



WARRNAMBOOL  
CITY COUNCIL

# Community Services Infrastructure Policy

APPROVAL DATE: 18 November 2013

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## **COMMUNITY SERVICES INFRASTRUCTURE POLICY**

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### **DOCUMENT CONTROL**

<b>Document Title:</b>	<i>Community Services Infrastructure Policy</i>
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# COMMUNITY SERVICES INFRASTRUCTURE POLICY

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## 1. INTRODUCTION

### 1.1 Purpose and Scope

Warrnambool City is experiencing significant population growth. By 2031 it is anticipated that the City's population will be around 44,000 people with the growth occurring across all age groups. This growth, along with accompanying population growth across the wider region, impacts on the demand for community services and infrastructure across the city.

Integrated multi-purpose community facilities, that provide places for the delivery and administration of efficient and effective community services and appropriate and flexible spaces for community activities, will be critical in maintaining liveability and a sense of community as well as supporting optimal community health and wellbeing.

Planning and delivery of social or community infrastructure in Victoria is shared between Local, State and Commonwealth government, community organisations and the private sector. Planning for this infrastructure needs to recognise and respond to local needs, values, and capacities, and to district and regional dimensions, including relationships between communities and centres. Planning relies heavily on the knowledge and social capital within communities and organisations, so early and ongoing engagement of stakeholders in planning is essential.

The purpose of this Policy is to provide the general community, stakeholder organisations and Council staff with an understanding of Council's objectives for and approach to providing for community services infrastructure in Warrnambool.

### 1.2 Definitions

<b>Community Services</b>	For the purposes of this policy community services are programs delivered by Council whose primary goal is to support individual or community wellbeing and to meet the needs of vulnerable and at-risk community members.
<b>Community Hub or Shared community facilities</b>	Community hubs/ or shared facilities are a physical asset that is: <ul style="list-style-type: none"><li>• owned, funded or leased by government or the community</li><li>• used by more than one group</li><li>• used for a range of activities that share buildings, rooms or open spaces at the same time (concurrently) or at different times (sequentially).</li></ul>

## 2. REFERENCES

### 2.1 Internal Council Documents

- WCC Council Plan
- WCC Health & Wellbeing Plan
- Warrnambool Planning Scheme

### 2.2 External References

- *Guide to Delivering Community Precincts*  
Department Planning and Community Development, 2010
- *Shared Facility Partnerships: A Guide to Good Governance for Schools and the Community*  
Department of Education & Early Childhood Development, 2007

### **3. POLICY**

#### **3.1. Policy Statement**

*Council will plan, advocate for and work with the community to ensure the provision of accessible, multi-purpose, and shared community services infrastructure delivered in partnership with other levels of government and community stakeholders.*

*Council is committed to:*

- *providing community infrastructure within neighbourhoods across Warrnambool in accordance with the needs of the community and the principles set out in this policy*
- *the benefits provided by community infrastructure including improved service accessibility and social connections*

#### **3.2. Objectives**

The Warrnambool Community Services Infrastructure Policy expresses Council's strategic policy in relation to the planning and delivery of community services infrastructure.

The policy outlines Council's objectives to:

- **Plan for community services infrastructure required by the Warrnambool community in the medium to long term.**
- **Determine the preferred mix of services required for different locations.**
- **Utilise shared, multi-purpose community facilities rather than single use facilities.**
- **Promote opportunities for co-location and service integration.**
- **Improve community accessibility and involvement in all steps of planning and development.**
- **Ensure consideration of this policy when land use planning/structure planning is being undertaken.**
- **Consider the planning of other non-Council community facilities.**

#### **3.3. Principles**

This policy focuses on utilising shared multi-purpose community facilities or "hubs" that provide opportunities to strengthen community wellbeing, learning and social connection that:

- Are responsive to the changing needs of the community:
  - A hierarchy of provision based on industry recognised benchmarks
  - Flexible design that responds to changing community needs
  - Accessible for people of all ages and abilities
- Support the use of contemporary best practice service models and approaches
- Promote active transport
- Are environmentally sustainable
- Are planned in partnership with the community
- Co-locate and/or integrate with schools and other community services and organisations.
- Ensure efficient use of capital and recurrent funding sources (Federal, State, Local, Community service organisations, Private sector).

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### 3.4. Community Services

Council is committed to facilitating the provision of community services that respond to the changing needs of Warrnambool residents. These include:

- Early Years
- Youth
- Aged & Disability
- Recreation
- Arts & Culture

### 3.5 Community Infrastructure - Hierarchy

Council supports the development of community infrastructure within a hierarchy of facility and service provision as set out in Table 1.

**Table 1. Hierarchy of Community Infrastructure.**

Facility Type	Service Type	Social Benefits
<b>Local</b>		
A local community facility would respond to the needs of approximately 3,000 people.	<p>The types of community service provided at this local level facility might include:</p> <ul style="list-style-type: none"> <li>• meeting spaces</li> <li>• neighbourhood house activities</li> </ul> <p>They should be located to ensure safe, walkable connections to public transport stops and other local facilities.</p>	A focus for the residents of the local area, the facility offers opportunities for local level social support, activities and participation.
<b>Neighbourhood</b>		
Neighbourhood level infrastructure responds to the needs of 5,000–10,000 people.	<p>The types of community services provided might include:</p> <ul style="list-style-type: none"> <li>- Primary school</li> <li>- early years education e.g. child care and/or kindergarten</li> <li>- neighbourhood house activities</li> <li>- sport or recreation reserve</li> <li>- an access point for community services and information</li> <li>- Safe and accessible connections to public transport stops, other local, Municipal and regional facilities</li> </ul>	<p>Neighbourhood facilities provide a base for citizenship, opportunities for social connection and community development.</p> <p>They provide a focus for provision of services in a neighbourhood context.</p> <p>They also provide links to the wider network of community and social infrastructure</p>
<b>Municipal</b>		
Municipal level infrastructure responds to the needs of 20,000–30,000 people.	<p>At a municipal level, community infrastructure is expected to:</p> <ul style="list-style-type: none"> <li>- address a range of universal needs including employment, training and health</li> <li>- support people's life stage needs</li> <li>- address issues of disadvantage</li> </ul>	<p>Municipal facilities support local health, learning, and support services and networks.</p> <p>More specialist or advanced needs may be referred to regional level facilities.</p>

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**Table 1. Hierarchy of Community Infrastructure (continued)**

Facility Type	Service Type	Social Benefits
<b>Regional</b>		
Regional infrastructure responds to the needs of 50,000+ people and may extend 100km.	<p>The types of community service provided at a regional facility might include:</p> <ul style="list-style-type: none"> <li>- training and employment</li> <li>- community participation and cultural development</li> <li>- hospital/community health services</li> <li>- specialist health services</li> <li>- education facilities</li> <li>- government services</li> </ul>	Such infrastructure is generally planned and funded at State or Commonwealth level, usually with local government participation.

### 3.6 Community Infrastructure - Community Hubs

Council supports advocacy and planning for the provision of community hubs as set out in Figure 2 and Table 2.

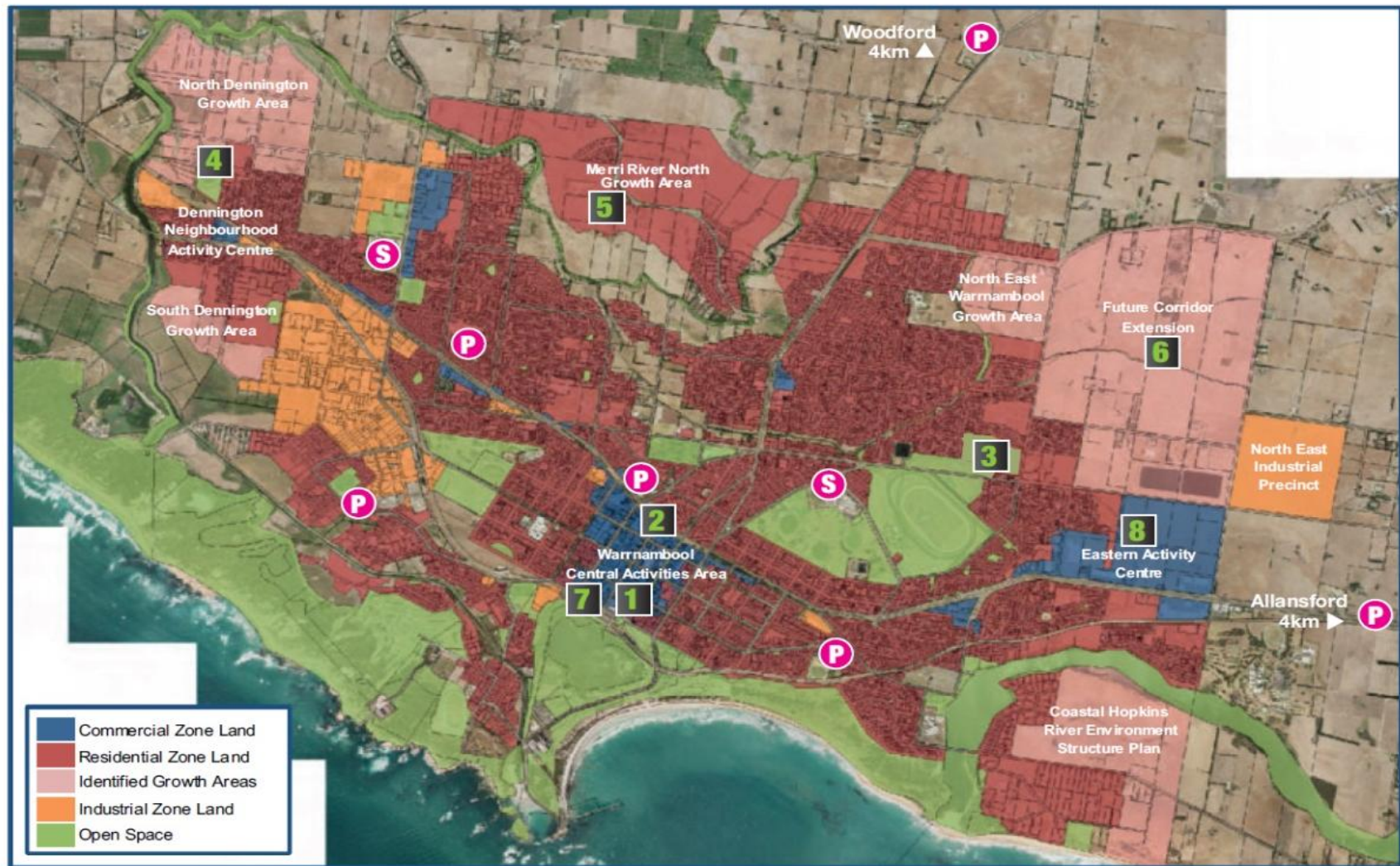
**Table 2. Community Hubs**

Community Hub		Facility Type
Map Reference Number	Location	
1	Archie Graham Community Centre	Municipal
2	Warrnambool Children's Service	Municipal
3	Brierly Recreation Reserve	Neighbourhood
4	Dennington	Neighbourhood
5	North of the Merri Growth Area	Neighbourhood
6	North East Growth Area	Neighbourhood
7	Shared Library Facility/SW TAFE	Regional
8	Eastern Activity Centre	Neighbourhood

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Figure 2. Approximate location of existing and potential future community 'hubs'

COMMUNITY CENTRES/HUBS



EXISTING

- 1 Archie Graham Community Centre
- 2 Warrnambool Children's Services

POTENTIAL

- 3 Briery Rec Reserve
- 4 Dennington
- 5 North of th Merri \*

- 6 North East \*
- 7 Shared Library at SW Tafe
- 8 Eastern Activity Centre\*

Existing Government school sites P = Primary S = Secondary

\*Site not defined

### **4 GOVERNANCE**

#### **4.1 Owner**

Director of Community Development

#### **4.2 Review**

The Director of Community Development will review the policy for any necessary amendments no later than 3 years after its formulation or after the last review.

#### **4.3 Compliance Responsibility**

##### ***i. Executive Management Team***

- The Chief Executive & Directors are responsible for ensuring Managers, Supervisors, and Employees under their control comply with the actions detailed in this policy.

##### ***ii. Managers and Supervisors***

- Managers and Supervisors are responsible for ensuring Employees under their direct control comply with the actions detailed in this policy (and related procedures).
- Demonstrate Warrnambool City Council values through being positive role models for this policy.
- Ensure any revised or newly developed policies/procedures are communicated appropriately to all relevant staff

#### **4.4 Charter of Human Rights Compliance**

It is considered that this policy does not impact negatively on any rights identified in the Charter of Human Rights Act (2007).

Warrnambool City Council is committed to consultation and cooperation between management and employees. The Council will formally involve elected employee health and safety representatives in any workplace change that may affect the health and safety of its employees.