversity is part of what makes Ryde a great place to live and would like more opportunities to celebrate this diversity
- » participants identified a need for ongoing opportunities for cross cultural exchange and interaction and for opportunities for active welcoming of newly arrived residents to support community connectivity
- » participants emphasised that development should provide opportunities for quality social infrastructure
- » service providers identified a number of trends in service delivery including a shift towards co-located service hubs that provide wrap around services and a shift towards the provision of outreach programs
- » service providers would like to see more opportunities for collaboration and partnership between services to address needs.

The engagement also identified that increasing cultural diversity was seen as both a strength and a challenge for social wellbeing in the City of Ryde. Community facility provision can play an important role in helping to foster social cohesion and create opportunities for cross cultural exchange and interaction.

The engagement process also identified concerns regarding the limited number and variety of spaces available to the Ryde community to engage in culture and creativity, that some existing spaces were already at capacity and that others could be better utilised. In particular, people mentioned a lack of studio spaces to create work, a lack of performance space and a lack of spaces for larger groups to meet.

The community suggested a range of opportunities for new spaces, including repurposing existing buildings and spaces for creative uses, providing temporary spaces in vacant buildings and creating new purpose-built multipurpose facilities.

5.4.2 Regular users and tenants

In addition to the consultation undertaken to inform the development of the City of Ryde *Draft Social Plan* and *Draft Creativity Strategy*, the development of this Strategy included consultation with regular hall and facility users and existing tenants (see survey outcomes in Appendix C).

Opportunities for improvement identified from this survey with regular hirers and tenants included recommendations for larger spaces to accommodate larger gatherings, greater parking options (both in spaces and time available), improvements to the facility interiors, ensuring universal design elements are incorporated into all halls and facilities and providing suitably sized and located loading areas.

Survey participants also identified spaces which they believed would be valued and used by the community in Council's halls and facilities, including:

- » offering a greater number of small meeting spaces
- » providing more spaces for young children
- » updated and user-friendly technology
- » enhanced safety when accessing, using and leaving halls and facilities (such as swipe cards).

For tenants, the most important things to consider for future facilities included:

- » having up to date technology
- » being connected to public transport
- » more parking
- » having larger facilities.

Other suggestions included ensuring strong security, more storage spaces and aligning tenant needs with the facility layout.

5.4.3 Young people

Prior to this Strategy, Council had consulted young people and volunteers and identified the following services were either very important or important for young people to access in the Ryde area:

- » Recreational Services (84%)
- » Youth Friendly GP (83%)
- » Youth Services (79%)
- » Counselling Services (76%)
- » Mental Health Services (64%).

Youth Services, Youth Drop in Centres and Mental Health Services were also selected as the least used services indicating that there may be an under provision or lack of awareness of these services in the City of Ryde.

Young people also identified physical health and having a healthy lifestyle as being an important issue for them and reported the lack of affordable facilities such as gyms and sporting facilities in the LGA.

Young people also indicated they would like more opportunities to engage in arts and cultural in the City of Ryde, in particular, access to creative spaces (i.e. recording spaces, theatre rehearsal spaces).

6 Future context

6.1 Population growth and demographic changes

This chapter provides an outline of projected population growth in the City of Ryde that will have implications for the level and types of demands for community facilities in the future.

Figure 9 illustrates projected population by catchment in the City of Ryde in 2041, and the change (increase) in population number from 2016 and 2041. The City of Ryde is expected to increase in population from 131,911 in 2019 to between approximately 170,000 to 190,000 people in 2041, with significant growth to occur across the Northern catchment and the Ryde catchment. Suburbs including Macquarie Park, Meadowbank-Melrose Park and Ryde (South and Top Ryde) in particular are projected for significant population growth (more than 50% of current population).

Community facility provision for the City of Ryde in 2041 would be approximately **32sqm per 1,000 people**, assuming no new facilities are built (17sqm/1,000 people for hireable community space and 15sqm/1,000 for community services space). With approximately 80-100 sqm per 1,000 people considered a suitable benchmark this is determined to be significantly low.

Along with population projections, it is important to consider how future development is likely to result in changes to the demographic make-up of the City of Ryde. Table 1 below shows estimated increases in the population of the City of Ryde by age group.

This table shows that there will be the most significant growth in people aged 15-19 years, 25-39 years and 70-84 years. This suggests that spaces and services for young people will be even more critical in the future and with significantly increased numbers of older people aged over 70, it will be even more important that facilities are accessible and well located.

Table 1 Age groups in Ryde LGA, 2016 – 2041

Age groups	Proportion of the population		Total population change (2016-2041)
	2016	2041	
	%	%	%
0 to 4 years	6.3	6.0	+33.2%
5 to 14 years	10.1	10.0	+35.0%
15 to 19 years	5.3	5.7	+40.8%
20 to 24 years	8.5	8.2	+33.4%
25 to 39 years	26.5	26.5	+36.0%
40 to 59 years	24.4	23.3	+32.9%
60 to 69 years	8.9	8.6	+33.9%
70 to 79 years	5.4	6.7	+48.1%
80 to 84 years	1.9	2.5	+49.6%
85 years and older	2.5	2.4	+34.5%

Source: .id, June 2019

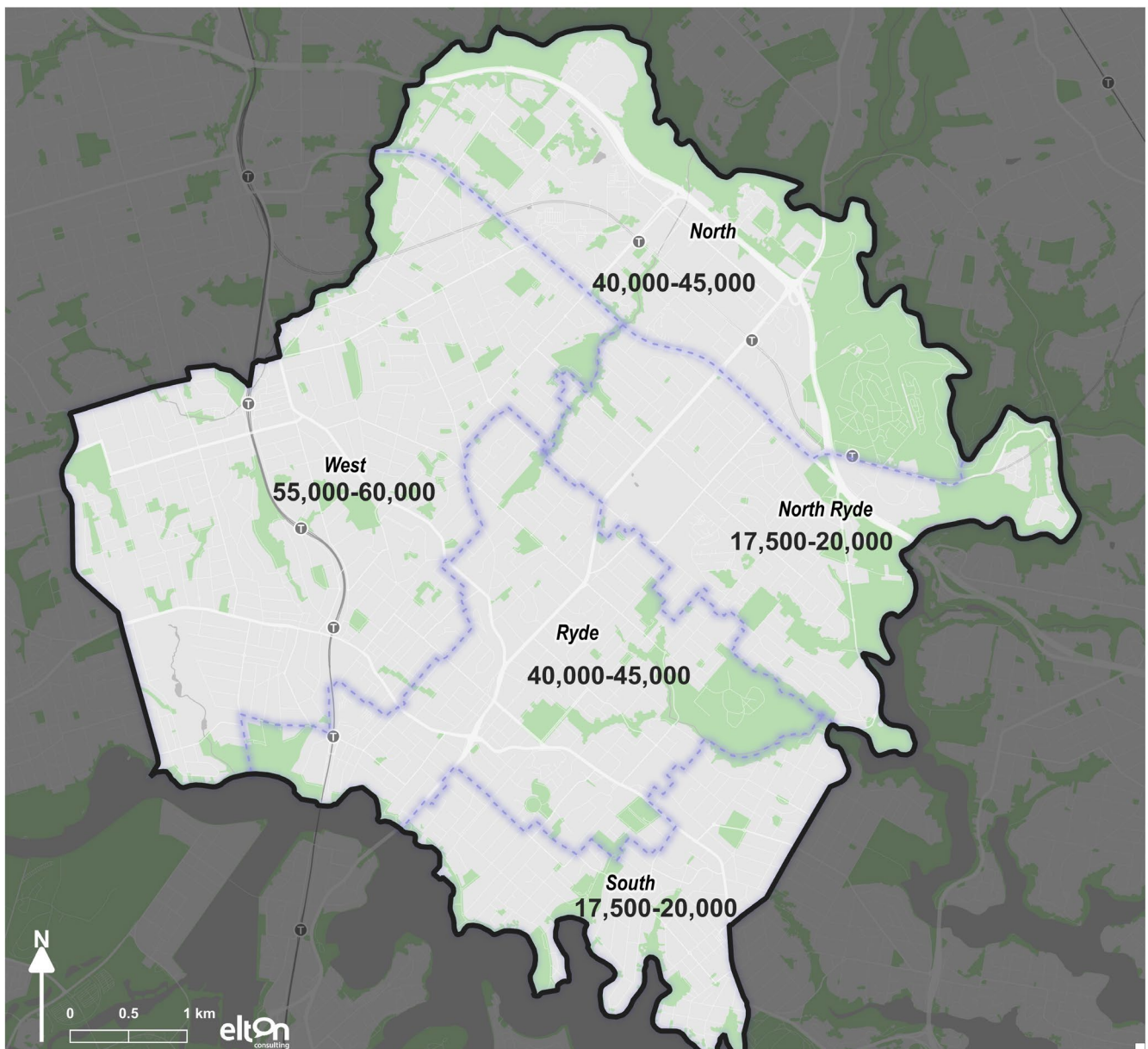
In addition, there is likely to be an increase in higher density dwellings associated with the suburbs projected to accommodate significant population growth. An increase in people living in high density means it will be even more important to provide well-located spaces that allow for events and functions, recreation, meeting friends and family and other activities outside the home.

An analysis of the characteristics of apartment dwellers living in urban transformation areas or new higher density developments (using 2016 ABS census data for Pyrmont, Zetland, Rhodes and Meadowbank) compared to residents of Greater Sydney, indicated that people living in high density developments were likely to be:

- » living in private rental accommodation as opposed to owner occupied
- » young adults (25-34 years)
- » young couples without children or single persons
- » engaged in professional or managerial roles with high median weekly household income.

While the above findings cannot determine the potential demographic make-up of higher density areas in the City of Ryde, they can provide some high-level insight into the potential demographic characteristics of high density households.

Understanding the likely demographic make up of these dwellings can assist in determining which community facility programs and services should have priority in areas of high density in the future.





Figure 9 Projected population by catchment (2041)

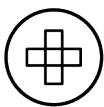
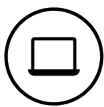




7 Planning framework

7.1 Guiding Principles

The following principles have been developed to guide the planning and delivery of community facilities across the City of Ryde.

These principles should underpin the planning of Council's halls and facilities now and into the future and serve as the basis for the direction for, and assessment of, future facilities.

	<p>Contributes to a sense of place</p> <p>Community facilities should be distinctive and welcoming places, which reflect local culture. A strong connection between social and cultural infrastructure and the broader community can be fostered through development of facilities on landmark sites and with distinctive architecture and quality design. This helps ensure they develop a strong local profile, thereby promoting high levels of usage. Incorporating public art into the building design is also important to tell local stories and to create places that are recognised and valued in the community.</p>
	<p>Connected to public transport, pedestrian and cycling networks</p> <p>Proximity to public transport enhances accessibility for all population groups. Community facilities should ideally be located within 400 metres walking distance of a regular public transport stop. Linking to pedestrian and cycling networks provides another avenue to promote the accessibility of facilities to all groups in the population and is a further means to encourage sustainable behaviour and a healthy and active lifestyle. This should be supported through simple infrastructure at facilities, such as incorporating bike racks.</p>
	<p>Universal design</p> <p>Facilities should be designed to be universally accessible for all user groups, including people with a disability and parents and carers of children. Access to facilities should enable physical as well as social inclusivity for all community members. For example, the sensory and safety needs of persons living with intellectual disabilities could consider the relationship between entrances and roads, as well as the choice of materials for auditory and tactile experiences.</p>
	<p>Visible from the street or other public space</p> <p>To be well used and serve community needs, social and cultural infrastructure should be highly visible. Ideally, it should be on a main street with ground floor street frontage for optimum visibility and accessibility. Signage on and around the building should be clear and distinctive. Enabling an awareness of what happens inside, through the careful positioning of windows and signage, also promotes usage.</p>
	<p>Designed to be used flexibly</p> <p>Infrastructure should be designed and built to maximise flexibility of use. Where possible, buildings should be capable of delivering a range of services, rather than designated for single uses or specific target groups that may quickly become outdated. Flexibility is enhanced by providing multipurpose spaces capable of accommodating a diversity of uses, thereby enabling a range of activities and target groups to use the facility. Multiuse facilities are also more dynamic and</p>

	capable of responding and adapting to the changing needs and preferences of the community. Facilities that are responsive and flexible will be used more intensively over their lifetime.
	<p>Designed to maximise safety</p> <p>Social and cultural infrastructure should be designed in accordance with crime prevention through environmental design (CPTED) principles. It should provide a high degree of personal safety for people entering and leaving the building, especially at night. Safety can be enhanced by:</p> <ul style="list-style-type: none"> » involvement of the community in design and development of the facility, leading to feelings of ownership and hence greater use of the facility » providing spaces that can be visually monitored by a range of people including passers by and shop keepers » strategically positioning lighting, trees, and meeting places.
	<p>Incorporates technology</p> <p>Social and cultural infrastructure, particularly libraries, play a significant role in enhancing public access to information technologies and helping to overcome the digital divide. Innovative ways should be sought to incorporate information and communications technologies into social and cultural infrastructure. This could include wi-fi access, computer terminals or labs, hot desks and recharging points for mobile phones, tablets and other devices.</p>
	<p>Designed to be expanded and adapted in response to changing community needs</p> <p>It is difficult to precisely predict requirements for social and cultural infrastructure. Assumptions about demand are based on current population projections. These assumptions, particularly those relating to detailed demographic compositions, may change and therefore effect requirements for social and cultural infrastructure. Past experience has shown it is important to allow for flexibility and adaptability in the provision of community space over the long term life of a facility.</p>
	<p>Incorporates environmentally sustainable design</p> <p>Social and cultural infrastructure should be financially sustainable and provide value for money for users, owners and operators. While capital funding is a major issue, ongoing operational costs are often a greater expense. Key considerations include building design that reduces ongoing operating and maintenance costs. The incorporation of environmentally sustainable design features is critical in this regard. Features to consider include passive solar design and the use of natural ventilation, insulation and natural light. These features reduce ongoing operational costs for owners as well as for hirers and users.</p>
	<p>Incorporates compatible commercial uses</p> <p>Facility design that incorporates cost recovery is also important. This can include the incorporation of space for casual hire or longer term lease for either community or compatible commercial uses. Appropriate commercial uses may include cafes and local service providers, such as doctors, physiotherapists, psychologists, lawyers and accountants, as well as the offices of local representatives. It may also include a wide variety of social enterprises.</p>
	<p>Are planned and delivered as part of a network</p> <p>Community facilities should not be planned in isolation but be considered as a broader network of facilities that work together to meet a broad range of community needs, across a district or sub-region. Planning and delivering facilities as a network represents an integrated, strategic approach to community facility provision. It allows facilities to provide a different range of offerings, with the option for each facility to include unique, specialist services or amenities.</p>

	<p>Are well located and clustered near a variety of other facilities, amenities and services</p> <p>Well used facilities and spaces tend to be located in places that are readily accessible by public transport and where people already tend to congregate, such as shopping centres and schools. These locations increase convenience and decrease car trips by reducing the need for multiple trips. They also enhance visibility, safety and convenient access.</p> <p>Clustering and collocating community facilities such as community centre space, libraries and community services can provide a much more efficient use of resources, by sharing common facilities rather than each organisation having its own separate spaces and amenities. Co-location can also enhance synergies between services and encourage greater integration of service delivery.</p>
	<p>Incorporates accessible parking</p> <p>As well as being located in close proximity to public transport, it is important that facilities include provision of well-lit, on-site or shared car parking within walking distance of the centre.</p> <p>Accessibility parking spaces should also be provided as close as possible to entrances.</p>

7.2 Creating a network

Community facilities should not be planned in isolation but should be considered as a broader network of facilities that work together to meet a broad range of community needs, across a region.

Each facility in the network should have its own role and function determined by the needs of its primary catchment (regional, district, neighbourhood, or local area). Furthermore, the specific role and function should be viewed as part of a broader citywide network. Any individual community facility cannot meet the needs of a whole catchment population. However, the network of community facilities (made up of regional, district and neighbourhood or local facilities) can address the majority of community needs and have the capacity to adapt and change as those needs evolve.

Like an urban framework, considering community facility provision according to a planning hierarchy helps to create a structured network. A hierarchy can ensure that a diverse network of facilities is provided and that facilities of different types and sizes are available to meet a wider diversity of community needs. The hierarchy recognises the need for larger regional level facilities that serve the whole of the City of Ryde as well as the local level community spaces that serve localised neighbourhood needs. Each plays a different role but all are important parts of a robust and diverse network of community facilities.

Although not numerically rigid, a community facility planning hierarchy can be considered to consist of the following four levels.

Regional level facilities are facilities of LGA wide or sub-regional significance, are usually larger in size that serve a broad population catchment (100,000+). For community centre space, facilities are around 3,000sqm + and often include multiple sizes and/or types of space. For community services space, facilities are around 1,500sqm.

District level facilities serve a large catchment population (20,000 – 50,000 people) and receive regular usage from a wide range of users. For community centre space, facilities are often around 1,500sqm - 2,500sqm and include multipurpose space to cater to a range of activities. For community services space, facilities are usually around 500sqm.

Local level facilities serve a smaller catchment of around 5,000 – 20,000 people. For community centre space, facilities usually include multipurpose space to cater to a range of activities but on a smaller level to a district level facility and are around 500sqm – 1,000sqm. For community services space, facilities are usually around 350sqm.

Neighbourhood level facilities service the population located in close proximity (2,000 – 5,000 people) and receive regular usage from mainly local users. Venues have limited capacity and cater to neighbourhood groups for small meeting and activity space (less than 500sqm) and often include small community halls, meeting rooms or neighbourhood houses. Some of these facilities may be supplied by Council but others are provided by non-Council organisations including schools and churches. Neighbourhood level facilities do not usually include community services space.

Population thresholds suggested by this hierarchy should be applied flexibly, bearing in mind that the size of population catchments necessary to sustain different types of facilities will also be influenced by settlement patterns, travel distances and population characteristics.

While Council currently has a number of facilities which are below 500sqm in size, leading practice in community facility planning and provision has seen local governments move away from the provision of these small facilities towards multipurpose, co-located facilities as a more sustainable model of provision. While there can be justification in the retention of existing facilities of this size in some cases, it is not typically recommended that new facilities of this size be established.

7.3 Determining quantum of provision

There are two ways of considering the desired future size of community facilities. The first approach is to benchmark against comparative councils, while the second is to align with standards. Both approaches consider the gross floorspace area (GFA) of facilities, measured in square metres per 1,000 people.

7.3.1 Benchmarks

Table 2 identifies comparative rates of provision for community centres from similar local government areas in Sydney.

Table 2 Comparative rates of provision for community centres

Local Government Area	Year	Existing provision (GFA per 1,000 people)
City of Parramatta	2016	58
Ku-ring-gai Council	2014	62
Hornsby Shire Council	2019	61
Former Canterbury City Council	2016	126
Blacktown City Council	2017	73

Based on previous work undertaken by Elton Consulting. The existing provision rates were determined based on 2011 ABS Census population data apart from Blacktown City Council. It is important to note that councils often assume different definitions of what constitutes a community centre. This may therefore skew the overall provision rates between the different councils.

Table 2 indicates that community facility provision varies somewhat across other Sydney local government areas. However, all of the local government for which data is available indicate a greater provision rate than is currently provided in the City of Ryde.

This information was collected from previous work undertaken by Elton Consulting. While Hornsby's provision rate overall was comparable, it varied considerably across the local government area. Lower density rural areas to the north of the local government area had provision rates considerably above the benchmark, while the suburbs in the south of the local government area were under supplied with community facilities space.

It is also important to note that high levels of facility provision do not always equate to good community facility provision. For example, while the former Canterbury City Council had a high provision rate, many of their facilities have poor amenity, are dated and are not designed to accommodate a range of different activities at the same time.

It can therefore be preferable to have a smaller amount of flexible, high quality space than a larger amount of dated, poorly maintained or single purpose space.

7.3.2 Standards

Elton Consulting typically recommends (as a starting point) a rate of provision of around 80sqm – 100sqm gross floor area for every 1000 people for council-owned community centres, community services spaces and arts and cultural spaces.

This is based on our long term monitoring and review of a range of standards for social infrastructure from across Australia, with sources including:

- » Parks and Leisure Australia (2012) Benchmarks for Community Infrastructure: A PLA WA Working Document
- » Victorian Government Growth Areas Authority (2008) Planning for Community Infrastructure in Growth Areas
- » Victorian Government Growth Areas Authority (2009) Guide to Social Infrastructure Planning
- » Queensland Government, Office of Urban Management (2007) SEQ Regional Plan 2005-2026, Implementation Guideline No. 5 – Social Infrastructure Planning
- » Growth Centres Commission (2006), Growth Centres Development Code New South Wales.

It is also based on an analysis of comparative rates of provision from a range of local government areas (see above) and testing of provision rates on a number of successful projects across NSW and around Australia.

7.3.3 City of Ryde context

Standards are useful in providing a starting point for identifying community facility and service requirements. However, proposed standards should be applied as an initial guide only and be adjusted to reflect the local context and local circumstances.

The application of standards should take into account a range of other factors including changing community expectations and needs, preferences or shifts in government policy or funding and changing models of services delivery.

Understanding the demographics of the City of Ryde and the specific challenges facing the City is important when determining a quantum of facility provision.

Specific needs identified throughout this study include:

- » a need for opportunities for cross cultural exchange and community connectivity and interaction
- » a demand for multipurpose, hireable community centre space
- » uncertainty over funding for key community service providers and a need to provide opportunities for collaboration and partnership between services
- » a need for more arts and cultural spaces
- » a need for youth spaces.

For these reasons, this Strategy has provided guidance around floorspace provision based on three key components including hireable community activity space, office and meeting spaces to support community and not for profit organisations and arts and cultural spaces. The roles of these components are outlined in Table 3.

Table 3 Facility components

Facility components	Role
Community centre space - hireable	Provide spaces to the community to hire that allow for a range of activities, meetings and events. These spaces are focal points for community gathering and connection.
Community services space - licensed	Provide affordable/subsidised office and meeting spaces to support community and not for profit organisations providing valuable community services.
Arts and cultural space	Provide spaces that support and foster arts and culture in the community. Places for creatives to meet and connect as well as create and display their art.

Using the standard of 80sqm – 100sqm per 1,000 people as a starting point and looking at existing provision rates in the City of Ryde for the different spaces, this Strategy recommends that distribution of facility space in the City of Ryde be guided by the following standards:

- » Community centre space – approximately 60sqm /1,000 people.
- » Community services space – approximately 20sqm/1,000 people.
- » Arts and cultural space – approximately 20sqm/1,000 people.
- » Total – approximately 100sqm/1,000 people.

This approach should be understood as a general guide and should be applied flexibly, taking into account a range of other factors. Importantly, these standards should be interpreted in conjunction with the guiding principles for community facilities identified in this Strategy.

Pre-schools

This Strategy also identified a need for more preschool places as the population continues to grow. While this Strategy notes that Council is an important provider of early childhood education and care services, these facilities have not been included in this provision rate as they are planned separately and according to different determinants for demand.

Youth spaces

Similarly, this Strategy has also identified a need for a youth services/youth recreational space that will serve the needs of the LGA. This age specific facility has also not been included in this provision rate. It will be important for Council to explore different models of this type of facility.

7.3.4 Hub model

While it is not desirable to attempt to develop a single model for all community facilities, the community hub model provides some direction for future provision. Reflecting on the leading practice principles, the focus of future community facility provision is recommended to be on larger, flexible, multipurpose community spaces that address a wide range of community needs and have the capacity to adapt and change as community needs evolve.

A community hub can be described as the location of a series of spaces and/or facilities clustered together on the same or adjoining sites, creating a focal point that is recognised in the community as a safe gathering place for people and an access point for a wide range of community activities, programs, services and events.

An essential feature of community hubs, regardless of scale, is that they are a form of social infrastructure that is not seen in isolation but rather as an integrated, valid and contributing element of a vibrant and interesting activity centre. They can act as important people attractors and add significant value to town and commercial centres; their multipurpose nature also enables them to be targeted to address specific community needs and to adapt and evolve over time.

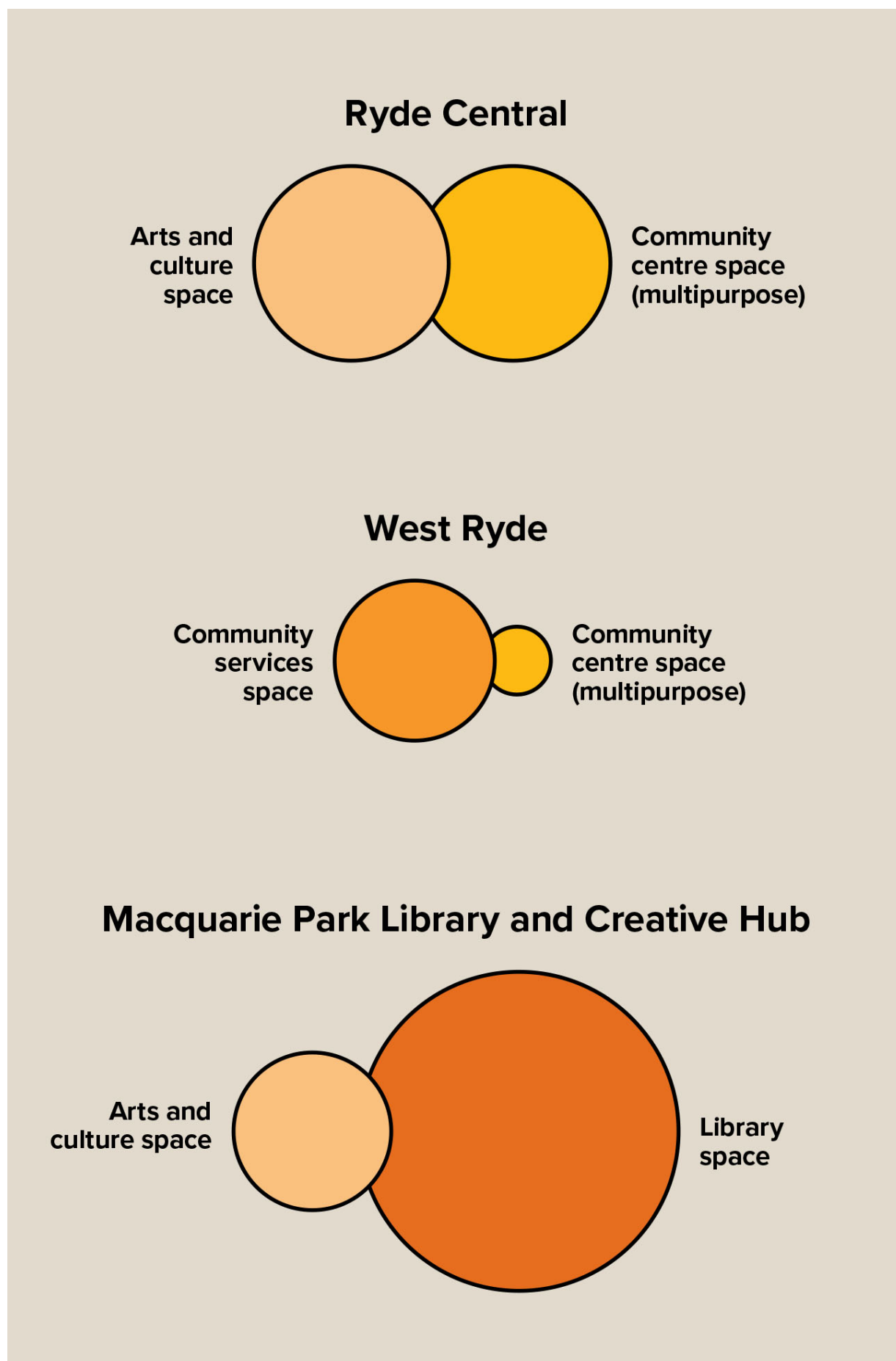
Community hubs provide a number of benefits for the City of Ryde in that they:

- » are based in locations that are readily accessible by public transport and where people already congregate, such as town centres
- » bring compatible services and facilities together to create a community focal point
- » provide for multiple uses, serve a range of population groups and offer a diversity of services, programs, activities and events
- » improve access and safety for users who can access a range of services in a single location
- » are a more efficient use of land and other resources, through shared, rather than separate, uses such as meeting rooms, staff amenities and parking
- » provide greater viability of services and agencies through sharing of resources.

In the City of Ryde community hubs can include various combinations of the three key facility components outlined in the previous section (community centre space, community services space and arts and cultural space) depending on the identified community need for a particular area.

For example, the West Ryde Hub includes significant community services space and some community centre space. The Ryde Central facility is planned to include significant multipurpose community centre space and significant arts and cultural space.

An important feature of the Hub model is flexibility. It is important that facilities are designed in such a way that they are flexible to changing needs of the community. Flexible facilities are somewhat 'future-proofed' as they have the capacity to adapt to community needs as they evolve and change over time. However, it is important that these flexible spaces are complemented with targeted, needs based programming to ensure that these spaces are utilised in a way that best meets community needs.

Figure 10 Examples of hub models

8 Strategic directions

This study has reviewed Council’s community facility provision in order to provide strategic direction to guide the planning and delivery of community facilities into the future.

This study showed that many of Council’s facilities are generally well located (near public transport, shops and other services) and are generally in high demand with a lot of repeat and regular use. However, there is a significant under provision of hireable community centre space (see Chapter 5.2.1). There is also some disparity in terms of distribution with a significant gap in facility space in the Southern catchment around Gladesville.

The majority of Council’s facilities are also below 500sqm and there are no facilities that currently incorporate multipurpose design in a way that they could cater to a range of different activities at the same time. This is largely due to many facilities not being purpose built and most facilities being greater than 20 years old. While well maintained, many facilities looked old and dated and not easily identifiable as a public facility available for community use. There is also a very high proportion of regular hirers indicating that there is a need to ensure space is made available for casual bookings as well.

Consultation with the community and service providers identified a need for more social infrastructure to support the rapidly growing and changing population. Specific needs identified throughout this study also included:

- » a need for opportunities for cross cultural exchange and community connectivity and interaction
- » a demand for multipurpose, hireable community centre space
- » uncertainty over funding for key community services providers and a need to provide opportunities for collaboration and partnership between services
- » a need for spaces to support culture and creativity
- » a need for youth space
- » a need for more preschool places as the population continues to grow.

Based on these findings, the following table outlines 10 key strategic directions for community facilities in the City of Ryde for the next 20 years.

Table 4 Strategic directions

1	Creation of new facilities delivered as part of a wider network
	<p>This Strategy recommends the delivery of a number of new facilities that would operate as part of a broader network (see also Figure 10 for indicative locations). This would include the delivery of new facilities including:</p> <ul style="list-style-type: none">» Ryde Central as a regional arts and cultural space and district community centre space» Macquarie Park Creative Hub as a regional arts and cultural space» a district community centre space and community services space in the Northern Catchment» a district community centre space and community services space in Eastwood» a local community services space in Top Ryde» a neighbourhood community centre space in Macquarie Park» a local community centre space and community services space in Gladesville» a local community centre space and community services space North Ryde. <p>The network would also include retaining a number of Council’s existing facilities as well as redeveloping the Westminster Park Hall into a neighbourhood community centre space. For more information about these facilities see Section 8.1 below.</p>

2

Early Childhood Education and Care

Community based preschools continue to provide an important part of the overall Early Education and Childcare provision. This type of Early Education service would not exist without Council's support as a facility provider.

This Strategy recommends maintaining the existing early childhood education and care services currently located in Council's community facilities.

In the future, opportunities need to be explored to expand existing facilities or develop new spaces for preschools, as this type of early childhood education would not exist in the City of Ryde without Council's support, as a facility provider. Community based not-for-profit preschools, which are not eligible for Commonwealth Child Care Subsidies have struggled to remain viable in recent years when faced with the large growth in for-profit centre based care services.

3

Child and Family Health Services

This Strategy recommends retention of the West Ryde Early Childhood Centre and relocation and enhancement of the Marsfield Early Childhood Centre (to a new facility in the Northern Catchment) and the Ryde Early Childhood Centre (ideally with proposed Community Services Hub in Top Ryde).

Consultation with NSW Health indicated that the facilities at West Ryde are an excellent model for Child and Family Health Services, however the existing facilities in Marsfield and Ryde are not appropriate for service provision. Both facilities are too small and require additional clinical rooms and a need for separate staffing and client room spaces. Consultation also identified an opportunity for the group activity room to be a shared space as Child and Family Health Services only require access to this space several times a week.

This Strategy recommends Council continue its partnership with NSW Health through providing space for service provision in a way that balances community benefit and cost recovery for Council.

4

Heritage facilities

It is recommended that the Council preserve the heritage value of existing heritage facilities while enabling them to play a complementary role in the network by having an ongoing role as licenced venues.

These facilities would be well suited as licenced venues to support local arts and cultural organisations and would work to complement Council's network of other arts and Cultural facilities.

It is recommended that Brush Farm House be developed as a regional community arts and cultural space and Old Eastwood Town Hall to transition from a licenced venue towards a hireable space.

5

Provision of a recreation and community services focussed youth facility in the LGA

Young people and service providers have identified youth services and a youth recreational space as being two of the most needed services in the City of Ryde. This Strategy recommends exploring opportunities to provide a youth recreational/activity space and youth services space in an accessible location, connected to public transport and ideally collocated with open space.

It will be important to explore different models of this type of facility.

6

Adopt a hub model of facility provision where appropriate

This Strategy recommends that the focus of future community facility provision should be on larger, flexible, multipurpose community spaces that address a wide range of community needs and have the capacity to adapt and change as community needs evolve.

An important feature of the Hub model is flexibility. It is important that facilities are designed in such a way that they are flexible to changing needs of the community. Flexible facilities are somewhat 'future-proofed' as they have the capacity to adapt to community needs as they evolve and change over time. However, it is important that these flexible spaces are complemented with

targeted, needs based programming to ensure that these spaces are utilised in a way that best meets community needs.

7

Development of a facility criteria for negotiating Voluntary Planning Agreements (VPAs)

It is recommended that a criteria for new facilities be developed based on the Guiding Principles outlined in this Strategy to help negotiate VPAs to ensure the best outcomes for Council and the community. The criteria should include key requirements such as minimum facility size, design inclusions, location requirements etc.

8

Council to act as 'space broker' to non Council and other Council spaces

While Council is the main player in the provision of community facilities, they should not be considered the only provider. Currently there are a large number of non-Council organisations in the City offering space for community use, including schools, clubs, churches and other places of worship. These facilities currently play a key role in addressing community needs and interests and they too should be considered as part of the broader network.

It is recommended that Council develop a community facilities and spaces register – a single, centralised database compiling a list of, and information about, Council and non-Council facilities.

9

Review hiring and licensing policies

This Strategy recommends Council undertake a review of its *Community Buildings Licensing Policy* and its *Community Halls and Meeting Rooms Hire Policy* including reducing any ambiguity over maintenance costs and charges and maintenance responsibility in its *Licensing Policy*.

In addition, the policies should support a strategic approach to accommodating new groups and organisations and their programs and activities by sourcing programs and activities that are aligned to community needs and interests. The Hire Policy should also seek to enable greater access to Council's spaces by a broader range of community activities.

10

Look at programming and management models for new multipurpose facilities

While this Strategy recognises the importance of good quality and well-designed community buildings, those buildings that are programmed and managed in a way that responds effectively and adaptively to evolving community needs are often the most well utilised.

Effective community facilities programming requires processes which seek to regularly understand and monitor community needs through ongoing social research and community engagement.

8.2 New and retained facilities

The following table provides details on proposed new facilities including approximate sizes, retained facilities and proposed redeveloped facilities and recommended timeframe for delivery. Figure 11 shows the indicative location of these facilities.

The recommended time frames for delivery include:

- » short term: 1-5 years
- » medium term: 5-10 years
- » long term: 10-20 years

This is displayed in Figures 11 and 12 in the following pages.

Table 5 New and retained/redeveloped facilities

	Facilities	Components	Size (approx.)	Timeframe
New facilities				
1	Ryde Central	» Regional arts and cultural space » District community centre space	» 2,500sqm » 2,250sqm	Short
2	Eastwood and Community Hub	» District community centre space » District community services space	» 2,250sqm » 750sqm	Medium
Continue to explore the opportunity to provide some new community space in Rowe Street East				
3	Macquarie Park Creative Hub	» Regional arts and cultural space	» 1,200sqm	Medium
4	Macquarie Park Community Centre	» Neighbourhood community centre space	» 500sqm	Long
5	Northern Catchment Community Hub	» District community centre space » District community services space	» 2,000sqm » 500sqm	Medium
6	Top Ryde District Community Services Hub	» District community services space	» 500sqm	Long
7	Gladesville Community Hub	» Local community centre space » Local community services space	» 750sqm » 350sqm	Long
8	North Ryde Community Hub	» Local community centre space » Local community services space	» 1,000sqm » 350sqm	Long
9	Youth recreation and services hub	» Regional level youth recreation and services space	-	Medium-long
Redeveloped facilities				
10	Westminster Hall	» Neighbourhood community centre space	» 250sqm	Short
Retained facilities				
11	West Ryde Community Centre and Hall	» Regional community services space » Neighbourhood community centre space	» 1,584sqm » 235sqm	-

	Facilities	Components	Size (approx.)	Timeframe
12	Shepherd's Bay	» Neighbourhood community centre space	» 148sqm	-
13	Lion's Park	» Neighbourhood community centre space	» 154sqm	-
14	Brush Farm House <i>Heritage</i>	» Regional community arts and cultural space	» 539sqm	-
15	Old Eastwood Town Hall <i>Heritage</i>	» Neighbourhood community centre space	» 387sqm	-
16	Addington House <i>Heritage</i>	-	» 256sqm	-
17	Westward Cottage <i>Heritage</i>	» Space for arts and cultural organisations	» 60sqm	-
18	The Parsonage <i>Heritage</i>	» Space for arts and cultural organisations	» 131sqm	-
19	Willandra House <i>Heritage</i>	» Space for arts and cultural organisations	» 526sqm	-

Note: All Early Childhood Education and Care is retained, with the exception of Eastwood Occasional Childcare. Eastwood Occasional Childcare is planned for replacement by Eastwood Community Hub's District community centre space. More information is provided in the *Draft Social and Cultural Infrastructure Framework 2019-2041*.

Figure 11 Future regional facilities

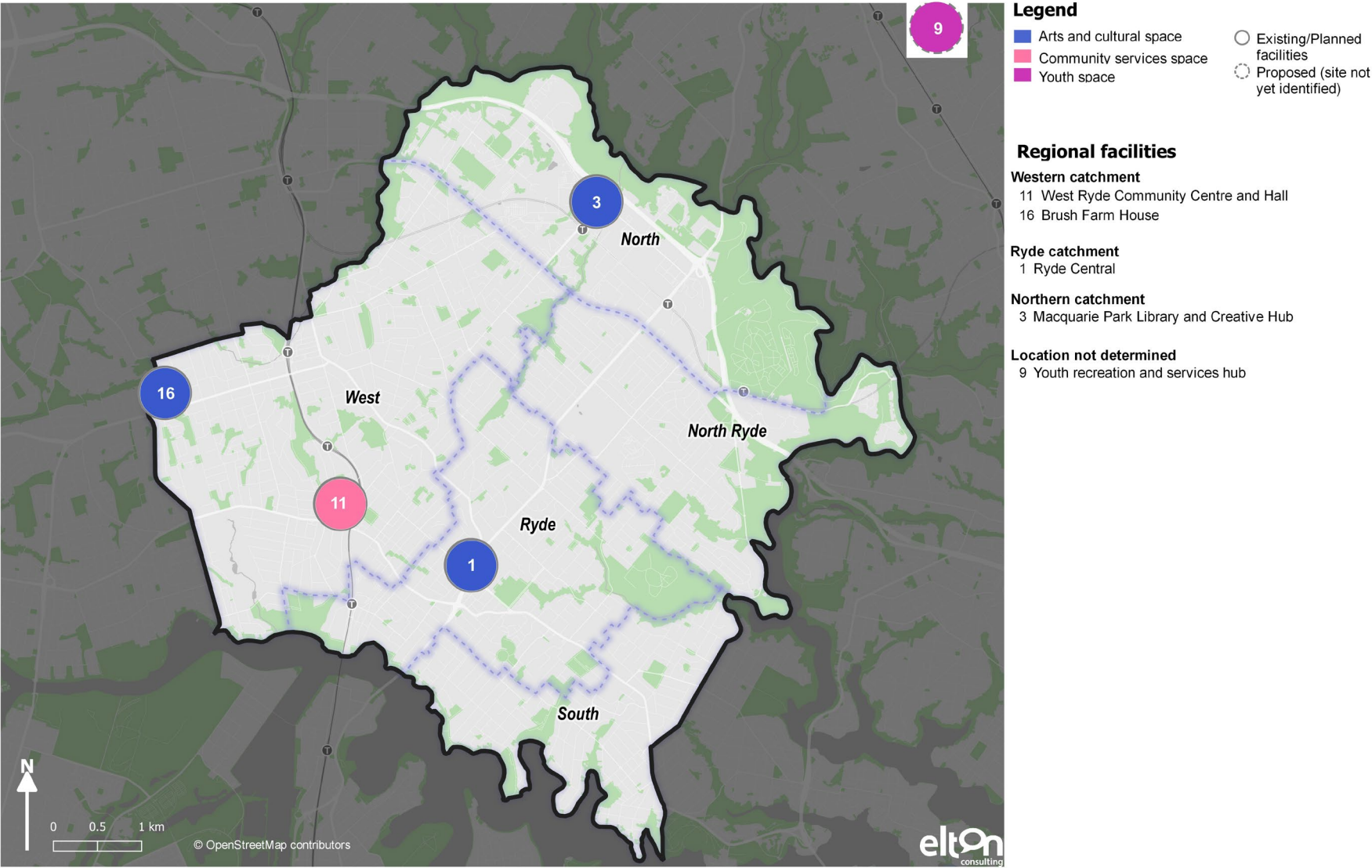
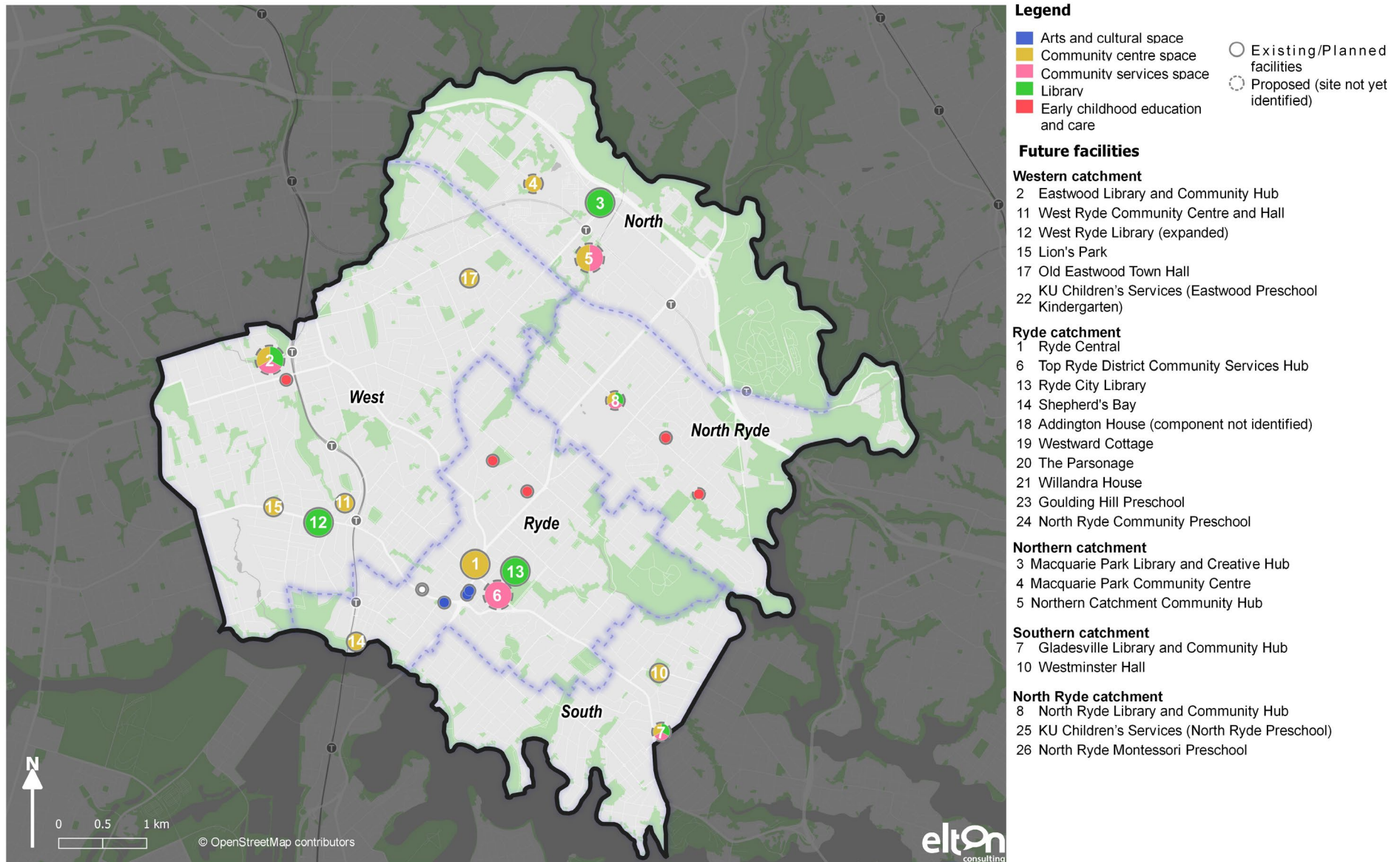


Figure 12 New and retained/redeveloped facilities

8.3 Consolidation and rationalisation

Clearly, the City's asset base cannot keep expanding exponentially. Asset management costs are significant and are projected to increase over time as insurances and other asset related costs continue to grow.

In order to provide for community facilities that are purpose built and able to meet the community's needs into the future there will be a need to consolidate some of the older, smaller, poorly located, less fit for purpose, and underutilised community buildings. Facility consolidation and rationalisation can be a difficult process. It is important that both the rationale and process for facility consolidation be articulated and demonstrated spatially, with clear emphasis on the timely replacement of rationalised community facilities with larger, higher quality, multipurpose facilities in more accessible locations.

An important aspect of consolidation is to emphasise that rationalisation of a facility does not need to mean that an activity, program or service that operates from that facility stops. Active and popular activities can continue in other community spaces in that area. A critical aspect of the process of facility consolidation is to ensure that alternative venues are found for existing, viable user groups. In some cases, this alternative space could be in a new purpose-built multipurpose facility that is being created to replace numerous smaller, older and less 'fit for purpose' community buildings. Engagement and communications are essential elements of this process.

The following table proposes the disposal of 12 of Council's halls and facilities and suggested new facilities that could accommodate existing uses.

Table 6 Proposed facilities for disposal and replacement

Replacement and disposal	Replaced by
Civic Hall	Ryde Central Regional arts and cultural space and District community centre space
West Ryde Hall, Station Street West Ryde	The West Ryde Regional community services hub and Neighbourhood community centre space now provide the function previously fulfilled by West Ryde Hall
Shaftsbury Place	Eastwood Community Hub's District community centre space
Eastwood Hall	
Eastwood Women's Rest Centre, Hillview Lane Eastwood	
Eastwood Occasional Childcare	Eastwood Community Hub's District community services space
2 Dickson Ave West Ryde	
10-12 Lakeside Rd Eastwood	
Trafalgar Place Community Centre, Trafalgar Place Marsfield	Northern Catchment District community centre space / Macquarie Park Neighbourhood community centre space
Marsfield Early Childhood Centre, Trafalgar Place Marsfield*	Northern Catchment District community services space
Gladesville Meeting Room, Pittwater Road Gladesville	Gladesville Community Hub Local community centre space
Ryde Early Childhood Health Centre, Argyle Avenue Top Ryde*	Top Ryde Community Services Hub Local community services space
North Ryde Community Aid, 4 Cutler Pde, North Ryde	North Ryde Community Hub's Local community services space

Replacement and disposal	Replaced by
North Ryde School of Arts Community Hall and Meeting room, 201 Cox's Rd North Ryde	North Ryde Community Hub's Local community centre space

* Ryde Early Childhood Health Centre and Marsfield Early Childhood Centre are both Child and Family Health Services. A strategic direction for Child and Family Health Services is provided in Section 8 of this Strategy (see page 39).

8.4 Future provision rate

With the provision of the additional facilities outlined above and the consolidation of existing uses and rationalisation of facilities that are no longer fit for purpose, the City of Ryde would have a provision rate of approximately 95sqm per 1,000 people (based on 2041 population projections). This is in line with the provision rates recommended in 7.3.3 and would mean more than doubling the amount of space available for community hire as well as increasing the amount of space available for community services and specific arts and cultural spaces. As demonstrated in Figure 14, this will also result in greater equity in terms of distribution of facility space, with each catchment having similar facility provision rates (based on the upper range of the projected catchment population).

The future provision shows a network of multipurpose community facility spaces, with combinations of arts and cultural, hireable community centre and community services spaces distributed across the City of Ryde. The guiding principles (see Section 7.1) have been used to develop a locally relevant community hub model of provision for the City of Ryde.

Figure 13 Future provision rate



Figure 14 Future hireable space, provision by catchment (2041)**Hireable only space by catchment**

Based on 2041 population **170,000-190,000**

Excludes: Regional facilities and community service space

Appendices

A Existing halls and facilities

City of Ryde halls and facilities	Location	Licence/hire
Civic Hall	1 Devlin St Ryde	Hire
Brush Farm House	19 Lawson St, Eastwood	Hire (Heritage)
Shaftsbury Place	167 Shaftsbury Pl, Eastwood	Hire
Eastwood Hall + Meeting Room + Neighbourhood Centre	159-161 Shaftsbury Rd, Eastwood	Both
Eastwood Women's Rest Centre	Hillview Rd, Eastwood	Both
Gladesville Library Meeting Room	6 Pittwater Rd, Gladesville	Hire
Marsfield Community Centre + Marsfield Early Childhood Centre	1A Trafalgar Pl, Marsfield	Both
North Ryde School of Arts Community Hall + Meeting room	201 Cox's Rd North Ryde	Hire
Shepherds Bay Community Centre	3A Bay Drive, Meadowbank	Hire
West Ryde Community Hall + Meeting Room + Community Hub + Early Childhood Care Centre and Baby Health Care Centre	3-5 Anthony Rd, West Ryde	Both
West Ryde Hall	1A Station St, West Ryde	Hire
Lions Park Hall	Lions Park, 2 Shaftsbury Rd, West Ryde	Licence
Christian Community Aid	12 Lakeside Rd, Eastwood	Licence
Christian Community Aid	10 Lakeside Rd Eastwood	Licence
Christian Community Aid	2 Dickson Ave, West Ryde	Licence
North Ryde Community Aid	4 Cutler Pde, North Ryde	Licence
KU Children's Services (Eastwood Preschool Kindergarten)	2B Rutledge St, Eastwood	Licence

City of Ryde halls and facilities	Location	Licence/hire
Goulding Hill Preschool	2 Hancott St, Ryde	Licence
North Ryde Community Preschool	13 Clermont Ave, Ryde	Licence
KU Children's Services (North Ryde Preschool)	147 Cox's Rd, North Ryde	Licence
Eastwood Occasional Childcare Centre	55 Hillview Ln, Eastwood	Licence
Ryde Early Childhood Centre	26 Argyle Ave, Ryde	Licence
Addington House	813-815 Victoria Rd, Ryde	Heritage
Westward Cottage	12 Turner St, Ryde	Heritage
The Parsonage	8 Turner St, Ryde	Heritage
Willandra House	770-782 Victoria Rd, Ryde	Heritage
Old Eastwood Town Hall	74 Agincourt Rd, Eastwood	Licence (Heritage)
Montessori Preschool	109 Cressy Rd, North Ryde	Licence

B Quality of provision

	City of Ryde halls and facilities	Location	CGI	Visually prominent	Integrated	Near public transport	Accessible	Parking	Multi-purpose	Welcoming
1	Brush Farm House	19 Lawson St, Eastwood	1.34	✓						✓
2	Civic Hall	1 Devlin St Ryde	1.72			✓				
3	Shaftsbury Place	167 Shaftsbury Pl, Eastwood	1.59	✓		✓				
4	Eastwood Hall + Meeting Room + Neighbourhood Centre	159-161 Shaftsbury Rd, Eastwood	1.2			✓	✓			
5	Eastwood Women's Rest Centre	Hillview Rd, Eastwood	1.2	✓	✓	✓	✓			✓
6	Gladesville Library Meeting Room	6 Pittwater Rd, Gladesville	-			✓				✓
7	Marsfield Community Centre	1A Trafalgar Pl, Marsfield	1.24		✓		✓	✓		
8	North Ryde School of Arts Community Hall + Meeting room	201 Cox's Rd North Ryde	1.45	✓	✓	✓				
9	Shepherds Bay Community Centre	3A Bay Drive, Meadowbank	1.15							
10	West Ryde Community Hall + Meeting Room + Community Hub	3-5 Anthony Rd, West Ryde	1.05	✓	✓	✓	✓			
11	West Ryde Hall	1A Station St, West Ryde	1.67							

12	Lions Park Hall (Ryde Multicultural Centre)	Lions Park, 2 Shaftsbury Rd, West Ryde	1.22					✓	
13	Christian Community Aid	12 Lakeside Rd, Eastwood	1.58	✓	✓	✓			
14	Christian Community Aid	10 Lakeside Rd Eastwood	1.32	✓	✓	✓			
15	Christian Community Aid	2 Dickson Ave, West Ryde	1.32		✓				
16	North Ryde Community Aid	4 Cutler Pde, North Ryde	1.46						
17	Old Eastwood Town Hall	74 Agincourt Rd, Eastwood	1.32						

C Surveys

C-1 Users survey

A total of 28 community members completed the online survey. When asked which of Council's hall and facilities they had accessed in the past 12 months, the majority of participants selected:

- » West Ryde Community Hall (38%),
- » North Ryde School of Arts (35%)
- » Shepards Bay Community Centre (27%).

Meeting user's needs

All of the participants felt that the Council-owned halls and facilities they had accessed in Ryde meet their needs either well or very well.

When asked to nominate which characteristics or features of these facilities met their needs well, the majority (approximately 90%) of participants agreed that Council's halls and facilities were:

- » easy to get to
- » high quality
- » affordable to hire
- » had a pleasant look and feel
- » felt safe
- » were located close to other services, facilities and amenities.

Some survey participants also acknowledged the responsive and friendly attitude of Council staff when assisting with information and bookings.

Suggestions for improvements to Council's current facilities were also provided by participants. While most participants were satisfied with the amount of parking available (68%), some recommended additional parking spaces, times and lower parking fees would improve access.

Driving to halls and facilities was the most common mode of transport selected by participants (72%), followed by train (16%). Using the bus and walking were low representation, (both 4%), while no respondents access facilities by bike.

Other suggestions for improvements to Council's current halls and facilities were, ensuring universal design elements are incorporated into all halls and facilities, and providing suitably sized and located loading areas.

Meeting future user needs

Survey participants identified spaces which they believed would be valued and used by the community in Council's halls and facilities, such as:

- » Offering a greater number of small meeting spaces
- » Providing more spaces for young children
- » Updated and user-friendly technology
- » Enhanced safety when accessing, using and leaving halls and facilities (such as swipe cards).

C-2 Tenants Survey

Nine tenants of Council's hall and facilities completed the tenant survey. Submissions were received from:

- » The Ryde District Historical Society, located within Willandra House
- » Eastwood Occasional Child Care Centre at 55 Hillview Lane, Eastwood
- » Goulding Hill Preschool at 2 Hancott Street, Ryde
- » Sydney Montessori Society, trading as The Children's House Montessori School in North Ryde
- » Ryde Multicultural Centre Inc., located within Lions Park Hall
- » The Northern Centre, within West Ryde Community Centre
- » Eastwood Senior Citizen's Club, in Eastwood Community Hall (159 Shaftsbury Road, Eastwood)
- » The Traditional Tools Group Incorporation, in Old Eastwood Town Hall (74 Agincourt Road, Marsfield).

Meeting tenant's needs

All the responding tenants felt that their facility met the needs of their organisations either well or very well.

Tenants appreciated the adequate layout and size of facilities, the presence of outdoor spaces, being close to the natural environment, and being accessible by public transport. All respondents identified that their facilities were 'easy to get to' and 'affordable'. A majority (89%) characterised their facilities having a pleasant look and feel, a safe atmosphere and being conveniently located to other shops and amenity.

The car was the most common mode of transport for users and staff to get to their facilities. Just under half of the tenants (45%) believed they had insufficient staff parking.

Specific issues with parking included not having enough spaces and competing with other facilities and businesses to use on-street spaces.

Whilst 78% of tenants believe that their facility is of high quality, 22% felt neutral. Opportunities for improvement were also highlighted, including recommendations for larger spaces to accommodate larger gatherings, greater parking options (both in spaces and time available), as well as renovations to the facility's interior.

Facility benefits

The predominate benefit of the facility identified by responding tenants was that their facility was well suited to their needs and this enabled better services across a wider area in Ryde.

Other nominated benefits included:

- » their tenancy providing stability to their service
- » the affordability of the facility
- » the location providing easy access
- » being located close to nature
- » the capacity to host other organisations.

Customer utilisation

The scale of service provision varied greatly between facilities and their tenants in the survey, influenced by the different services offered by the tenants. Utilisation provided by the tenants is summarised below.

Ryde District Historical Society	Eastwood Occasional Child Care Centre	Goulding Hill Preschool*	Sydney Montessori Society	Ryde Multicultural Centre Inc.	Eastwood Senior Citizen's Club	The Traditional Tools Group Inc.
400 customers/yr	60 customers/yr	42 parents/day 80 families/wk	59 children and their families	3000-4000 people/yr	3500 people/yr	750-1000 people/yr

* Two different responses were given for Goulding Preschool

The majority of tenants (89%) believed there was sufficient public transport, pedestrian and cycle access to their facilities. However, most tenants suggested a greater number of customer parking spaces could be provided to better support their service delivery (67% of tenants believed that there was insufficient customer parking at their facility).

Meeting future customer needs

For tenants in the community hubs (licenced), the most important things to consider for future facilities were:

- » having up to date technology
- » being connected to public transport
- » more parking
- » having larger facilities.

Other suggestions included ensuring strong security, more storage spaces and aligning tenant needs with the facility layout.

D Utilisation

Please note:

- » West Ryde Hall (Station St) does not take new hirers in this venue, so this will impact bookings data
- » Shaftsbury place has only been available for hire from late April
- » Brush Farm House has only been available for general hire from January

Table 7 Utilisation

Facility	Address	Hrs Hire – REGULAR	#Regular Bookings per year	#Individual Hirers	Hrs Hire – CASUAL	#Casual Bookings per year	TOTAL Hours Hired Per Year	TOTAL Bookings Per Year
Brushfarm House	19 Lawson St Eastwood	457	214	10	98	6	555	218
Civic Hall	1 Devlin St Ryde	2501	605	26	265	26	2766	631
Shaftsbury Place	167 Shaftsbury Pl, Eastwood	177	56	6	0	0	177	56
Eastwood Hall	159 -161 Shaftsbury Pl, Eastwood	1957	573	23	66	6	2023	639
Eastwood Meeting Room	159 -161 Shaftsbury Pl, Eastwood	1931	498	13	33	8	1964	506
Eastwood Womens Rest Centre	Hillview Rd Eastwood	564	246	17	67	7	631	253
Gladesville Library Meeting Room	6 Pittwater Rd, Gladesville	1561	415	15	90	11	1651	426
Marsfield Community Centre	1A Trafalgar Place, Marsfield	816	331	26	112	9	928	340
North Ryde School of Arts Hall & Meeting Room	201 Coxs Rd, North Ryde	1837	1023	36	415	28	2252	1051
Shepherds Bay Community Centre	3A Bay Drive, Meadowbank	1793	662	16	84	14	1877	676
West Ryde Community Centre & Meeting Room	3-5 Anthony Rd, West Ryde	2902 296	1392	32	157 Hall 12 MR	15	3059 Hall 308 M/Room	1407

Facility	Address	Hrs Hire – REGULAR	#Regular Bookings per year	#Individual Hirers	Hrs Hire – CASUAL	#Casual Bookings per year	TOTAL Hours Hired Per Year	TOTAL Bookings Per Year
West Ryde Hall	1A Station ST, West Ryde	1474	409	15	10	2	1484	411



 City of Ryde



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