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Turramurra Community Facilities Study

Study report

Client:
Ku-ring-gai Council

Date:
10 February 2015

Final

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Date	10 February 2015
Document name	Turramurra Community Facilities Study Report
Version	v02

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1   Introduction

1.1   Purpose

This report documents the outcomes of a study of community facility provision for Turramurra and surrounding areas, commissioned by Ku-ring-gai Council. The study was undertaken to develop a strategy for future community facility provision within the area, including the potential development of a new district level community centre and branch library in the Turramurra Local Centre.

The study aimed to identify existing and projected community interests and needs and facility provision gaps. It sought to develop recommendations for the arrangement and distribution of facility provision across the Turramurra catchment and to develop a detailed vision for the new district facility, which will inform the development of a design brief that will be used to commission an architect. The vision for the new district facility is also intended to inform a broader master planning project for the Turramurra Local Centre, currently being undertaken by Council.

1.2   Methodology

The Turramurra Community Facilities Study has involved the following tasks:

» A review of previous studies, strategies and Council plans and decisions to gain an understanding of the study context, set project parameters and identify opportunities

» Determining population catchments and an analysis of the existing population, community needs, existing facility provision and gaps

» Examining future population growth and change within the population catchment

» Considering contemporary trends in community facility provision

» Undertaking consultation to gain stakeholder and community input

» Developing recommendations for the arrangement of community facilities across the Turramurra catchment (including recommendations for existing facilities)

» Assessing site options for the new district facility and determining a preferred option

» Developing a vision for the facilities, which included determining required/desired uses, characteristics and the spaces and amenities required

» Compiling study findings in this report to Council that will inform the Turramurra Local Centre master planning and a design brief for the proposed district facility.

1.3   Report structure

This report outlines the tasks undertaken and the study findings in the following chapters:

Chapter 2: Study Context

Chapter 3: Facility population catchments and existing community profile

Chapter 4: Existing facility provision and gaps

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Chapter 13: Summary and next steps.

2 Study context

This chapter explains the context in which this study is undertaken through a summary of findings from previous relevant studies, strategies and Council decisions. The chapter concludes with a summary outlining the implications these findings may have on the planning of community facilities in Turramurra.

2.1 Planning context

2.1.1 Urban planning context

When considering Ku-ring-gai Council planning strategies and instruments (which identify and classify urban centres as 'local' or 'neighbourhood'), and the different scale and offering of these centres across the Ku-ring-gai Local Government Area (LGA), the following planning hierarchy could be concluded:

» Gordon is the primary local centre in the LGA

» Turramurra (along with St Ives and Lindfield) could be considered as secondary local centres. Turramurra is, therefore, the key 'local centre' in the northern sector of the LGA (the study area for this report/project)

» Pymble and Wahroonga, which could be considered as tertiary local centres, are the other 'local centres' in the northern sector.

The northern sector of the LGA also contains a number of smaller, neighbourhood centres.

2.1.2 Planning for the Turramurra Local Centre

Strategic planning

There have been a number of strategic planning actions by Council towards the revitalisation of the Turramurra Local Centre. Planning instruments such as the following have provided direction for the process or are assisting the process to occur.

The Ku-ring-gai Local Centres Development Control Plan (DCP)

The DCP plan outlines the following directions for the Turramurra Local Centre:

» Development of the Pacific Highway and Ray Street Retail Area as a community focal point and major shopping destination

» A new branch library on the existing library site on Ray Street

» A new town square on the existing Council-owned car park on Ray Street

» A new multi-purpose community facility on Gilroy Lane (on the site of existing Council owned community facilities) and a widening of Gilroy Lane

» An upgrade and extension of Cameron Park on Gilroy Road. (Note: Council has completed the purchase of adjacent land for this extension).

While the DCP provides these directions in relation to community facilities, Council directed this study to examine, revisit and advise on the best arrangement of facilities in the Turramurra Local Centre.

Ku-ring-gai Contributions Plan 2010

The Contributions Plan also supports the development of the revitalisation of the Turramurra Local Centre and the develop of new community facilities by providing funding for the new town square, streetscape improvements and road improvements works. They would also cover part of the cost of a multi-purpose community facility and new library.

Other developments

In November 2013, Council resolved to commence master planning for the Turramurra Local Centre and a number of projects and initiatives were introduced, including:

» The 'Activate Turramurra' project – the overarching master planning project which focuses on delivering "the revitalisation and beautification of the Turramurra Local Centre" and includes engaging with the community in order to inform the development of a master plan

» The commissioning of this study to determine community facility requirements for the Local Centre as a key input to the development of the master plan.

While revitalisation of the Turramurra Local Centre has been a Council plan for a number of years, a recent development increased the urgency to commence the planning. A Development Application by Coles Group Property Developments Ltd for redevelopment of the existing Coles supermarket adjacent to the Library and the site of the car park (earmarked as for the new town square), was submitted in April 2013. This proposal has the potential to significantly impact on the Local Centre and Council saw the need to develop a master plan and their vision for the Centre to ensure any surrounding development is aligned.

It is also acknowledged that a Coles redevelopment could offer significant opportunities for the Turramurra Local Centre if Council and Coles Group work collaboratively in the delivery of complementary developments.

2.2   Community facility studies

A review of past community facilities studies provided context to the planning of community facilities in Turramurra. The following outlines key insights from three key studies of interest – *Ku-ring-gai Council Library Facilities Study* and *Ku-ring-gai Community Facilities Strategy 2009 and Ku-ring-gai Community Facilities Strategy 2014.*

Ku-ring-gai Council Library Facilities Study

The *Ku-ring-gai Council Library Facilities Study* (Dr David Jones, 2004), commissioned by Council, identified significant inadequacies in the current provision of library facilities in the LGA. Despite the Turramurra Branch Library being the largest of the three branch libraries, the study found that it still experienced overcrowding and was also in need of being updated.

The study report highlights the impact of urban consolidation experienced in the LGA on the demand for library services, not only due to the increase in population but also the need for study or leisure space not available in the home. The report states that libraries are recognised as important focal points for the community, providing formal activities and services as well as informal meeting points.

The study identifies the following library catchments in line with Ku-ring-gai Planning Precincts and proposes retention of this hierarchy and distribution of library facilities in the LGA:

» Gordon Central Library – local catchment of Gordon, Killara and Pymble. Also serves the wider LGA as the central library service

» Turramurra Branch Library – catchment consists of Wahroonga and part Turramurra

» St Ives Branch Library – catchment consists of St Ives and part Turramurra

» Lindfield Branch Library – catchment consists of Roseville and Lindfield.

The study also reviewed library floor areas and population data for the Turramurra Branch Library catchment against State Library of NSW standards and found the library to have a floor area shortfall of 842 square metres in 2009. The study also examined population projections (from the *Draft Ku-ring-gai Section 94 Contributions Plan 2004-2009 – Residential Development*) to determine future floor space requirements (based on State Library standards) and determined that a library of 1,527 square metres will be required to serve the catchment population in 2026.

The study report found the existing Turramurra Branch Library to be well located and was unable to identify an alternative site superior to this in the catchment. The report identified the following positive aspects about the site:

» Reasonably central to and readily accessible from all parts of the catchment

» Close to railway line and near bus routes

» Adjacent to a car park

» On a street front

» Adjacent to a major supermarket and within easy reach of the shopping strip along the Pacific Highway

» Large enough for an extended library.

The study report recommends extending and remodelling the existing library on its current site. The report also highlights the potential for consolidating other community facilities and co-locating these with the library as part of the redevelopment.

Ku-ring-gai Community Facilities Strategy 2009

The *Ku-ring-gai Community Facilities Strategy* (Elton Consulting, July 2009) documents a study of community facility provision across the LGA and recommended future provision through to 2031. In summary, the study generally found existing facilities to be:

» Old, out-dated and no longer fit for purpose

» Neither capable nor appropriate to meet the needs of the future population

» Not built for purpose but have been adapted resulting in internal layouts that restrict certain uses

» Well-used and at, or close to, capacity (despite their poor condition).

The strategy identified the following key needs:

» A need to expand and upgrade library facilities to meet contemporary standards and respond to the heavy utilisation of libraries within Ku-ring-gai

» A need for quality, multi-purpose space in accessible locations for a variety of social, leisure and cultural activities and programs

» Specific cultural facilities for performance and visual arts, including workshop, exhibition, rehearsal and performance spaces

» Spaces for social and leisure activities and programs for young people

» Services, leisure and learning opportunities to support an active, ageing population

» Expansion and upgrade of facilities in order to accommodate for services that address the social care needs of residents

» More childcare facilities to help reduce existing waiting lists

» Indoor recreational facilities for all age groups.

Ku-ring-gai Community Facilities Strategy 2014

Building on the work undertaken in 2009, the 2014 Ku-ring-gai Community Facilities Strategy focused on how the above issues and needs could be addressed and developed a plan for the future provision of community facilities across the LGA.

The Strategy proposed the following:

» In line with the *Ku-ring-gai Council Library Facilities Study* (Dr David Jones, 2004), retention of the existing library distribution. The Strategy also defined population/area catchments for each of the branch libraries, including Turramurra. The Strategy proposed that all branch libraries be upgraded to meet State Library of NSW standards and contemporary community needs

» In accordance with State Library of NSW standards, a library of 1,749 square metres will be required in Turramurra (note: the existing library is approximately 700 square metres)

» The organisation of community facility provision across the LGA into a coordinated network of facilities of different levels: sub-regional, district, local and neighbourhood level facilities

» The LGA currently has an undersupply of community centre space at 62 square metres per 1000 people. There is a significant undersupply in the Northern sector (Turramurra catchment) at 40 square metres per 1000 people

» A rate of provision of 80 square metres per 1000 people of community centre floor space across the LGA with 20 square metres per 1000 people allocated to sub-regional level facilities and 60 square metres per 1000 people allocated to district, local and neighbourhood level facilities combined

» A sub-regional level civic and cultural precinct to be developed in the LGA's major centre of Gordon. This facility would provide specialist performance and exhibition space and larger meeting/activity space

» The existing undersupply of community centre floor area in the LGA be addressed primarily through larger, modern, district level facilities located in the three secondary centres of Turramurra, St Ives and Lindfield

» Good quality, suitable, existing facilities may be retained as local or neighbourhood level facilities and some additional local community centre space may be required in some key areas. However, no additional smaller neighbourhood level facilities should be developed as facilities of this size are always limited as to the type and number of activities they can accommodate

» Separate studies should be conducted for each of the sectors (Northern, Eastern and Southern) to:

> Determine the best possible network of facilities in each sector including, proposals for retention, upgrade, redevelopment and rationalisation or existing facilities

> Determine the requirements and specifications for the new district facility in that sector.

2.3   Other relevant strategies

Other Council strategies of interest to this study are summarised below. These documents provide insight into community needs and community facility provision requirements.

Ku-ring-gai Aging Strategy Background Paper

The *Ku-ring-gai Aging Strategy Background Paper* (Cred Community Planning, June 2013) highlights the high proportion of older people in the Ku-ring-gai LGA and the importance of planning to meet the increasing needs of this group in the future, including through the provision of community facilities and services. Key points of interest to this study are listed below:

» There are a high proportion of older people in the northern section of the LGA, with a significant number of nursing homes and retirement villages clustered in the North Turramurra area as well as in Turramurra and Wahroonga

» Services for older people in Ku-ring-gai will increase in importance and use as the population ages. There will be a growing need for spaces to meet the social, leisure and learning needs of older people who wish to remain healthy, active and involved

» Community facilities play a role in fostering a social network for older people – they assist in reducing incidents of social isolation. Libraries are key focal points for people of all ages, including older people

» Key trends and current practice is for the provision of facilities for older people to be part of multipurpose facilities, rather than 'senior's centres'. Multipurpose facilities provide for a broad range of groups and provide opportunities for these different groups to interact. Previous consultation identified that residents prefer to participate in activities and programs that were held in multipurpose or co-located facilities

» Older people tend to use libraries in the morning – meeting friends in the recreational reading areas and using magazines and newspapers. Local studies resources are also popular

» Older people have a strong interest in technology sessions at Ku-ring-gai libraries.

» Existing facility and service gaps include:

> Increasing demand for commonwealth and community care services which are located in an overcrowded facility in Council's Turramurra Community Centre

> Community transport services.

Ku-ring-gai Youth Strategy 2013 to 2018

The *Ku-ring-gai Youth Strategy 2013 to 2018* (Cred Community Planning, 2013) provides a direction for planning for young people in the LGA, including through the provision of community facilities and services. In relation to community facilities, the Strategy identified the key needs to be:

> Better access to local health services (including mental health support services)

> Services for culturally and linguistically diverse (CALD) young people, and also young adults 18-24 years old who 'fall between the gaps' between child/adolescent services and adult services

> Friendly, youth-inclusive public spaces and places where young people can safely hang out and be with their friends

> Wi-Fi in public indoor and outdoor areas

> Night-time activities in Ku-ring-gai and entertainment facilities such as cinemas and larger shopping centres and some after hour's spaces and activities such as informal spaces where they can get together or a venue for live bands

> Informal youth recreation spaces are important because they provide places for young people to get together with their friends and families while being positively engaged in healthy activities

> Purpose built youth centres within multipurpose facilities, located near transport hubs and other related services

> Study spaces within libraries.

Study context – key implications

» Previous studies have identified significant inadequacies in the current provision of library facilities and community facilities in the LGA

» In response to these studies, The Ku-ring-gai Local Centres Development Control Plan recommended a number of directions for the Turramurra Local Centre, which included a new branch library on the existing library site on Ray Street and a new multi-purpose community facility on Gilroy Lane (on the site of existing Council owned community facilities)

» While the DCP provides these directions in relation to community facilities, Council directed this study to examine, revisit and advise on the best arrangement of facilities in the Turramurra Local Centre

» Revitalisation of the Turramurra Local Centre has been a Council plan for a number of years; however, the Development Application by Coles Group Property Developments Ltd submitted in April 2013 has increased the urgency to commence the planning as this proposal has the potential to significantly impact on the Local Centre

» The need to develop a master plan and a vision for the Centre in order to ensure any surrounding development is aligned with this vision became one of high importance. In addition to this, it has been acknowledged that a Coles redevelopment could offer significant opportunities for the Turramurra Local Centre if Council and Coles Group work collaboratively in the delivery of complementary developments

» Existing Council strategies such as the *Ku-ring-gai Council Library Facilities Study*, *Ku-ring-gai Community Facilities Strategy 2009 and Ku-ring-gai Community Facilities Strategy 2014, Ku-ring-gai Youth Strategy 2013 to 2018* and *Ku-ring-gai Aging Strategy Background Paper* provided background information on community needs and interests and identified issues relating to community needs and facility gaps, including:

> Significant inadequacies in the current provision of library facilities in the LGA

> A high proportion of older people in the Ku-ring-gai LGA and the importance of providing community facilities and services that meet their needs

> Significant inadequacies in community facility provision across the LGA (including an undersupply in floor area) and the need for larger, multipurpose facilities

> The need for additional spaces, programs, activities and services for young people.

» *Ku-ring-gai Community Facilities Strategy 2014* provides the following key directions:

» The organisation of community facility provision across the LGA into a coordinated network and hierarchy of facilities

» The undersupply of community centre space is addressed primarily through new larger facilities including a sub-regional level civic and cultural precinct in Gordon and district level facilities located in the three secondary centres of Turramurra, St Ives and Lindfield.

3 Facility population catchments and existing community profile

This chapter outlines the proposed population catchments for the Turramurra district community facilities and provides a profile of the community within these catchments. This profiling involved an analysis of population and demographic data and was undertaken to identify characteristics that indicate the level and types of needs of the community to be considered in the planning and design of the facilities.

3.1 Facility catchments

The *Ku-ring-gai Community Facilities Strategy* (2014) proposes a hierarchy of facilities across the LGA. The strategy proposes a branch library and a district level community facility be located in Turramurra with supporting, smaller local and neighbourhood level facilities in the surrounding northern suburbs. The strategy identifies a catchment area around Turramurra as the key local centre in the northern sector of the LGA. Understanding facility catchments is important as:

» A catchment population size will influence the size of facility required

» The characteristics of a community indicate potential community interests, preferences and needs which suggest possible programs, activities and services to be provided at the new facility, which in turn indicate the spaces and amenities required.

The strategy notes that catchments are not definitive, physical areas and people will cross suburb and LGA boundaries to utilise facilities that meet their interests and needs. Catchments do however, represent the communities that are most likely to use facilities on a regular basis. Catchment areas for the higher order facilities in Turramurra are outlined below.

Turramurra Branch Library catchment

The Turramurra Branch Library is one of three branch libraries in the LGA (along with St Ives and Lindfield), with Gordon as the central library. The catchments proposed in the *Ku-ring-gai Community Facilities Strategy* (2014) for the libraries are illustrated on the map in Figure 1 on the following page. The proposed catchment for the Turramurra Branch Library includes North Wahroonga, Wahroonga, Warrawee, North Turramurra, Turramurra and South Turramurra.

This report supports this distribution of library facilities and catchments proposed in the strategy.

Turramurra district community facility catchment

The catchment proposed for the Turramurra district community facility in the *Ku-ring-gai Community Facilities Strategy* (2014) is illustrated on the map in Figure 2 on page 16. The proposed catchment includes North Wahroonga, Wahroonga, Warrawee, North Turramurra, Turramurra, South Turramurra as well as Pymble and West Pymble.

This report supports the distribution of community facilities and proposed catchments outlined in the strategy.

PROPOSED LIBRARIES AND CATCHMENTS

CENTRAL LIBRARY
L01 - Gordon Central Library

BRANCH LIBRARIES
L02 - Turramurra Branch Library
L03 - St Ives Branch Library
L04 - Lindfield Branch Library

LIBRARY CATCHMENTS

Turramurra Branch Library catchment

St Ives Branch Library catchment

Lindfield Branch Library catchment

Gordon Central Library district catchment
(Central library also serves wider LGA)

Figure 1: Proposed library facilities and catchments (Ku-ring-gai Community Facilities Strategy 2014)

PROPOSED SUB-REGIONAL AND DISTRICT COMMUNITY FACILITIES AND CATCHMENTS

R SUB-REGIONAL FACILITIES

R01 - Gordon civic/cultural precinct

D DISTRICT FACILITIES

D01 - Turramurra district community facility

D02 - St Ives district community facility

D03 - Lindfield district community facility

DISTRICT FACILITY CATCHMENTS

Turramurra district facility catchment

St Ives district facility catchment

Lindfield district facility catchment
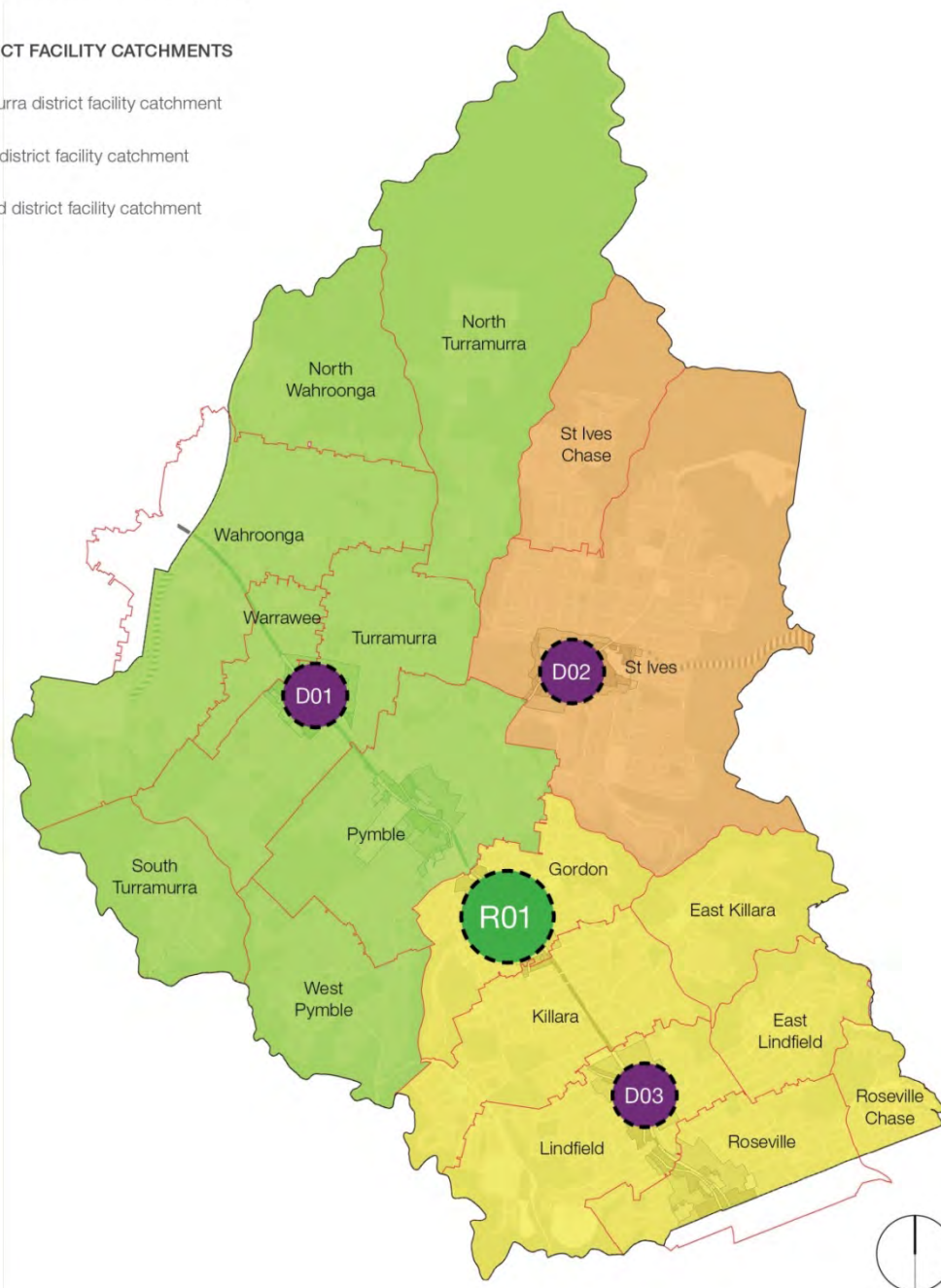
Figure 2: Proposed sub-regional and district facilities and catchments

3.2 Catchment population

Ku-ring-gai community profile.id[1] data has been used to determine the existing population of the Turramurra library and proposed district community facility catchments.

Library catchment population

In 2011, the population of the Turramurra library catchment was **35,317** (a total of the populations of the catchment suburbs, as outlined in the following table).

Table 1: Library catchment population

Area	Population
North Wahroonga	1,885
Wahroonga	12,446
Warrawee	2,905
North Turramurra	3,976
South Turramurra	2,966
Turramurra	11,139
North Wahroonga	1,885
Total (Turramurra library catchment)	**35,317**

District community centre catchment population

In 2011, the population of the proposed Turramurra district community centre catchment was **50,976** (a total of the populations of the catchment suburbs, as outlined in the following table).

Table 2: Community centre catchment population

Area	Population
North Wahroonga	1,885
Wahroonga	12,446
Warrawee	2,905
North Turramurra	3,976
South Turramurra	2,966
Turramurra	11,139
West Pymble	5,149
Pymble	10,510
Total (Turramurra district community centre catchment)	**50,976**

3.3 Community characteristics of the catchment areas

This study analysed 2011 Census of Population and Housing data (Australian Bureau of Statistics) to understand the characteristics of the facility catchments. This was selected as the preferred data source for this task (in preference to profile.id data) as the Census provided data for combined

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[1] Ku-ring-gai Community Profile, profile.id data. Website accessed May 2014, http://profile.id.com.au/ku-ring-gai

suburbs/areas, aligned with the catchments, allowing analysis of the characteristics of each catchment as a whole.

To understand the characteristics of the Turramurra library and community centre catchment, the following Census areas were utilised:

» Turramurra SA2 area – consisting of the suburbs of North Turramurra, Turramurra and South Turramurra

» Wahroonga-Warrawee SA2 area – consisting of the suburbs of North Wahroonga, Wahroonga and Warrawee

» Pymble SA2 area – consisting of the suburbs of Pymble and West Pymble.

The characteristics of these areas are described below using the Ku-ring-gai LGA and the Greater Sydney metropolitan area for comparison. Refer also to Appendix A for a table containing key population data for the Census areas utilised to develop the profile outlined below.

3.3.1   Age profile

In 2011, the catchment areas were characterised by an older population (when compared to Greater Sydney, however this characteristic was similar to the LGA). The Turramurra area had a median age of 43 years compared to a median age of 41 years for the LGA and 36 years for Greater Sydney. The catchment area included:

» A high proportion of adults aged 60-74 years compared to Greater Sydney and in particular, a high proportion of this age group in the Turramurra area (14.8%) compared to the LGA (14.1%) and Greater Sydney (11.8%)

» A high proportion of people aged 75 years and older compared to Greater Sydney and in particular, a significantly high proportion of this age group in the Turramurra area (12.6%) compared to the LGA (9.1%) and Greater Sydney (6.0%).

While overall the catchment is defined by its older population, it also includes:

» A high proportion of children 5-14 years compared to Greater Sydney and in particular, a high proportion of this age group in the Pymble area (16.7%) compared to the LGA (15.3%) and Greater Sydney (12.4%)

» A high proportion of young people 15-19 years compared to Greater Sydney and in particular, a high proportion of this age group in the Pymble area (8.4%) and Wahroonga-Warrawee area (8.6%) compared to the LGA (8.0%) and Greater Sydney (6.3%).

3.3.2   Household structure

In 2011, the Ku-ring-gai LGA was characterised by a high proportion of couple families with children and very a low proportion of one parent families and lone person households compared to Greater Sydney. While similar to the LGA, key differences or characteristics of note include:

» A very high proportion of couple families with children in the Pymble area (60.4%) compared to the LGA (56.8%) and Greater Sydney (48.9%)

» A high proportion of couple families without children in the Turramurra area (35.1%) compared with the other catchment areas, the LGA (32.3%) and Greater Sydney (33.5%)

» A significantly high proportion of lone person households in the Turramurra area (19.7%) compared to the LGA (16.2%) although lower compared to Sydney (22.6%). This higher proportion of lone person households reflects the high proportion of older people living alone in

the area. As the proportion is low compared with Sydney, it can be assumed that a high proportion of the older population in Turramurra live as couple families without children.

3.3.3   Dwelling type and tenure

In 2011, the catchment area was characterised by a high proportion of people living in low density housing and a low proportion of people living in high density dwellings when compared to the LGA and Greater Sydney. The Wahroonga-Warrawee area was the anomaly in the catchment, being similar in profile to the LGA, with a higher proportion of people living in high density dwellings.

In addition, the Turramurra area had a high proportion of people living in medium density dwellings (6.8%) compared with the LGA (4.3%).

3.3.4   Education enrolment

In 2011, overall the catchment was characterised by a high proportion of children attending preschool, primary school and high school compared to the LGA and Greater Sydney. It was also characterised by a significantly high proportion of tertiary students.

3.3.5   Employment and income

In 2011, the catchment areas had:

» Similar proportions of people employed full-time to the LGA (although lower than Greater Sydney)

» Similar proportions of people employed part-time compared to the LGA (which is significantly higher than Greater Sydney)

» High proportions of people employed in 'professional' or 'manager' roles compared to Greater Sydney (similar to the LGA), suggesting a highly qualified population

» High median weekly household incomes, significantly higher than the Greater Sydney median. However, the median weekly household income for the Turramurra area ($2,124) was slightly lower compared to the LGA ($2,508).

3.3.6   Cultural background

In 2011, the catchment areas had a low proportion of people born overseas compared to the LGA and Greater Sydney.

The Pymble area had a higher proportion of people speaking a language other than English at home (25.7%) than the LGA (24.4%); however, this was low compared to Sydney (37.8%). The most common languages spoken at home other than English were Cantonese, Mandarin and Korean.

Facility population catchments and existing community profile – key implications

» The characteristics of the proposed library catchment of 35,317 people (2011 figures) suggest the need to accommodate:

> Resources, programs and activities for older people. As well as ensuring the library is easily accessible by car and public transport and that it follows Disability Standards in relation to access to the premises and within it

> Resources and activities for school ages children, 5-14 years (e.g. school holiday programs, homework groups, book clubs)

> Resources and activities for high school and tertiary students (study/reading areas, tutoring, HSC resources, youth events, computer access)

> Resources and activities for parents with young children

> Places to sit, read, relax and socialise, to encourage people to remain socially connected to others in the community

» The characteristics of the proposed community centre catchment of 50,976 people (2011 figures), suggest the need for the provision of the following at the proposed Turramurra district community centre and spaces to accommodate these:

> Activities and programs for older people (e.g. social and interest groups and classes, computer training and gentle exercise)

> Activities, programs and services for school aged children (e.g. dance, gymnastics and martial arts classes, tutoring and school holiday activities)

> Activities, programs and services for young people (youth groups, events, targeted support services)

> Activities, programs and services for parents, babies and young children (e.g. playgroup, mothers group) as well as spaces for non-programed activities (meeting, socialising and play)

> Language information, classes and support services for people with non-English speaking backgrounds as well as social and cultural activities for these groups

> Places for social and interest groups and other events that encourage people to engage with others to feel part of the community.

4   Existing facility provision and gaps

This chapter provides an overview of the existing Council community facilities serving the catchments identified in the previous chapter. A review of the existing facility provision, together with stakeholder input and an analysis of the existing population, informed the identification of community facility gaps in the catchment area. These gaps, outlined at the end of this chapter, were used to determine the requirements for the new community facilities in Turramurra.

4.1   Existing library facility provision

There is one library facility provided in the proposed Library catchment – the Turramurra Branch Library. The 700 square metre facility, built in 1968 is well within the Turramurra Local Centre, adjacent to a large car park, major supermarket, other shops and services and the Turramurra Railway Station. The library occupies the first floor of a split level building. The majority of the library's open plan area is occupied by its collection and, therefore lacks spaces for reading, studying, computers and space for activities (e.g. for children and young people). The library is in good condition although dated, as it lacks the technological, spatial and amenity offerings of a contemporary library facility. The library is reported by Council staff (and observed to be) a well-used facility.

Being adjacent to a large (Council owned) carpark, the library has extensive car parking. It also has good public transport access – being located near a transport hub (station and bus interchange).

Figure 3: Turramurra Branch Library

Figure 4: Turramurra Branch Library (internal library spaces)

The library basement (ground floor to the rear) contains additional library staff space, a meeting room and large storage area. The meeting room is well utilised, accommodating the following:

» Library children's story time and activities, author talks and book clubs

» Turramurra Youth Centre (a partnership between Ku-ring-gai Council and Turramurra Rotary Club). The centre runs a youth services in the meeting room two afternoons a week

» Meetings and community group activities (that cannot be accommodated in the Turramurra Community Centre due to lack of capacity).

Figure 5: Turramurra Branch Library meeting room

The *Ku-ring-gai Library Facilities Study* report (Dr David Jones, July 2004) described the library as follows:

» A good example of 1960s library design

» Less than half the recommended size (as specified by State Library of NSW standards)

» Shows evidence of overcrowding, though not as seriously as at other branches

» In need of updating in terms of finishes, fit-out and furniture.

4.2 Existing community centre space provision

The Turramurra catchment (described in the previous chapter) contains a number of Council-owned community facilities providing community centre space (space available for general community use and the provision of community services). A review of existing facilities was undertaken to understand existing provision and gaps, as this will inform future requirements for any new facilities in the Turramurra catchment.

The review of exiting community facilities identified the following key points of interest:

» The catchment contains ten community facilities including:

> Five facilities that offer space for general community use (Turramurra Community Centre, West Pymble Community Centre, Ku-ring-gai Town Hall, Pymble Playgroup House and Hamilton Park Hall)

> Three facilities that primarily operate as community service centres (Turramurra Support Services Centre, Lifestart Co-operative facility and Wahroonga Rehabilitation Centre)

> Two facilities that have a cultural/arts focus (Pymble Presbytery and Boonah Creative Arts Centre).

» The majority of facilities are located in or in close proximity to Local or Neighbourhood centres (including Turramurra, Pymble, Wahroonga and West Pymble)

» There are a number of facilities clustered within the Turramurra Local Centre. These facilities are well-utilised, functioning at capacity and unable to meet growing demand

» The Ku-ring-gai Town Hall and West Pymble Community Centre both offer large, flexible, hall space for large group activities. The Ku-ring-gai Town Hall is also suitable for large community meetings, performances and concerts

» The other facilities in the area are small, older facilities that can accommodate meetings and small group activities.

The table following provides information on individual facilities are key points of interest.

Table 3: Existing community centre space provision

Existing community facilities	Floor area	Description and use	Key points of interest and issues
Turramurra Community Centre (previously the Turramurra Seniors Centre) Gilroy Road/Lane, Turramurra	285sqm	**Location** – within the Turramurra Local Centre (eastern side). Co-located with the Turramurra Support Services Centre and in close proximity to the Lifestart facility. **Comprises** – brick building with large meeting/small activity space ('main hall'), two classroom/large office spaces, small storage room, kitchen and croquet lawn. **Condition** – older facility not built for purpose (previously a residential dwelling) but well maintained. Very limited space. **Use** – offers space for community hire. A highly utilised facility with permanent bookings all days. Main hall used for gentle exercise, meetings of community and church groups, seminars, craft and other interest group meetings. Sole use of classrooms by Computer Pals (classes run on all weekdays). Very limited onsite parking.	» Close to public transport, shops and services but access is difficult and can be unsafe for older people and people with disabilities. Entry is via the rear of the building – shared with vehicular access. Pedestrian connection, access and entry needs improvement » A very popular, highly utilised facility with very limited additional capacity.
Turramurra Support Services Centre Gilroy Road/Lane, Turramurra	367sqm	**Location** – within the Turramurra Local Centre (eastern side). Co-located with the Turramurra Community Centre and in close proximity to the Lifestart facility. **Comprises** – Office space for community organisations, industrial kitchen and large meeting/dining room. **Condition** – older brick facility, not built for purpose (previously a residential dwelling) with a haphazard layout. Limited space. **Use** – accommodates three community organisations that provide services primarily for older people (Meals on Wheels, Community Transport and Easy Care Gardening). Organisations accommodated provide services to a wider, northern Sydney region. Industrial kitchen used by Meal on Wheels for food preparation. Very limited onsite parking.	» In close proximity to public transport (important for staff and the many volunteers working for the services housed in the facility) » Facility is overcrowded with limited space for the number of community organisations and workers accommodated. Organisations accommodated have been expanding each year (as the population grows and ages) and require additional space. » Meals on Wheels require a larger kitchen to accommodate their expanding service and the growing number of workers required.

Existing community facilities	Floor area	Description and use	Key points of interest and issues
Lifestart Co-operative facility 	100sqm	**Location** – within Cameron Park on Gilroy Road, in the Turramurra Local Centre (eastern side). In close proximity to the Turramurra Community Centre and Turramurra Support Services Centre. **Comprises** – Small brick building with office space, consultation rooms and a small, open layout meeting space. **Condition** – older facility in need of some updates. **Use** – accommodates Lifestart Cooperative – a community organisation providing early childhood intervention services to families and children with disability and developmental delay. Family and children access services at the facility (including consultations, meetings and group programs). Lifestart also uses the playground in Cameron Park for assisted play support for their clients as part of their service.	» Small facility with limited space but functions well for the single organisation accommodated. » Well located adjacent to the park and playground.
Ku-ring-gai Town Hall 	591sqm	**Location** – on Pacific Highway, Pymble. Within walking distance of, but somewhat separated from the Pymble Local Centre due to its location on the other side of the Pacific Highway. **Comprises** – large, older building, not built for purpose (previously a church). Comprises large hall with stage and audience capacity for 300 people. Separate meeting room downstairs. Also contains small kitchen, rudimentary change rooms and storage. Approximately 40 car parking spaces provided at the rear of the facility. **Condition** – building in reasonably good condition but internal finishes and amenities are old and require updating. Continual maintenance works are required. Reported to have good acoustics for music and performance events. **Use** – used regularly by choir and orchestras and a limited number of other community groups. Used occasionally for public meetings, events and for private functions.	» An important facility as it is the only large meeting/performance space in the LGA. » Facility is difficult to access by vehicle. No ability to enter the facility by vehicle heading south along the Pacific Highway. Somewhat separated from the Pymble Local Centre. » High maintenance costs and significant ongoing upkeep works required. » Space suitable for large gatherings but not flexible. Not suitable (too large and open) for smaller groups and activities, therefore, not highly utilised throughout the day. » Car parking somewhat limited (for a significant community centre space).

Existing community facilities	Floor area	Description and use	Key points of interest and issues
Pymble Presbytery	497sqm	**Location** – on Pacific Highway, Pymble (co-located with the Ku-ring-gai town Hall). **Comprises** – two-storey, older building, not built for purpose (previously the Presbytery for the church next door). Contains many small rooms over the two levels. **Condition** – older building in need of significant internal repair and upgrade works. **Use** – classified for arts based community use. Now leased long term to a commercial organisation providing music and performing arts classes. The organisation will also be undertaking significant repair and upgrade works to the property.	» No longer provides space for general community use.
Pymble Playgroup House	178sqm	**Location** – in residential street in north eastern Pymble. **Comprises** – small building previously a residential dwelling set in a large garden. Comprises a number of small rooms. Fenced outdoor area with play equipment. **Condition** – well maintained older building. **Use** – single use as playgroup facility (Pymble playgroup has operated from this facility since 1973).	» Located outside any local/neighbourhood centre but good location for a small local facility. Well suited for playgroup (good sized building, generous fenced outside area). » Has long history in the area as a children's facility with significant community support and attachment » Accommodates only a single type of use at present. While it is well utilised weekday mornings there is significant additional capacity during the afternoons. It is not used outside playgroup hours.

Existing community facilities	Floor area	Description and use	Key points of interest and issues
Hamilton Park Hall 	93sqm	**Location** – located south-west of the Turramurra Local Centre in a secluded park in a residential area. Access via a small laneway. Co-located with tennis and basketball courts, grassed area and playground. **Comprises** – Small building (previously a scout hall) with amenities and fenced outdoor area with play equipment. **Condition** – older building. Maintenance/upgrade works required. **Use** – single user – community organisation providing daycare services for people with disabilities.	» No street frontage. Secluded location and therefore not suitable for night-time use. » Size (very small) limits facility's suitability for most community uses. » Maintenance and upgrade works required.
West Pymble Community Centre 	296sqm	**Location** – co-located in West Pymble with Bicentennial Park, the Ku-ring-gai Fitness & Aquatic Centre Pymble. Also located adjacent to the KU West Pymble Preschool. **Comprises** – large hall with wooden floor and stage and basic, open plan kitchen. On-site parking. **Condition** – older facility but reasonably well maintained. Toilet facilities need upgrading. Access to toilets also needs to be improved. **Use** – well utilised facility. Used regularly by a range of community groups. Hired for private functions. Also used in holidays for vacation care.	» A large multipurpose space suitable for a range of activities. There is a shortage of such spaces offered in Council facilities across the LGA. » Some upgrade works required (particularly to improve the toilets and access to them).

Existing community facilities	Floor area	Description and use	Key points of interest and issues
Boonah Creative Arts Centre 	100sqm	**Location** – well located in West Pymble Mall. **Comprises** – small facility with office, studio spaces and storage. (Not purpose built, the facility was previously a baby health centre). **Condition** – in good condition. **Use** – operated by a community organisation providing arts tuition to people with a variety of disabilities and needs. Facility also acts as a gallery and shopfront where art can be purchased. Open/operates 3-4 days a week.	» The facility is well located, co-located with retail offerings in a popular pedestrian mall. » The facility is limited in size and lacks adequate storage. » The facility is underutilised (being open only 3-4 days/week). The organisation would like to expand operating hours but are restricted by funding available.
Wahroonga Rehabilitation Centre 	150sqm	**Location** – located in Wahroonga Park, within walking distance from the Wahroonga Local Centre. **Comprises** – office space, consultation rooms and large meeting room. **Condition** – older facility, not purpose-built (a former residential dwelling) in need of some internal updating. **Use** – single use facility accommodating Wahroonga Rehabilitation Service – a NSW Health mental health rehabilitation service (as part of the Hornsby Ku-ring-gai Mental Health Service based at Hornsby Hospital). Service operates weekdays.	» The facility is reasonably well located but somewhat separated being the only facility in the park. » Facility could be expanded however, loss of park space as a result may be considered an issue. » No on-site parking available. » Meeting room could be suitable for other community activities outside office hours to increase utilisation if the need existed. This would require establishing separate access to this space and enabling other areas to be locked off/separated.

4.3 Community facility plans and proposals

Consideration needs to be given to future plans for community facilities as these may influence recommendations for future facility provision in Turramurra and surrounding suburbs. Recognising future provision will help to avoid unnecessary duplication of spaces and amenities (that may be provided at other future facilities).

In addition to plans to develop other district level community centres in St Ives and Lindfield, Council advised of plans to develop a cultural facility at Gordon. It is intended that this facility will serve the wider LGA and provide a range of large spaces for large exhibitions, concerts, performances, conferences, functions and events.

4.4 Key community priorities

The following key priorities in relation to the overall planning of the Turramurra Local Centre were identified by stakeholders and the community through the consultations conducted (refer Chapter 6). These are also relevant to the planning of community facilities within the centre:

» The Turramurra Local Centre needs to be upgraded to achieve a vibrant retail centre and community gathering place

» The local, 'village' feel and convenience of the existing centre are highly valued. These aspects should be retained in the upgrade of the Turramurra Local Centre

» The car parking provided in the existing Local Centre is highly valued. Being able to easily park, shop, access services and the library contribute to the centre's 'convenience' and make this a preferred destination for many people (over other, busier centres – e.g. Hornsby and Gordon). Many people wish to see additional parking with longer time limits

» Access around the centre is poor and there is a lack of connection between the different precincts in the centre with the railway line and Pacific Highway posing significant barriers. Strengthening access and improving connections should be a key priority in the revitalisation of the centre

» The Turramurra Local Centre lacks places where people can meet and socialise (community facilities could play a role as accommodating such activities)

» There is a lack of outdoor space in the Turramurra Local Centre for socialising, gathering and community events (such as farmers markets). These outdoor spaces should accommodate the needs of all ages and groups including young people, older people, children and families.

4.5 Community facility gaps

After an analysis of the existing population, feedback received during the consultation activities conducted (refer Chapter 6) and a review of existing facilities, the following gaps and issues, in relation to community facilities in the catchment, have been identified:

» More contemporary library offerings including modern features and technology

» Adequate space at the library for resources, computers, reading, activities and group study

» Facilities with spaces and amenities (including a café) that enable people to meet and socialise

» Existing facilities, activities and services are not well promoted. Many people are not aware of what is available

» Community space for hire in the Turramurra Local Centre is at capacity. The Library meeting room and Turramurra Community Centre are highly utilised facilities with very limited additional capacity

» There is a lack of larger meeting and activity space in the Turramurra Local Centre. Non-Council owned spaces, such as those offered at the Turramurra Uniting Church, are currently filling this gap however, they too are well utilised. (There are also reports of non-Council owned facilities being too expensive to hire for some community groups)

» There is a need for facilities that provide activities and programs of interest to the local community

» There is a need and interest in additional activities and programs for all age groups (e.g. exercise classes, art classes, seminars, clubs etc.). Additional spaces will be needed to accommodate these. Additional space is particularly needed for recreational activities

» There is a need for places, facilities and programs for children in the Turramurra Local Centre. This includes formal activities, such as playgroup, as well as spaces for informal play, including parks and play areas as well as indoor areas for gathering of mothers groups, meeting friends and play

» There is a need for facilities or spaces for arts, history and cultural exhibitions

» Community service provision space in the catchment is at capacity. The Turramurra Community Services Centre is a crowded facility and the predominately aged-care related services accommodated are continually growing so this issue will be further exacerbated in the future

» There is also a need for spaces in which community organisations can provide outreach services including counselling, support groups as well as programs.

Existing community facility provision and gaps – key implications

Library:

» The existing Turramurra Branch Library is a well-used facility however, most of its space is occupied by its collection and therefore it lacks spaces for reading, studying, computers and space for activities.

» The library has extensive car parking and good public transport access. It is in good condition although dated, as it lacks the technological, spatial and amenity offerings of a contemporary library facility. Gaps in current library provision include:

> Spaces for reading, studying, meetings, events, exhibitions and displays, computer use, access to community information

> More contemporary library offerings including modern features and technology.

Community Centre:

» The catchment contains ten community facilities with the majority of facilities located in or in close proximity to local or neighbourhood centres. A number of facilities clustered within the Turramurra Local Centre are well-utilised, functioning at capacity and unable to meet growing demand. The Ku-ring-gai Town Hall and West Pymble Community Centre both offer large, flexible, hall space for large group activities. The other facilities in the area are small, older facilities that can accommodate meetings and small group activities. Gaps in current facility provision include:

» Facilities with spaces and amenities (including a café) that enable people to meet and socialise

» Community space for hire (reports suggest that non-Council owned facilities are often too expensive to hire for some community groups)

» There is a need for facilities that provide activities and programs of interest to the local community

» There is a need for places, facilities and programs for children in the Turramurra Local Centre (playgroup, spaces for informal play, mothers groups)

» There is a need for facilities or spaces for art, history and cultural exhibitions

» There is also a need for spaces in which community organisations can provide outreach services including counselling, support groups as well as programs.

5 Population growth, standards and rates of provision

This chapter presents population forecasts for the Turramurra facility catchments. Considering population growth is important when planning community facilities to ensure they will meet the needs of the community at their completion and into the future.

This chapter also presents standards for community facility provision and applies these to the projected populations, to determine a required rate of provision (by floor area) for library and community centre space.

5.1 Library catchment projected population and standards

Population projections for the Turramurra Library catchment

The *Ku-ring-gai Community Facilities Strategy* (Elton Consulting 2014) includes population projections for the LGA and the facility catchments. The Strategy estimates the Turramurra Library catchment (defined in Chapter 3) will increase from 38,376 (2011) to **41,646 by 2031.**

Library provision standards

Public libraries have a well-developed and accepted set of standards directing required levels of provision. These standards have been developed by the State Library of New South Wales and are outlined in *People Places: A guide for Public Library Buildings in New South Wales – third edition* (State Library of New South Wales, 2012). The State Library's 'population based benchmarks', recommend a rate of provision of **35 square metres per 1000 people (+20% circulation space)** for populations between 35,001 to 65,000 (such as the future Turramurra Library catchment).

'Population based benchmarks' are a starting point that provide an approximate Gross Floor Area (GFA), a suitable guide during these early planning phases (where this project is currently situated). The People Places guide also provides the alternative 'Service based benchmarks', which could be used as a cross check during more detailed planning/design phases. These benchmarks provide guidance on the floor areas required for individual components of the library (e.g. collections, study space, administration and maintenance areas).

Proposed rate of provision for the Turramurra Library

When the above standard is applied to the projected library catchment population of 41,646, the library floor space estimated to be required is **approximately 1,749 square metres GFA**. This area refers to the Gross Floor Area (GFA) and includes all internal public and administration areas. This area is comparable to the 1,527 square metres determined (for 2026) by the *Ku-ring-gai Council Library Facilities Study* (Dr David Jones, 2004) as discussed in Chapter 2 – 'Study Context'.

NOTE: Floor area calculations will need to be revisited if population projections are revised in the future.

5.2   Community centre catchment projected population and standards

Population projections for the Turramurra community centre catchment

The *Ku-ring-gai Community Facilities Strategy* (Elton Consulting 2014) also includes population projections for community centre catchments. The Strategy estimates the Turramurra community centre catchment (defined in Chapter 3) will increase from 54,495 (2011) to **59,138 by 2031.**

Community centre provision standards

Unlike public libraries, community centres do not have state or a nationally agreed set of standards. The *Ku-ring-gai Community Facilities Strategy* (2014) however, sought to determine a suitable rate for the Ku-ring-gai LGA by examining rates of provision from other local government areas and considering the local context (including existing policies and directions, existing facility provision and community needs). The Strategy proposes a rate of 80 square metres of community centre floor space/1000 people to be attributed as follows:

» 60 square metres/1000 people for neighbourhood, local and district level facilities combined (that is, facilities within the three district catchments – Turramurra, St Ives and Lindfield)

» 20 square metres/ 1000 people for sub-regional level facilities (that is, the proposed Gordon Civic/Cultural Precinct facility).

In accordance with the Strategy's directions, this study adopts the provision rate of **60 square metres of floor space/1000 people** for community centre floor space within the Turramurra community centre catchment.

Proposed rate of provision for community centre space in the Turramurra catchment

When the above standard is applied to the projected community centre catchment population of 59,138, the community centre floor space estimated to be required is **approximately 3,550 square metres GFA**. This includes all neighbourhood, local and district level community centre facilities in the catchment.

NOTE: Floor area calculations will need to be revisited if population projections are revised in the future.

5.3   A note about standards

The Ku-ring-gai Community Facilities Strategy however, does note the following which should be considered in the planning for facilities for Turramurra:

» Standards are useful in providing a starting point for identifying community facility and service requirements however, a purely mathematical approach to facility planning is not recommended and the proposed standards should be applied as an initial guide only, and with some caution

» Standards need to be balanced by local social, political and economic conditions, needs and priorities and considered in reference to existing infrastructure in the area

» Standards should be applied with some flexibility and the understanding that services/facilities, design, size, location, staffing and management may alter in response to demographic change in the local community, changing community expectations and improved models of service delivery

» Standards should be interpreted in conjunction with the guiding principles for community facilities identified (refer Chapter 7). While standards portray separate specifications for each individual facility, their application should be undertaken in a way that supports leading practice in social infrastructure provision including co-located, multipurpose, flexible and shared use community facilities.

5.4   Co-located facilities and rates of provision

Co-locating facilities (such as a library and community centre) in a single building presents opportunities for the shared use of spaces such as entries, foyers, toilets and staff amenities. This shared use of spaces can result in the reduction in the required floor areas for the facilities.

Discussions with the State Library of NSW (for the similar Lindfield Community Facilities Study in which Elton Consulting were involved) confirmed that the sharing of these spaces between compatible facilities (such as a community centre) and including a portion of the floor area of these spaces in the total library floor area is an acceptable approach that will not negatively impact on a future state government library funding application for the facility.

5.5   Projected future community needs

The NSW Government Department of Planning's Population and Household Projections (2014) provide projections at LGA level. The projections provide some insight into future trends in relation to the age makeup and household types in the Kur-ring-gai LGA, which indicate the types and levels of need of the community in the future. This is of particular interest to this study as existing Turramurra facilities and other accommodation in the Turramurra Local Centre currently house many community services that serve the LGA and broader regional community. Changes to types and levels of need in the future will impact on the level of demand for services and service provider requirements.

The following table (Table 4) illustrates the existing (2011) and projected (2031) age breakdown for the Ku-ring-gai LGA.

Table 4   Age profile of the Turramurra catchment over time

Age group (years)	2011	2031	Growth rate
<15	23,000	30,350	32%
15-44	40,200	49,800	24%
45-64	31,650	41,200	30%
65-84	16,250	24,350	50%
85+	3,550	5,400	52%
Youth dependency	0.32	0.33	
Age dependency	0.28	0.33	

Source: NSW Government Department of Planning Population and Household projections (2041)

The table illustrates that the age group that will experience the highest rate of growth during this period will be people aged 85 years and older, followed by people aged 65-84 years.

The table also includes 'dependency ratios' for youth (under 15 years) and older people (65 years and older). These ratios indicate the dependency of these groups by measuring the ratio between

the number of people in the group, to the number of people 15-64 years (the population group with overall lower needs or levels of 'dependency'). This provides an indication of how much demand there will be for services, in relation to the population likely to provide these services. The table illustrates that there will be a significant increase in demand on aged support services into the future.

While the projections highlight the growing needs of the older population, it should not be overlooked that all age groups will experience significant growth and in turn the demand on services and facilities for all age groups will increase in the future.

The Population and Household Projections also include projections for household type. Of particular interest is the increase in the number of lone person households in the LGA from 5,850 (2011) to 8,450 (2031). This is likely due to the aging population which will see a high number of older people living alone. Key issues associated with this include social isolation and loneliness experienced by this group. These are important issues for consideration for this study, as community facilities can play an important role in addressing social isolation for older people and other groups within the community. Community facilities provide venues for social and interest groups and other events that encourage people to engage with others and be part of the community. They can serve as no or low cost destinations by providing places to sit, relax, read and where people can feel part of the community.

This is further addressed in Chapter 11, which outlines a vision for a new district facility in Turramurra (including the facility as a destination and place for social interaction).

Population growth, standards and rates of provision – key implications

» The State Library's 'population based benchmarks', recommend a rate of provision of 35 square metres per 1000 people (+20% circulation space) for populations between 35,001 to 65,000 (such as the future Turramurra Library catchment)

» When this standard is applied to the projected library catchment population of 41,646, the library floor space estimated to be required is approximately 1,749 square metres GFA

» The Ku-ring-gai Community Facilities Strategy proposes a rate of 80 square metres of community centre floor space/1000 people to be attributed as follows:

> 60 square metres/1000 people for neighbourhood, local and district level facilities combined (that is, facilities within the three district catchments – Turramurra, St Ives and Lindfield)

> 20 square metres/ 1000 people for sub-regional level facilities (that is, the proposed Gordon Civic/Cultural Precinct facility).

» In accordance with the Strategy's directions, this study adopts the provision rate of 60 square metres of floor space/1000 people for community centre floor space within the Turramurra community centre catchment.

» When this standard is applied to the projected community centre catchment population of 59,138, the community centre floor space estimated to be required is approximately 3,550 square metres GFA. This includes all neighbourhood, local and district level community centre facilities in the catchment.

» Co-locating facilities (such as a library and community centre) in a single building presents opportunities for the shared use of spaces such as entries, foyers, toilets and staff amenities. This shared use of spaces can result in the reduction in the required floor areas for the facilities.

» The age group that will experience the highest rate of growth during this period will be people aged 85 years and older, followed by people aged 65-84 years

» Population and Household Projections also point to an increase in the number of lone person households in the LGA from 5,850 (2011) to 8,450 (2031). These are important issues for consideration for this study, as community facilities can play an important role in addressing social isolation for older people and other groups within the community.

6   Consultation

This chapter outlines the consultation activities conducted as part of this study and key outcomes.

6.1   Consultation activities

This study has involved consultation with stakeholders and Council staff which was managed and facilitated by Elton Consulting and included the following activities:

» A workshop with Library staff. This workshop focused on identifying existing library provision gaps and issues and developing a vision for the new library, including determining required spaces, amenities and siting requirements. The workshop, held on 13 June 2014, was attended by 5 Council library staff and members of the Council Project Team

» A stakeholder workshop with a range of existing and potential users of the Turramurra facilities including community organisations and groups. This workshop aimed to develop a vision for the facility including characteristics, spaces and inclusions and key spatial arrangements. There was also a discussion about potential siting options. The workshop, held on 16 July 2014, was attended by 15 stakeholder representatives as well as Council staff. The meeting was also attended by the Mayor and a Councillor from the Wahroonga Ward (who attended to observe)

» Intercept surveys conducted at various locations around the Turramurra Local Centre. The survey was administered during one weekday (Thursday 19 June 2014) and one Saturday morning (5 July 2014). There were 56 surveys administered. The survey sought to gain a greater insight into community interests, needs and priorities, use and perceptions of existing facilities as well as to gain community input into the vision for the future provision of community facilities in the Turramurra catchment.

» An online survey hosted on Council's website, linked to the broader 'Activate Turramurra' webpage and project. The survey was an online version of the intercept survey, designed with the intension of gaining wider community input on similar topics. The online survey was open from 3 July to 27 August 2014. There were a total of 100 responses to the online survey.

6.2   Consideration of consultation outcomes

A successful community facility must respond to the needs and interests of the community that it serves. It is impossible to adequately identify these interests and needs without the input of groups and organisations that will potentially use these facilities and Council staff that will operate and manage them.

The input provided by stakeholders, through the activities outlined above, was an essential contribution to the process. Their input provided critical information that has directly guided the recommendations made in the following sections of this report. The characteristics and spaces proposed for the facility, as well as recommendations regarding siting, have been directly shaped by stakeholder input.

Notes from the consultation activities and a summary of survey data are included in Appendix B.

7 Guiding principles

This chapter outlines proposed principles to guide the planning of community facilities in the Turramurra Local Centre and associated catchment.

7.1 Principles

There are a number of factors that have been found to influence the success of community facilities, considered in terms of achieving high levels of utilisation, being well recognised as a source of social support in their community and contributing to the identity and sense of place of the area. The *Ku-ring-gai Community Facilities Strategy* (2014) took these factors into account when developing the principles that would guide the planning and design of new community facilities in the LGA. The principles were derived from the lessons learnt from case study research as well as direct experience with community facility planning and conducting case studies and literature reviews over many years.

These principles (listed below and detailed in Appendix C) were used to inform the development of recommendations for new facilities in the Turramurra catchment (outlined in the following chapters).

Guiding principles:

» A co-ordinated network of facilities

» Central to catchment and equitable access

» Location to promote visibility and accessibility

» Clustered/co-located

» Flexibility and multiple use

» Serving identified social needs

» Inclusive and welcoming

» Contribute to public domain and sense of place

» Near open space for activities and events

» Connected to public transport, pedestrian and cycling networks

» Of sufficient size and design to enable expansion and adaptation

» Financially and environmentally sustainable

» Safe and secure

» Avoidance of conflict with neighbouring uses.

8 District facility siting options and preferred approach

As directed by the *Ku-ring-gai Community Facilities Strategy 2014*, the existing shortfall in community facility floor area is to be primarily addressed through the provision of new, larger facilities, including a district level facility in Turramurra. This chapter outlines the process and findings of an analysis of siting options for the new district facility in the Turramurra Local Centre.

The following chapter then examines this district facility as part of the network of facilities in the catchment to determine the best arrangement of facilities in the future and the distribution of floor area (including determining a suitable size for the new district facility).
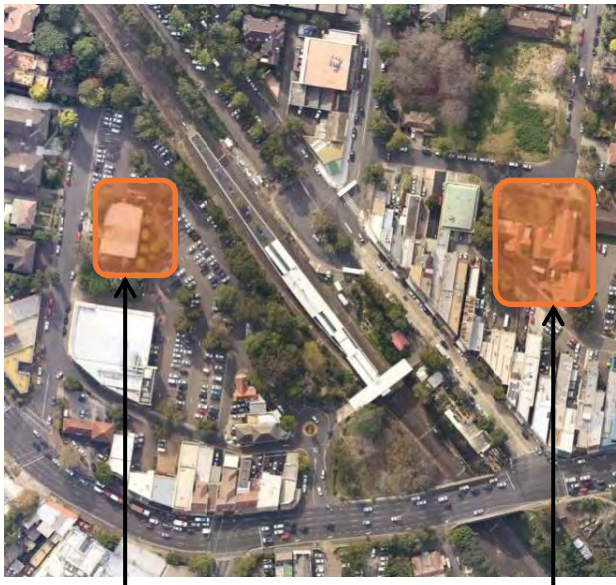
8.1 Background

Three siting options were identified by the project team for consideration. The options involve Council owned sites in the Turramurra Local Centre currently accommodating community facilities (including the Turramurra Branch Library on Ray Street and the Turramurra Community Centre and the Turramurra Support Services Centre on Gilroy Road/Lane). The options also incorporate the development of the new town square proposed by Council in previous planning instruments. This study supports the development of the new town square as key future community infrastructure which would work together with the new community facilities to create a key community focal point and gathering place.

These sites were also identified to accommodate community facilities in the *Ku-ring-gai Local Centres DCP*, refer Chapter 2 – Study context (although the arrangement of facilities in the DCP was reviewed as part of this study).

Table 5   Siting options

Description	Image
Siting option 1 – Co-located library, community centre and community services centre	
» Co-location of the library, a multipurpose community centre and community service centre in new district facility on the existing library site on Ray Street » Would likely involve extending the library beyond its existing footprint and locating the different facility functions on different levels of a multi-storey building » Facility would front a new town square on the existing Ray Street car park (as proposed in the Ku-ring-gai Local Centres DCP) » Relocate community centre functions from the Turramurra Community Centre and service provision functions from the Turramurra Support Services Centre to the new district facility and rationalise these assets	 Co-located library, community centre and community services centre
Siting option 2 – Co-located library and community centre, separate community services centre	
» Co-location of the library and multipurpose community centre on the existing library site on Ray Street in a new multi-storey building fronting the new town square. » Community services component housed in a separate community services hub on Gilroy Road/Lane » Relocate community centre functions from the Turramurra Community Centre to the new district facility and » Extend community service provision into the Turramurra Community Centre » Refurbish the Turramurra Community Centre and Turramurra Support Services Centre to better accommodate this new function.	 Co-located library and community centre Separate community services centre

Description	Image
Siting option 3 – Co-located community centre and community services centre, separate library	
» New, expanded library on existing site on Ray Street fronting new town square » Co-location of multipurpose community centre and community services centre on Gilroy Road/Lane (a new facility on Turramurra Community Centre and Turramurra Support Services Centre sites) » Arrangement per the arrangement of community facilities proposed in the *Ku-ring-gai Local Centres DCP*.	 Library Co-located community centre and services centre

Map background image source: Nearmap

8.2   Siting options analysis

An analysis of the three siting options was undertaken as part of this study. The following provide an outline of key factors considered in determining a preferred option.

Guiding principles

Options 1 and 2 emerge as the preferred options when assessing the options against the guiding principles for community facility provision relating to location and siting. The outcomes of an assessment of the performance of the options against these key principles are outlined in the following table.

Table 6   Assessment of siting options against key guiding principles

Principle	Assessment	Outcome
Central to catchment, equitable access and location to promote visibility and accessibility Successful community facilities are well located. Leading practice favours the clustering of council buildings in urban centres to enhance accessibility and connectivity with related uses. Well used community facilities tend to be located in places that are readily accessible (by walking, public transport and car), in locations where people already congregate, near other uses such as shops, services and schools and are highly visible, with a prominent street presence.	The siting options all involve sites that are well located in the Turramurra Local Centre – the key Local Centre, the Northern sector, central to its catchment with good public transport access. The Ray Street site is more accessible and visually prominent than the Gilroy Road/Lane site due to it being in the epicentre of the retail centre. Access to the Gilroy Road/Lane site could be improved as part of the overall revitalisation of the Town Centre. Facilities located on the Ray Street site will enjoy a highly prominent location however, some facility components are less reliant on this level of prominence. While they need to be highly accessible (particularly for staff and volunteers) those providers currently housed in the Turramurra Support Services Centre (that deliver services outside the facility) do not require a highly prominent location.	All options would ensure facilities are well located, central to their catchment and accessible by people from surrounding areas Option 1 and 2 rate well against this principle. They ensure a highly prominent location for the library and community centre.
Near open space for activities and events Locations adjacent to open space including town squares, village centres and parks increase the range of activities that can occur on community facilities land. Facilities located next to civic squares provide opportunities for markets, festivals and similar events.	Facilities located on the Ray Street site will front the proposed town square. All options propose locating facilities on this site, with option 1 locating all facilities on this site. This principle however, is of greater relevance to some facility components, in particular the multipurpose community centre and the library which are likely to host community events. Connection to open space may be less relevant to those services currently housed in the Turramurra Support Service Centre which the delivery of the majority of services is outside the facility.	Option 1 and 2 locate the multi-purpose community centre adjacent to the new town square and, therefore rate well against this principle. The planned park on Gilroy Road will also provide access to open space for a community centre on the Gilroy Road/Lane site, although it will be separate (located across Gilroy Road). Option 3, therefore, also adheres to this principle.

Principle	Assessment	Outcome
Clustered/co-located The co-location of different types of community buildings (e.g. libraries, community centres and community service centres) is a commonly identified objective of most recent planning efforts for community facilities. Co-locating facilities on a single site to create a community hub is an emerging trend in community facility provision. Community hubs create a focal point for community activity – with users able to access multiple services, programs and amenities efficiently, in a single visit.	All options involve the clustering of facilities in the Turramurra Local Centre and the co-location of facilities to some degree. Option 1 involves the co-location of all components while the other two options involve the co-location of two components and separation of the third.	Option 1 rates the highest against this principle (with regard to the degree in which co-location is achieved).

Stakeholder input

Option 2 emerged as the preferred option at the stakeholder workshop.

There was an overwhelming preference expressed for the co-location of the library and community centre on the Ray Street site. There was also a strong preference expressed for the separation of the support service component and locating these services on the Gilroy Road/Lane site. This preference was strongly supported by the service providers from the Turramurra Support Service Centre who attended the workshop. Workshop participants agreed that Option 2 provided a siting arrangement that would best meet the collective needs of these stakeholders.

The following explanations were given for Option 2 as the preferred option:

» Concentrating all facilities in one location would lead to issues relating to traffic congestion and parking. Separating the components splits the traffic flow and parking demands

» The services in question require separation for security of staff and confidentiality of clients

» Co-locating all components on a single site will result in a very large development that will impact on the Ray Street site and the desired 'village feel' of the Turramurra Local Centre

Participants did however, acknowledge the following benefits associated with Option 1 (co-locating all components on the Ray Street site):

» Co-locating all components would produce a 'one-stop' shop where visitors can access many offerings and services in a single visit and one location

» Allows rationalisation of assets to fund the new facility

» Will enable Council to concentrate resources (to develop, manage and maintain) to one facility

» Will not require the refurbishment of existing older, not built for purpose facilities which can be costly, difficult and may deliver a facility that has reduced functionality (compared with a new facility)

» Presents the opportunity to co-locate existing services from the Turramurra Support Services Centre with additional service provides. This would provide opportunities for information sharing and coordination in the delivery of services to the community.

Community input

The majority of respondents (49%) from the online and intercept surveys selected option 1 as their preferred option. There was however, also strong support for the separation of facilities, with 36% of respondents selecting either Option 2 or 3.

Reasons given for the selection of Option 1 include:

» The convenience of having the range of offerings in one location. It would also be easier for less mobile people

» This site is easily accessible and visible. There would be "no confusion about where to go"

» Would create a community focal point

» There would be greater traffic issues if the facilities were located on Gilroy Road/Lane (Rohini Street already experiences congestion)

» The Ray Street site is a large site that can accommodate multiple facilities

» The community would be more aware of the range of activities, programs and services available. People may go to the facility for one reason and the "stumble upon something new"

» People would be 'united' (it would encourage interaction between people and groups)

» Provides good connection and access with shops and services

» The facility will attract more people.

The key reasons given for why people did not preference Option1/preferred Options 2 or 3 were:

» Concentrating facilities and, therefore people, on one site (Option 1) would result in traffic congestion and a shortage of parking. Separating the facilities would distribute traffic and parking around the centre

» Retaining the existing separation of facilities is the least disruptive option (Option 2)

» Distributing facilities around the centre provides more equitable access (Options 2 and 3)

» Separating the facilities will encourage people to use both sides of the railway line (Options 2 and 3).

Financial factors

Co-location has the potential to provide significant cost savings. Co-location provides opportunities for shared or joint use of spaces and amenities (such as meeting rooms, consultation rooms, offices, parking, open space, staff rooms, kitchens and toilets). This shared use and avoidance of duplication can provide substantial reductions in capital and ongoing operational costs.

There will potentially be cost reductions in co-locating the library and community centre (Option 2) and potentially, additional cost reductions if the community services component was also co-located and the Gilroy Road/Lane facilities rationalised (Option 3). It is however, important to consider the costs associated with accommodating services within a facility in a highly prominent facility and to assess the benefit and value offered by doing so. The services currently housed in the Turramurra Support Services Centre also have significant parking requirements for their vehicles; parking that will be scarce and at a premium in the town centre location.

In selecting services for accommodation in facilities in town centres (in which floor area is at a premium) it is important to ensure those services accommodated are the most suitable, compatible and would benefit or are dependent on a prominent location and co-location with other facilities. This is further discussed in the following section.

Facility component requirements

Key additional issues to note in relation to the requirement of the facility components in relation to siting are listed below:

» The library and the multi-purpose community centre are compatible facilities that would benefit from co-location and the sharing of spaces. Both facilities also require a highly prominent location such as the Ray Street site. These facilities will also benefit from being adjacent to the new town square

» The services currently housed in the Turramurra Support Services Centre (Meals on Wheels, Community Transport and Easy Care Gardening) are less reliant on such a location as they predominately involve the delivery of services off-site (rather than drop-in and use by the broader community)

» Meals on Wheels does however, provide a drop-in luncheon service to the community and, therefore, benefits from being located in a key local centre

» All Turramurra Support Services Centre services require a location with access to public transport to enable access for volunteers

» Representatives of services accommodated in the Turramurra Support Services Centre reported (at the Stakeholder Workshop) that their services needed some level of separation from community spaces for security purposes. The spaces these organisations require are predominately offices and workspaces that are not accessed by the general community.

8.3 Preferred siting option and recommended approach

Option 2 (a co-located library and multipurpose community centre on the Ray Street site, separate community services centre in existing facilities on Gilroy Road/Lane) emerged as the preferred siting from the analysis. This is explained below:

» Co-location of the library and the multipurpose community centre on the Ray Street (as proposed in Options 1 and 2) emerges from the analysis as the preferred approach to the arrangement of these facilities

» The analysis also identified that the services housed in the Turramurra Support Services Centre do not necessarily require this highly prominent, premium location. Apart from the Meals on Wheels luncheon service, these predominately outreach services neither benefit from, or contribute highly to, co-location. Representative from these services also requested separation of other community uses

» These services also have significant space and parking requirements that would be costly to accommodate on a future premium site. These costs would likely outweigh the financial benefits associated with co-locating facilities

» Option 2 presents a scenario where the principles, community and stakeholder input and facility requirements can be achieved.

8.3.1 Additional siting considerations

The siting options analysis identified some additional issues and opportunities for consideration in relation to accommodating services:

» The Turramurra Support Services Centre is currently at capacity with services now expanding into additional commercial space in the Turramurra Local Centre. With the projected increase of people in the older age groups (as identified in Chapter 5) the demand on these services is likely to increase significantly in the future

» Currently under pressure, the lack of space and capacity issue will be further exacerbated in the future. While the preferred siting option will enable expansion of services into the existing Turramurra Community Centre, this is only likely to successfully address the lack of space for a very short time

» It is recommended that a review be undertaken to determine the best arrangement for accommodating services in the future. The review should consider the requirements of each service (as outlined in the above siting options analysis). One possible scenario is outlined below:

> Retention of Meals on Wheels at Gilroy Road/Lane facilities (the organisation would occupy both facilities). This would require refurbishment of the facilities (including a revised layout to improve functionality and meet the organisation's needs – e.g. a larger kitchen)

> Relocation of Easy Care Gardening and Community Transport in alternative accommodation. This accommodation must meet the organisations' requirements of including satisfactory/sufficient workspace, access to public transport for staff and volunteers and adequate parking for vehicles

> Ku-ring-gai Council provides vital support to these aged care services – a role that will grow in importance as the population ages. It is however, also recognised that these organisations service a broad area, including neighbouring LGAs. Council may also wish to consider initiating discussions with other Councils from the areas which these organisations service, to identify partnership arrangements

> Consultation with the above organisations will be required to determine key requirements and develop a plan for accommodation of services

» While the new district facility may not accommodate the above services, there are other ways this facility can support the provision of community services in the area. It is recommended that the multipurpose community centre provide space that can be utilised by community organisations providing outreach services and programs (e.g. counselling services, support groups, youth groups, classes and seminars). Interest in such use of the facility was expressed at the stakeholder workshop[2].

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[2] A representative from Mission Australia's Hornsby/Waitara Community Hub attended the Stakeholder Workshop and noted the organisations interest in utilising facility spaces for delivery of outreach services, including youth and family support services.

9 Proposed facility provision across the Turramurra catchment

This chapter provides a proposed approach to the provision of community facilities across the Turramurra catchment that considers existing provision, community needs and population distribution and is guided by the guiding principles outlined in the previous chapter.

9.1 Recommendations for existing community facilities

This study sought to determine a vision for a successful network of community facilities across the Turramurra catchment in line with the principles proposed in the *Ku-ring-gai Community Facilities Strategy* (2014) outlined in Chapter 7. It is proposed that this network consist of a new district community centre in the Turramurra Local Centre (as the main centre in the catchment) supported by a number of smaller facilities serving the needs of their local communities. The majority of these smaller facilities will be existing, retained facilities.

In developing recommendations for existing facilities the following have been considered:

» The outcomes of the assessment of existing facilities (including existing and potential suitability, offerings and issues)

» The future offerings of the proposed Turramurra district community centre and other proposed facilities for the LGA

» Opportunities to relocate services and functions to more suitable facilities.

Recommendations for proposed facilities are outlined in the following table.

Table 7: Recommended actions for existing facilities

Existing facilities	Recommended action
Turramurra Support Services Centre	» Facility to be retained and renovated to form combined services facility with the Turramurra Community Centre » With growing demand, expansion of services and limited space available, consider the relocation of the outreach services (Community Transport and Easy Care Gardening) to alternative, better suited facilities in the LGA (refer Chapter 8, section 8.3.1 for additional information on this proposed relocation) » Meals on Wheels to be accommodated in the combined facilities
Turramurra Community Centre	» Community centre space and functions to be relocated to a new district facility on the existing Library site » Facility to be renovated to form combined services facility with the Turramurra Support Services Centre
Lifestart co-operative facility	» Retain existing functions. Facility functions well as small facility accommodating child and family support services (co-located with playground)
Ku-ring-gai Town Hall	» This facility is problematic as a community facility, due to issues relating to parking and access. It is however, currently the only facility in the LGA that can accommodate large events and performances » Existing performing arts and cultural functions to be relocated to the proposed civic and cultural hub at Gordon (following completion). Other community centre functions to be relocated to the new Turramurra district facility » Consider rationalisation of asset following relocation of functions. Options include long term lease for suitable commercial use (e.g. function centre)
Pymble Presbytery	» Retain with existing long term commercial lease (providing income for Council)
Pymble Playgroup House	» Retain as neighbourhood level community facility » Facility has additional capacity. It is recommended that utilisation be increased by offering the facility for broader community use. This would require a review of the leasing arrangements (when current lease arrangement has expired) and possible upgrades to the facility to enable shared use » Suitable additional uses include use of facility for community group meetings outside playgroup use hours and hire of the facility on weekends for private children's parties (which the facility is well suited for as it offers an enclosed outdoor play space). This arrangement has been successful in other facilities in

Existing facilities	Recommended action
	the LGA (e.g. West Linfield Community Hall)
Hamilton Park Hall	» Retain as neighbourhood level community facility
	» The size of the facility and its isolation limit its suitability for many community uses. However, in addition to its current use for community service provision, consider offering the facility for hire on weekends for children's parties. Similar to the Pymble Playgroup House, this facility is well suited for this proposed use as it has access to a fenced play area. Accommodating additional uses may require some upgrades to the facility
West Pymble Community Centre	» A good sized multipurpose community space of which there is a current shortage in the area and across the LGA. Facility should be retained as local level community facility
	» Some upgrades are required including improving access to the toilets. The facility could also be significantly improved by providing direct access from the facility to a new fenced outdoor space/play area. These changes would support its use for vacation care as well as a space for hire for private functions
Boonah Creative Arts Centre	» Consider relocating existing use to the proposed civic and cultural hub at Gordon (following completion). There may be significant benefits to the disability service accommodated in being co-located with other arts based groups and services in a specialist, built for purpose facility in Gordon. This proposal requires additional consultation with the current user
	» Consider rationalisation of asset following relocation of functions
Wahroonga Rehabilitation Centre	» Retain as neighbourhood level community facility
	» Consider as a short term action, offering of the facility's meeting room for additional community use (outside hours used by service provider accommodated in the facility)
	» The additional use must be compatible with the facility's current use (e.g. small group meetings or classes, yoga). This additional use will require some amendments to the facility to enable separation of the meeting room and toilets (and separate access) and ability to secure/restrict access to service provider offices
	» Also consider the possible relocation of this service to the new district facility.

The following table indicates the floor areas of the community centre facilities are recommended to be retained.

Table 8: Retained facility floor areas

Retained community centre space	Floor area
Turramurra Community Centre	285
Turramurra Support Services Centre	367
Lifestart co-operative facility	100
Pymble Playgroup House	178
Hamilton Park Hall	93
West Pymble Community Centre	296
Wahroonga Rehabilitation Centre	150
Total floor area of retained facilities	**1,469**

The table also shows that with retention of the nominated facilities, the existing provision in the catchment area for community centres is 1,469 square metres. When this is deducted from the required community centre floor space for the catchment in 2031, identified in Chapter 5 (3,550 square metres), the deficit (that is, additional community centre space required) is approximately 2,080 square metres. It is proposed, as outlined below, that this space be provided in a new district community facility in Turramurra and additional local level community centre floor space.

9.2 Proposed arrangement of community facilities and distribution of floor area

This study recommends that the deficit in community centre floor area be addressed as follows:

A new district level community facility in Turramurra

This study supports the provision of a district level community facility in Turramurra as proposed by Council's planning directions and the *Ku-ring-gai Community Facilities Strategy* (2014).

In line with floor area recommendations for district community centres identified in the Strategy and to address the deficit in the catchment, a facility of approximately 1,400 square metres is recommended. Co-locating the library with the community centre may introduce opportunities for some reduction in this floor area through the sharing of common areas (e.g. foyer, shared meeting rooms and public toilets) and staff amenities.

Additional community centre floor space in Wahroonga

To support the creation of a well distributed network and hierarchy of facilities across the catchment, proposed in the guiding principles and the *Ku-ring-gai Community Facilities Strategy* (2014), this study also recommends the provision of additional local level community centre space. A possible location for this space is Wahroonga (which contains a significant portion of the northern catchment's population). Other opportunities may also arise to provide a local level facility

(e.g. associated with new development). Ideally this space would be located in an urban centre, co-located with shops and other services.

It is recommended that an additional approximately 350 to 600 square metres of floor area be provided. If located in Wahroonga, this would bring the floor area provided in Wahroonga to a total of between 500 and 750 square metres (within the range recommended for a local level community centre in the *Ku-ring-gai Community Facilities Strategy*). There are a number of options for how this floor area could be provided including:

» Retaining the Wahroonga Rehabilitation Centre as service provision space (150 square metres) and providing additional space (of approximately 500 square metres) in a new facility. Ideally this facility would be within the Wahroonga Local Centre, located in close proximity to shops, services, parking and transport. New development in the area may present opportunities for the incorporation and provision of this community centre space in the future

» Developing a new facility of approximately 500 to 750 square metres and rationalisation of the existing Wahroonga Rehabilitation Centre (and relocation of existing services). This could involve leasing the building for commercial uses (e.g. café)

» Another option to consider is the expansion of the existing Wahroonga Rehabilitation Centre however; the park setting and heritage issues may exclude this as an option. The facility also lacks on-site parking.

The following table outlines future community centre provision in the catchment (including existing, retained facilities and proposed additional facilities) and how floor area will be distributed. The table indicates that these facilities will provide a total floor area of between 3,319 and 3,569 square metres (depending on the exact additional floor area provided).

Table 9: Retained facility floor areas

Retained community centre space	Floor area (sqm)
Turramurra District Community Centre	1,400
Turramurra Community Services Centre (Combined Turramurra Community Centre and Turramurra Support Services Centre)	652
Lifestart co-operative facility	100
Pymble Playgroup House	178
Hamilton Park Hall	93
West Pymble Community Centre	296
New local facility/s – possibly located in Wahroonga (New local facility or existing Rehabilitation Centre and additional local community centre floor space)	500-750
Total floor area	**3,219-3,469**

9.2.1   Additional considerations relating to floor area provision

While an approximate 3,550 square metres was determined to be required to serve the 2031 catchment population, it was also previously noted (refer Chapter 5) that standards are useful as an initial guide (they are not an exact science). It is important to consider other factors such as the

provision of other (non-Council owned) community facilities in the area. This has been a key consideration for this study, as the Uniting Church in Turramurra currently provides well utilised community centre space in the Turramurra Local Centre. The church hall and other spaces accommodate many community groups and activities on a regular basis and the hall also provides a large, well equipped space, regularly used for large private functions. In addition, the nearby Masonic Hall also provides a venue for wedding receptions and other private functions.

The contribution of these well located facilities would support a total floor area below the 3,550 square metres, as specified in range in Table 9 as adequate.

9.3   A network of community facilities

The above recommendations represent a proposal for a succinct network of community facilities across the Turramurra catchment. This network will consist of a district community centre (and branch library), supported by a number of smaller, local and neighbourhood level community facilities.

10　Case study research

A review of community facility case studies was conducted for the Lindfield Community Facilities Study – a similar study which involved developing a plan for community facility provision in the Southern/Lindfield catchment and a vision for a new district facility in the Lindfield Local Centre. These case studies are also of relevance to community facility planning in the Northern/Turramurra catchment and, in particular, the proposed district facility in the Turramurra Local Centre. Those of most relevance have been included in Appendix D along with two additional case studies. These include:

» Woodcroft Community Centre, Woodcroft, SA – a co-located community centre, library and neighbourhood centre and Council customer service point

» Lane Cove Library, Lane Cove, NSW – a central library delivered in coordination with a town centre commercial development

» Vinegar Hill Library and Community Centre, Rouse Hill NSW – a multistorey community facility in a town centre location

» Castle Grand Library and Community Centre, Castle Hill NSW – a multistorey community facility incorporating other land uses

» Mount Druitt Community Hub, NSW – a staffed, district level multistorey community facility in a town centre

» Surry Hills Library and Community Centre, NSW – a multistorey, award winning, environmentally sustainable building with a local focus

As was the case for the Lindfield district facility, no one case study provides an exact model suitable for replication in Ku-ring-gai. Rather, each case present key points of interest and provide valuable lessons. Some of these lessons represent principles or inclusions that could be directly transcribed in the design of the Turramurra district facility. Key lessons or points of interest emerging from the case studies are listed below.

Planning and design

» Design an iconic building that reflects the local context and community values

» Community facilities in a town centre location, co-located with public open space such as a town square, can create a vibrant, activated focal point or hub within a community

» A building design must leverage off the benefits of a prime location, such as on a town square. The building should embrace and connect with such a space, promoting the facility and inviting people to visit

» Multistorey facilities represent an efficient design solution particularly in urban centres however, it is important that they retain a prominent ground floor/street presence

» A transparent facade and a generous inviting entry will give a facility a strong presence, connect a building to its surrounds and allow passes-by to see in. The result is an inviting, welcoming and activated building that entices passes-by to visit

» A well located café can help to enliven and activate a community facility. A café must have a prominent location to assist its chance of being viable

» Ensure the separate entities of a facility are well connected. For multi-storey facilities, providing a prominent, generous and enticing staircase will encourage users to move around the facility and access the different components. This will strengthen the facility as a whole and assist in raising awareness of the range of offerings. It will also encourage interaction between user groups.

» Encourage the interaction and coordination of staff from the different facility components through the provision of shared amenities

» Include informal spaces that promote the facility as a key public place where people can regularly visit. A place for people to sit, meet and gather. Consider the role of a community facility as a 'community lounge' or 'second living area'

» Include inviting and inclusive spaces for young people – to read, study and meet friends

» Create spacious, flexible and adaptable layouts

» Consider the range of uses the facilities should accommodate and include the necessary spaces and amenities to accommodate these

» Natural light and ventilation and indoor/outdoor access are successful features of many community facilities

» A contemporary design and fit-out can also produce a place that is warm, welcoming and comfortable

» Create inclusive places that welcome everyone and cater to the needs of all age groups, including young people

» Rethink the traditional role and functions of a library. Create a truly modern library that provides new offerings and inclusions. Provide a range of spaces for different uses and high quality amenities that attract new users (e.g. hirer of rooms for business meetings that can be an additional income generator).

Delivery, programming and management

» Additional opportunities for partnerships and funding may be presented when community facilities are provided as part of a greater development such as a commercial development

» A facility involving co-location should maximise the benefits of its arrangement by ensuring interaction and co-ordination between the different components

» Consider management models and resourcing arrangements for a facility early in the planning and design process

» Engage with future users and operators of the facility early and provide opportunities for relationship building

» Provide a range of programs, activities and services that meet local community needs, including the needs of a broad range of groups (e.g. age, cultural and interest)

» Consider management models and resourcing arrangements for a facility early in the planning and design process

» Encourage the interaction and coordination of staff from different facility components through shared initiatives (such as event organisation and other facility programing)

» Although it is important that a facility be economically sustainable, through maximising utilisation and hiring of space to commercial users, it is important that it does not take on the role of a function centre. Ensure a balance in the programming of a facility between commercial and community use

» Providing a facility that meets community needs does not end at completion of construction. Regular reviews of facility performance (including facility programming) will enable issues to be identified and addressed. Consider undertaking a post-occupancy study following occupation.

The above key points informed the development of the vision for the Turramurra district facility and recommendations outlined in the following chapters.

11 A vision for the new district facility

This chapter describes a vision for the Turramurra district facility (including library and multipurpose community centre) on the existing Library site. This vision includes recommended characteristics and the spaces and amenities the facility should contain. Also considered is the arrangement of the facility components. The information is intended to guide the future facility architect and Council in the planning, delivery and management of the facility.

11.1 Proposed facility characteristics

The desired characteristics of the facility (described below) are a translation of those characteristics described by stakeholders and the community during consultation activities conducted for this study. The characteristics should be used to shape the look and feel of the district facility. They should also influence the programing of the facility – the hosting of different services, programs, events and activities. Many characteristics identified align with the proposed principles.

In summary, the Turramurra district facility should be:

» **Welcoming** – inviting and accommodating for a diverse range of people and groups. A place in which everyone feels welcome and comfortable

» **Village feel** – homely and intimate with a connection to the local community

» **Spacious** – a facility with generous space, lots of natural light and a connection with the outdoors

» **Flexible and adaptable** – a multi-use space that can be used for a variety of purposes and by many different groups and can adapt and change over time to allow for new uses. This characteristic must be considered in the design process, with the building structure designed to allow for adaption/expansion

» **Accessible** – a centrally located facility with good connections to surrounding land-uses and transport. A place that is designed to be universally accessible inside and out and cater to all people in every way, including people with disabilities and older people. This should be considered the design/ selection of all spaces, amenities, furniture and equipment

» **Modern** – a contemporary and attractive building design with up-to-date technology, systems and equipment. A space that is appealing and inspiring

» **Green** – green leafy spaces where people can enjoy socialising outdoors

» **Convenient** – ease of access with sufficient parking and easy access to and from public transport

» **Social** – a warm and inviting place conducive to socialising and which is buzzing with activity

» **Informative** – a place that provides information regarding services and events in Turramurra, with knowledgeable, on-site staff.

»

Key characteristics are illustrated in the figure below.

Figure 6: Proposed facility characteristics

11.2   Potential uses and spaces required

The following table outlines the uses or the services programs, activities (formal/programmed and informal/casual) to be provided at the Turramurra district facility, incorporating the desired uses identified by the community and stakeholders during the consultations. The table also groups and allocates these uses to spaces to be included in the new facility.

Table 10: Potential uses and spaces

Use (activity, program or service)	Spaces
» Informal activities – meeting, gathering, socialising, reading, relaxing and play » Access information on facility events and programs, services and other events in the area » Art and local history exhibitions » Meeting space for before and after programs and functions » Access community/library buses.	**Foyer/reception area**

Use (activity, program or service)	Spaces
» Access library resources and services » Computer, internet access » Printing and photocopying » Reading » Study (including group study) » Library events (e.g. author talks) » Meetings » Children's activities (story time, craft and art activities)	**Library**
» Community events » Performance (poetry, live music, talks, cinema, concerts) » Conferences and large meetings » Medium to large group activities (e.g. yoga, dance, martial arts, fitness classes)	**Multipurpose hall**
» Small to medium group activities (e.g. yoga, dance, martial arts, fitness classes) » Children's programs » Training and classes (adult education, English and foreign language classes, tutoring, computer training, art classes, (drawing, painting, photography etc., workshops), craft groups » Youth meeting space, activities and programs » Private functions » Playgroup » Support group meetings » Interest and social group meetings » Outreach programs delivered by community service providers (e.g. family support, youth programs and classes, employment and training services)	**Meeting/activity rooms**
» Delivery of consultation and counselling services	**Interview/counselling rooms**
» Food preparation for functions and meetings » Cooking classes	**Kitchen**

Use (activity, program or service)	Spaces
» Places to meet friends, socialise, relax » Eat/picnic » Farmers market » Community events » Private functions » Playgroup and informal play » Youth activities	**Outdoor spaces**
» Informal activities – gathering, socialising, reading, relaxing	**Cafe**

11.3 Site considerations and arrangement of facility components

Key characteristics of the Ray Street site and potential outcomes on the building design include the following:

» The Ray Street site is located on prime land in the Turramurra Local Centre. It is a confined site and with plans for a new town square it is likely that the new district facility, which is of substantial size, will need to be accommodated over two or more floors

» The site is a sloping site that lends itself to a future split level facility with an upper entry from Ray Street on the western side and a lower entry from the new town square on the eastern side. A successful arrangement of the key components for this situation would involve:

> The library on the upper level, with entry from Ray Street

> The multipurpose community centre on the lower level, with entry from the new town square

> Due to its substantial floor area, the library may need to be split over two levels, resulting in a facility comprising three storeys. If this is required a recommended arrangement would involve the provision of library reception and public library spaces on the on the Ray Street level and administration/staff spaces on an additional level above. This is a model that has been implemented for the Lane Cove Library (refer Appendix D), and is reported by staff to function successfully

As the exact building layout is yet to be resolved, to explain key recommendations and concepts relating to the arrangement of spaces, the facility from is described from here on as a two storey, split level facility. Additional recommendations for this arrangement include:

» Provision of a main reception area on the lower level, accessed from the town square. This would be a large space in the form of a 'community lounge', utilised for community gathering. This space would have strong physical and visual connections to the town square

» A connection between the lower level reception area and a smaller internal foyer on the upper level, in front of the library

» There should also be strong visual connections between the library and the town square (e.g. provided through the incorporation of a glass façade or large windows).

Additional detail on the arrangement of facility spaces is further discussed in section 10.5 – Spatial arrangement.

11.4 Specifications for spaces

The following table outlines the specifications for each of the key spaces identified for inclusion. Specifications for spaces were developed with consideration of:

» Community and stakeholder input

» Council's management and operational needs (identified during this study, as well as general requirements identified for the Lindfield facility that are relevant to Turramurra)

» Inclusions and requirements relevant to district level facilities – while the character of community facilities should be unique (through response to the local context), many of the internal physical aspects, including spaces and amenities, will be common to many district facilities.

The following table also draws from Elton Consulting's experience in similar community facility planning projects (including the Lindfield district facility) and from the case study research.

As discussed in section 10.3 above, the following addresses the facility as a two or more storey facility. While the final arrangement may differ, the key spatial concepts will remain relevant.

Upper floor (library)

Approximate GFA: 1,749 square metres

Inclusions: Foyer and library

Ray street entry and foyer

Specifications:

» A prominent, transparent, clearly defined entry, visible from the street so that passers-by are able to see into the facility and be encouraged to enter

» A small foyer in front of the library, with a small seating/lounge area

» Space and amenities (including wall space and hanging system) for small exhibitions

» Good signage and way-finding to direct people to where they need/want to go

» Lift and stair access to the main reception area on the lower floor

» Access/entry to library (with good visual connections between the two spaces)

» Foyer could also act as a 'transit lounge' – a waiting and collection point for community transport and the library bus (the need for such a space was identified in consultations conducted).

Figure 7: The transparent façade of the Max Weber Library, Blacktown provides good natural lighting, natural surveillance, enables passes-by to see into the facility and encourages people to enter. Image: Elton Consulting

Figure 8: Foyer outside the Pine Rivers Library with comfortable seating and good visual access from the library reception area. Image: Elton Consulting

Library

Specifications:

» To comprise reception desk, display area, general collection area, children's area, youth area, computer area, meeting room, sitting, reading and studying areas, administration and staff areas and public toilets

» Reception desk to be located near the entry to provide good visual surveillance of the library entry, building entry and foyer. This location will also enable staff to greet people arriving and create the 'welcoming' environment desired by the community

» A modular layout that includes various zones within the library for different uses and flexibility to enable the layout to be modified easily (e.g. through the use of shelving on wheels and movable furniture)

» Adequate space in the main library area for the collections as well as generous, accessible circulation space (for mobility devices and prams) and space for events, exhibitions and displays

» To include a general collection area as well as a children's area (that can accommodate the children's collection and story time activities) and youth area. Children's area should be located away from the front door and be located and designed to minimise noise impacts on other areas of the library

» Areas for reading and study including tables/desks and chairs as well as informal seating (including couches). Spaces for group study were identified by the community during consultations as a key need. Consider the inclusion of one or two small group study rooms available on a booking system or study 'booths' (refer Figure 9). If study rooms are provided they should have glass walls and be located near the reception to enable surveillance of the rooms by staff

» Areas for group activities (e.g. knitting). To include large communal tables

» Computer area with internet access and photocopier/printing area

» Newspaper and magazine area with display shelving for resources as well as comfortable seating and a high large table for the reading of newspapers

» Meeting room within the library. The room should be able to accommodate computer/IT groups and training

» Staff area including reception desk, office/administration space, workroom, kitchen/lunchroom and toilets

» Adequate storage space for supplies, repair materials, recycling, trolleys, display cabinets and additional furniture

» Consider access to an enclosed outdoor terrace or balcony overlooking the town square. This area could be used for children's story time and provide a space for sitting and reading outdoors. The area would need to be contained and accessed only through the library, to ensure security of resources

» Other requirements include:

> Materials, finishes, furnishings and decor should create the warm, welcoming and comfortable environment described as desired characteristics by a number community members in the consultations conducted

> Good way-finding (into and through the library)

> Wi-Fi throughout the library

> Fireproof return chutes

> Generous power points/supply to enable flexibility in layout

> Direct access to the library for library deliveries, staff access and garbage collection

> Large windows/glass walls and a pleasant outlook along at least one side of the facility

> CCTV coverage of all floor space

> Swipe cards on library entry and automatic doors scheduled timing by security system.

Figure 9: Seating booths suitable for individual or group study at the Vinegar Hill Library. Image: Elton Consulting

Figure 10: Large communal tables for group study and activities at the Lane Cove Library. Image: Elton Consulting

Lower floor (multipurpose community centre)

Approximate GFA: 1,400 square metres

Includes: main foyer, public toilets, café, multipurpose hall, meeting/activity rooms, interview/counselling rooms, staff spaces and amenities, kitchen amenities, public toilets, storage and maintenance amenities.

Town square entry and main foyer

Specifications:

» Prominent signage and information screen or board outside the facility advertising activities on offer, services available and up-coming events. An information board or screen should also be located inside the facility

» A transparent building façade to strengthen the visual connection between inside and out, enabling users of the town square to see into the facility

» A prominent, clearly defined entry accessed from the new town square. The entry should be generous to enable good flow and connections between indoor and outdoor space

» A light, bright and spacious foyer serving as a 'community lounge'. The space would include comfortable seating to enable people to read, study, relax, meet and gather. Free Wi-Fi should also be provided

» If the community centre is managed by on-site facility staff, a reception desk should be located in the foyer, in a prominent location that is visible immediately upon entry. There is also the option to include a branch council customer service at the reception desk

» A community information board inside the centre advertising other events, groups and services offered around the local area, LGA and wider region

» Consider incorporating a café adjacent to/as part of the facility. The café would encourage visitors to linger and enjoy the facility (refer 'Café)

» The foyer could also function as an exhibition space. Provide a permanent artwork hanging system and spacious, open layout to allow this to occur

» A spacious foyer could also incorporate an indoor play space to support informal use by mothers groups, parents and carers

» Access to public toilets from the foyer. Locating toilets in/adjacent to the foyer enables them to be shared amenity between different components of the facility as well as being accessible to users of the town square. Toilets to be located with consideration of the 'zoning' of the building (refer section 'Spatial arrangement'). A parents room should also be provided

» Lift access to the upper floor/ Ray Street foyer and down to the basement (should basement parking and/or delivery access be provided).

» There may be a need for a separate entry for service provision spaces (particularly counselling rooms) to enable some users to access services confidentially and discretely. It is recommended however, that any additional entries be read clearly as secondary entries and focus is placed on the two key entries.

Figure 11: Vinegar Hill Library and Community Centre, fronts the town square at Rouse Hill Regional Centre. Image: Elton Consulting

Figure 12: Foyer area of the West Vancouver Community Centre, Canada is a spacious area that includes generous seating and café access. It encourages users to sit, relax, gather and linger. Image: Elton Consulting

Multipurpose hall

Specifications:

» A large hall available on a booking system for use by regular hirers, casual hirers and by the community centre and library staff for programs and events

» Capable of hosting large meetings, seminars and events, group activities (including physical activities such as dance, martial arts, gymnastics), performances (music, dance, drama) and private functions (e.g. parties)

» Capacity for approximately 200-300 people (theatre style)

» A sprung wooden floor is recommended as it enables the space to accommodate the broadest range of uses. (Note – Council requested for the Lindfield district facility that an alternative to wooden flooring be investigated. This too should be investigated for the Turramurra facility)

» High quality systems to support the hosting of performances, events and large meetings (acoustics, lighting and software controlled audio/visual equipment in secure, lockable housing)

» Direct access to a commercial kitchen (refer 'Kitchen amenities')

» Hall to be divisible into two sections. The arrangement suggested for the Lindfield district facility would also be suitable for the Turramurra facility. This arrangement involved positioning dividers to create one larger section (approximately 120 people capacity) and one smaller section (approximately 80 people capacity). Location of the divider to enable access to the commercial kitchen from the larger section. A smaller kitchen/kitchenette should be provided in the smaller section

» Portable stage

» Direct access to dressing rooms and a green room (a waiting and preparation space) to enable use of the hall for performances. This access should be in a suitable location (with consideration to where a stage would be set up/positioned). The green room could also be a flexible space that could double as a meeting room

» Adequate storage for large equipment including tables, chairs, portable stage etc.

Both sections of the hall should open up to a contained outdoor area (if possible) to improve the hall's suitability as a venue for private functions and other activities.

Meeting/ activity rooms

Specifications:

» Spaces for meetings and activities of various sizes. These spaces would be available on a booking system

» A mix of meeting rooms of different sizes and capacity. The arrangement suggested for the Lindfield district facility for meeting spaces could also be suitable for the Turramurra facility. This arrangement involved the provision of a large room (approximately 150 people capacity) divisible into three (uneven) sections of approximately 20, 50 and 80 people capacity

» IT equipment provided to support use of spaces for training purposes as well as hiring of rooms for business meetings (smart screens, video conferencing, internet access, ability to set up computers). Ensure at least one of the spaces can accommodate computer training classes. It is recommended that such classes be encouraged to utilise laptops rather than PCs to enable equipment to be packed away and ensure flexibility of the space. Further consultation should be conducted with computer groups who may wish to use the facility (e.g. Computer Pals for Seniors – currently accommodated in the Turramurra Community Centre), to gain additional input into the design of a space that can accommodate computer training

» One of the activity/meeting spaces to be used for a youth group (currently accommodated in existing Turramurra Library Meeting Room) as well as other activities for young people (formal and informal). Spaces for youth activities typically include larger furniture (couches) and large equipment (e.g. TVs and game sets, pool tables, table tennis tables). This equipment would ideally be stored when the space is used for other purposes. As the equipment is large and difficult to move, it is recommended that a section of the room is capable of being closed off with the use of dividers. This enables equipment to be consolidated, allows for easy and quick set-up and pack-up, avoids the need for a designated space and creates a more flexible, multiuse space

» Kitchenettes and generous storage to be provided in each meeting and activity space

» Access to outdoor space from activity/meeting spaces if possible. This is particularly important for the room used for youth activities.

Figure 13: Flexible, divisible activity rooms at Castle Grand Community Centre. Image: Elton Consulting

Interview/ counselling rooms

Specifications:

The proposed hall, meeting and activity spaces would be available for the booking and use by community organisations providing outreach programs to the community. In addition to these spaces, interview/counselling rooms should be provided. This includes:

» Small rooms of 4-6 person capacity. These rooms should contain chairs and table, storage and internet access

» Rooms will require double access for service provider staff safety (emergency exit and escape)

» Interview rooms could also be made available as small meeting spaces for broader community on the booking system with priority given to service providers

» The number of interview rooms required is to be resolved during future consultation and to suit the site and building design.

Provide staff amenities for shared use by service provider staff – refer below.

Staff spaces and amenities

Specifications:

» Space and amenities will be required for library, community centre and service provider staff

» Library staff requirements – refer 'Library'

» It is recommended that the facility be overseen by an onsite facility manager. The manager (and potentially other community centre staff) will require an office, kitchen/tearoom, toilets and shower. The office should be associated with the reception desk/area

» Explore the opportunity for community centre staff to share the kitchen/tearoom, toilets and shower facilities with library staff to encourage integration of the facilities and collaboration between staff. This will only be suitable if community centre management staff, like library staff, are direct Council employees.

» Community service provider staff (non-Council) will also require staff spaces including a small kitchen/tearoom and toilets. It is recommended that these spaces be shared between staff from different organisations.

Kitchen amenities

Specifications:

» Provide a commercial/industrial kitchen to support private, corporate and community functions in the hall. To be suitable for both reheat and meal preparation

» Commercial kitchen to allow for training (including large, moveable island work and demonstration bench and adequate space for participants)

» Provide kitchenettes in activity/meeting rooms.

Storage

Specifications:

» Provide adequate storage in all rooms to enable effective shared use of all spaces and to maximise utilisation by enabling quick and easy set-up and pack-up by different user groups

» Include a storage room close to activity rooms with individual lockable cabinets for individual groups.

Figure 14: Left – Storage room at the Dapto Ribbonwood Centre – a Wollongong City Council district level facility. Right – In-room storage at the Hannaford Centre, Rozelle – a Leichhardt Council community centre

Maintenance rooms and amenities

Specifications:

» Outdoor/direct access store with roll-a-door

» External waste disposal enclosure (location and design as per waste collection agency requirements)

» Delivery/loading zone

» Communications room to support building I.T., security etc.

» Internal staff cleaning/maintenance room

» Hirers' cleaning room.

Outdoor spaces

Includes: Town square and enclosed space associated with the district facility (not included in the facility GFA)

Town square

Existing planning proposals for the Ray Street site include a town square. The town square will be a key focal point and gathering place in the area. It should have a strong connection to the district facility and be able to accommodate informal gathering as well as programed activities and community events (including those hosted from the district facility).

Specifications:

» Include seating, shade, plantings and open space for events and performances

» Incorporate opportunities for play. This could include formal play equipment or just interesting

elements such as water features, public art, terracing/level changes, plantings etc.

Figure 15: The town square provides a venue for community events and activities (which can be coordinated or managed from the district facility). Images: Elton Consulting

Enclosed facility outdoor spaces

Outdoor space is required to fulfil a number of functions. More than one outdoor area is likely to be required. The type and extent of outdoor space will depend on site opportunities and constraints. Outdoor space is in addition to the library and community centre GFAs.

Specifications:

» Provide the following outdoor spaces connected to the hall and meeting/activity rooms:

> Outdoor space connected to the hall to include a large covered area and be an appealing space to accommodate private functions

> Outdoor space for young people, accessed from the room used for youth activities. This space should enable informal activities (games, meeting, socialising) and recreational activities (e.g. table tennis).

» If possible, include an outdoor terrace or balcony accessed from the library (refer 'Library')

» Outdoor areas should also have a good aspect to ensure they can be enjoyed by users

» Consider and address security related issues in the design of outdoor areas.

Other spaces

(Not included in the library or community centre GFAs)

Consider the inclusion of a café within or adjacent to the facility. Ideally the café would be connected to the facility's main foyer and be accessed two ways – from the town square (and include outdoor seating) as well as from the foyer (which would include indoor seating). Providing the café with its own town square frontage would assist it to develop into a viable commercial operation. The minimisation of noise impacts from the café on other facility uses/spaces needs to be considered when locating the café.

Also explore opportunities for the café to be a social enterprise initiative.

Figure 16: Café located at the entry to the Max Weber Library, Blacktown. The café includes outdoor seating (overlooking a large public open space/town square) and indoor seating in the library foyer. Image: Elton Consulting

Other requirements

Access

Specifications:

» The site, as well as building design, should achieve high quality, well connected and safe pedestrian links to the facility from other sites in the Local Centre, to the bus and train station and surrounding areas

» Ensure the facility provides a high level of accessibility to all through adhering to the principles of universal design

» Provide separate staff entry to staff administration areas (for library and community centre staff)

» Provide staff parking in close proximity and safe and secure access to staff entry

» Provide disabled parking close to the building entry on Ray Street and an undercover drop-off area that can accommodate the library bus service and other bus parking

» Include bike parking or bike storage to encourage active transport

» Provide adequate access for deliveries and maintenance service

» Provide public car parking – the convenience of the existing Turramurra Local Centre and library, in particular the ability to park close to facilities and services, is highly valued by the community, who wish to see adequate parking retained and/or additional parking provided. The issue of parking will need to be carefully considered on this premium site.

Furniture, fixtures and fittings

Specifications:

» All furniture and equipment provided should facilitate efficient set-up, be ergonomic, consider accessibility and be robust to limit maintenance issues. This includes the provision of light-weight but robust furniture, stackable chairs, foldable tables on wheels and the provision of equipment trolleys

» Fixtures, materials and finishes should be hardwearing while also being attractive

» Provide adequate utilities and fixtures in each room including power points in multiple locations to allow flexibility, adequate and zoned lighting and dimmers

» Provide free Wi-Fi throughout the facility in indoor and outdoor areas. Also provide Wi-Fi in the town square.

Operations

Specifications:

» All building services to be controlled by a Building Management System (BMS)

» Each section allocated separate metering to allow for future billing to hirers, user groups etc.

» Adequate security through whole of building for access and CCTV

» Automatic doors on key entries to be controlled by security system with scheduled timing. Swipe card access for after-hours access required

» Sustainable approaches for power (solar and LED Lighting), recycled water (tanks) etc.

11.5   Potential additional spaces

Also to be considered are opportunities for the incorporation of additional space in the facility for lease by community organisations or health services. As discussed, suitable services for incorporation are those that involve drop-in services/ services delivered at the facility.

Council should consider initiating discussions, for example, with NSW Health (Northern Sydney Local Health District) who currently operate the Hillview Community Health Centre in the Turramurra Local Centre, at 1334 Pacific Hwy. Services delivered from Hillview (including speech pathology, occupational therapy, podiatry, healthy eating and healthy lifestyle classes) would be well suited for provision at the district facility. Many of these services could make use of the shared space available (including the hall, activity/meeting rooms, interview/counselling rooms and commercial kitchen). They would however, require designated office space and staff amenities that would be in addition to the recommended facility GFA. This would require additional funding input from NSW Heath.

Other services suitable for incorporation include those provided by Department of Family and Community Services (FACS). Council should also consider discussion with this department to identify potential partnerships.

Co-locating such additional service provision components would strengthen the new district facility's role as a community hub and 'one stop shop'. This would be further enhanced by the incorporation of commercial space in the facility development that could be leased to medical practitioners and other community service related businesses (which was also raised as a key gap in the Turramurra Local Centre during the consultations conducted for this study.).

11.6   Spatial arrangement

Key to the success of the facility is the arrangement of the components and relationships among them in ways that promote social interaction, activation, coordination, efficient use of resources, convenient access and placemaking.

Some of the key relationships between spaces, identified during this study and to be considered in the design of the facility, are described below.

Connection between the two floors

The facility will have two key entries that will need to be carefully designed to ensure the two components (library and community centre) have a strong connection and the facility functions as a single, cohesive unit.

Lessons learned from the Castle Grand community facility in Castle Hill (included as a case study – refer Appendix D) highlight the importance of strong visual, physical, programing and management connections between different components of a facility (particularly in multi-storey facilities). To achieve this, it is recommended that the stair access between the two floors is a wide, generous staircase in a prominent location (near facility entries) to encourage people to move between the floors and access both facility components. An interesting and interactive staircase design would further encourage people to move between floors. Lift access between the floors will also be required.
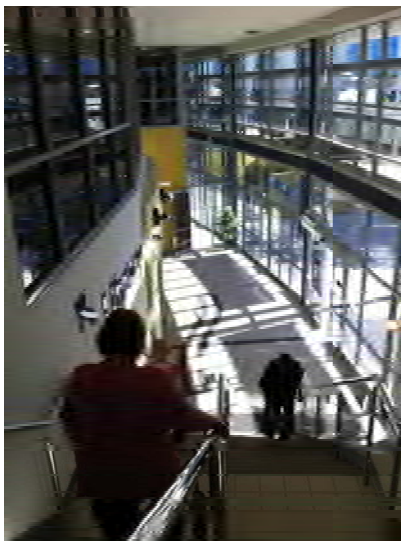

Figure 17: A well located, prominent staircase provides a strong connection between the community centre and library at the Dapto Ribbonwood Centre (a district facility owned and operated by Wollongong City Council). Image: Elton Consulting

Foyer and reception layout

With two entries, the layout of foyer spaces will need to be carefully considered to ensure entries have good surveillance. It is recommended that the community centre reception in the foyer be positioned close to the main entry with an uninterrupted view, to enable community centre staff to monitor people entering the building. While the library reception may not be located in the foyer, it is recommended that it be positioned to enable a clear view of the Ray Street entry.

Connection of the facility to the new town square

The proposed co-location of the community facility and town square presents an ideal arrangement. Achieving a building design that successfully addresses and connects with the town square is key to maximising the benefits of this arrangement

Lessons can be learned from the Vinegar Hill Library and Community Centre, examined as a case study (refer Appendix D). While the facility enjoys a prime position on the Rouse Hill Regional Centre Town Square, is does not make the most of its prominent location. Although well-signed, the entry to the facility is small and insignificant – consisting of a set of underwhelming automatic doors. The façade, which is dark, reflective glass means it is difficult to see inside the facility – which does not assist promotion of the facility or encourage passes-by to enter.

A strong physical and visual connection between the facility and the town square should be established for the Turramurra district facility. This could be created through:

» The provision of a transparent (glass façade) or large windows that provide views into the facility and promote its presence and offerings. This would also create a pleasant outlook for facility users as well as providing natural light

» A prominent entry that is of generous width and height and is well signed

» The ability to open up the façade to create a seamless flow between inside and out (particularly for use during key events)

» Providing other uses and openings in the façade (such as at the café) that further invite people into the facility.

Figure 18: While well signed, the entry to the Vinegar Hill Library and Community Centre is underwhelming. The facility could better embrace its town centre location through a more open and engaging façade and entry

Location of the cafe

The café should be located near the facility entry. For the café to be viable it will need to be able to attract people passing by, therefore, it will need to be visible from the town square. Ideally the café would open to the town square as well as be connected to the facility internally (e.g. with outdoor seating in the town square and indoor seating in the facility's foyer).

Location of staff amenities

If possible, staff amenities (kitchen/tearoom and toilets) for library and community centre staff would be shared spaces to encourage interaction and connections and make better use of

resources, by eliminating the need to duplicate these types of spaces. This would only be achievable if community centre staff, like library staff, are direct Council employees (refer to Chapter 12 for potential management arrangements).

Other spatial arrangement considerations:

Other issues to be considered in arranging the various components of the facility are listed below:

» There is a need to enable effective zoning of the facility to enable unused sections to be locked down at night (e.g. the upper floor and/or the library) and on weekends when only select spaces are in use (e.g. the hall for private functions)

» The arrangement of spaces should consider and avoid noise conflicts. While some of these issues may be eliminated though acoustic treatment, others will need to be addressed by an effective building layout. Uses that may require quieter areas include reading/study areas in the library, staff offices and service provision spaces. While spaces used for children's activities and youth programs may generate noise.

12 Additional considerations and potential opportunities

This chapter outlines other recommendations or key considerations to be made in the planning, delivery and management of the Turramurra district facility.

12.1 Ongoing consultation

This study has involved a number of consultation activities to gain wide input from the community, service providers, community groups as well as Council. This input has shaped the recommendations presented in this report – including the vision for the district facility.

This vision is however, a high level direction, open for interpretation by the building's future architect. The success of the facility will be determined by detailed design decisions such as the building and room layouts, accessibility, materials and finishes, furnishings, detailed room inclusions and the quality of the building systems (e.g. acoustics, temperature control, air quality and lighting). These elements impact on the facility's usability, staff and user comfort and enjoyment, ongoing maintenance requirements and operational costs.

It is recommended that ongoing consultation with future facility users and the facility owner and operator (Council) be conducted throughout the design process to ensure a successful outcome.

One consultation model to be considered is the establishment of a reference group/panel, consisting of a representative sample of a broad range of potential users (including Council staff). This panel would meet with the architect at key intervals to review the approach and building design.

12.2 Facility management

At the time of writing, the management arrangement for the community centre is yet to be resolved. A district level community centre is of a scale and role that warrants onsite staff. It is, therefore, recommended that the community centre component of the facility be staffed. Staff would be responsible for community liaison, programming, bookings, room setup, trouble shooting and organising events and activities. The staff would have a strong presence through provision of a reception desk in the building foyer.

To ensure the overall facility functions efficiently and effectively, it is also recommended that the facility be managed by an onsite facility manager, responsible for overseeing the building (that is, all components of the facility). A possible alternative to direct staffing by Council, is outsourcing to a private operator (ideally a not for profit organisation). There are examples of this model being used by other local governments, primarily for their sport and recreation facilities.

It is also recommended that Council take a 'place-based' or catchment management approach. This model would see the each district facility managing the smaller local and neighbourhood facilities in the catchment.

12.3 Facility programming

While the character and physical aspects of the facility should be responsive to the local context, it is the programing of the facility (the programs and activities provided and events conducted) that will make each facility unique and truly responsive to community needs.

The ability to tailor facility programing is most likely achievable when a facility is managed on-site, as recommended in the previous section. On-site staff have the opportunity to engage with the community and build strong relationships with facility users and are, therefore, well placed to manage programing.

Facility programing should focus on the following:

» Meeting community needs – programming to provide a broad range of activities, programs and services that cater to a wide range of community interests and needs (e.g. for children and families, young people, older people, people with disabilities and CALD community groups)

» Balancing income generation with the meeting of community needs – providing a considered, acceptable balance between generating income through use of space by commercial hirers (e.g. for private functions and business use) with use of space by non-commercial hires that meet key community needs (e.g. subsidised community groups, support services or Council services). This will require a predetermined approach by Council (e.g. through use of ratios) to provide a guide for staff and ensure continuity

» Promoting facility offerings – the lack of awareness of existing facilities and their offerings was raised as an issue in consultation. It is important that the new facility, not only provide relevant offerings, but actively and widely promote them to maximise uptake and ensure community needs are met

» Maximising utilisation – ensuring spaces are offered and used throughout the day and at night.

Note: Maximising utilisation through programing must be supported by the provision of a well-designed building, spaces, fixtures and furniture that enable easy and quick set-up and pack-up as well as adequate storage. It also requires a well administered set of guidelines or rules for room use.

12.4 Development and delivery opportunities and proposed approach

The Lane Cove Library presents an interesting and relevant case study in relation to the delivery of a community facility as part of a larger commercial development. Coles' interest in redeveloping its adjacent supermarket represents an opportunity for a partnership or coordinated approach to the delivery of the Turramurra facility. There could also be some significant urban design related benefits to developing the adjacent sites in coordination, rather than as separate entities. This way access, circulation and the town square interface will be addressed holistically.

Developing the library as part of a commercial development also provides the opportunity to integrate complementary uses by providing commercial space for lease (e.g. by medical practitioners) and further strengthen the site as a community hub, as previously discussed. Also previously raised as a potential opportunity (refer section 10.5) are partnerships with the community service sector and the potential inclusion of additional service provision space.

Another model for consideration in a town centre location is the incorporation of residential uses as part of the facility development. An example of such a development is The Hills Shire Council's Castle Grand – a mixed-use development comprising a co-located central library and community

centre with a multi-story apartment complex above (refer Appendix D for additional information). It is recommended that Ku-ring-gai Council pursue discussions with The Hills Shire Council to understand in detail their approach and lessons learned from the Castle Grand development.

Figure 19: The Lane Cove Library was developed as part of the Lane Cove Market Square Development involving a joint venture between Council and Woolworths. Image: http://www.mainbrace.com.au/

Figure 20: The Hills Shire Council developed Castle Grand as an intergrated library, community centre and residential development. Image: Eltong Consulting

13 Summary and next steps

This report provides a vision for a new district level community facility in the Turramurra Local Centre. The vision for the facility includes a desired character as well as an outline of the spaces and amenities required, to meet the existing and future needs and interests of the community.

The report nominates a preferred siting option which consists of a co-located library and community centre, on the site of the existing library on Ray Street, adjacent to a proposed town square. Highlighted is the need for the facility to maximise the benefits of this prominent, prime location by ensuring a building design that addresses and connects to the new town square.

The report also identifies key opportunities for coordination and partnerships in the design and delivery of the facility and potential additional inclusions, with the aim of strengthening the role of the facility as a community focal point and hub.

The report provides recommendations relating to facility programming and management, which are key to ensuring the facility successfully responds to community interests and needs.

The report also outlines an approach to the provision of other community facilities in the catchment including facilities to be rationalised, uses to be relocated and the potential for additional local-level community centre space.

This report aims to assist Council through the planning process, including through the following recommended next steps:

» Further discussions with Coles to determine the potential for a coordinated approach or partnership in the delivery of a mixed-use development (in line with the vision outlined in this report)

» A feasibility assessment of the site to determine a viable land-use mix

» Identification of potential partnerships (in particular with government agencies and other community service providers)

» Determining a management arrangement for the facility

» Development of a design brief for an architect and determining a suitable design process (including on-going consultation with potential facility users)

» Determining future needs of community services in the Gilroy Road/Lane facilities and an assessment of the options for accommodating services. This would include assessing the cost and capacity to accommodate services in the existing facilities, as well as considering the option to relocate services to alternative accommodation.

Further consideration of recommendations made in this report for other facilities in the catchment.

Appendices

A   Facility catchment population data

Characteristic	Turramurra SA2 2011	Wahroonga-Warrawee SA2 2011	Pymble SA2 2011	Ku-ring-gai LGA 2011	Greater Sydney 2011
Age groups	%	%	%	%	%
0-4 years	5.5	4.9	5.5	5.3	6.8
5-14 years	14.6	15.1	16.7	15.3	12.4
15-19 years	7.1	8.6	8.4	8.0	6.3
20-24 years	4.7	6.4	6.0	5.8	7.0
25-59 years	40.7	42.3	43.4	42.5	49.6
60-74 years	14.8	14.4	13.1	14.1	11.8
75+ years	12.6	8.4	7.7	9.1	6.0
Median Age (years)	**43**	**41**	**40**	**41**	**36**
Household structure	%	%	%	%	%
Couple with children	54.4	55.8	60.4	56.8	48.9
Couple without children	35.1	33.5	28.9	32.2	33.5
One Parent family	9.5	9.6	9.8	9.9	15.7
Lone person	19.7	14.3	13.3	16.2	22.6
Group	1.1	1.4	1.3	1.4	4.3
Dwelling type and tenure	%	%	%	%	%
Low density	81.5	79.4	87.6	79.3	60.9
Medium density	6.8	3.8	3.0	4.3	12.8
Higher density	11.6	16.5	9.3	16.3	25.8
Owned outright or with a mortgage	84.0	81.8	84.42	82.3	65.2
Rented	12.2	15.7	13.6	15.1	31.6
Education enrolment	%	%	%	%	%
Pre-school	6.3	5.0	6.2	5.8	5.7
Primary school	30.4	27.5	30.6	28.8	24.7
Secondary school	26.3	28.2	28.7	27.7	20.4
Technical or further education	4.2	3.9	3.9	3.9	7.6
University or tertiary institution	17.9	20.2	19.3	19.5	16.5
Employment and income	%	%	%	%	%

Characteristic	Turramurra SA2 2011	Wahroonga-Warrawee SA2 2011	Pymble SA2 2011	Ku-ring-gai LGA 2011	Greater Sydney 2011
Employed full-time	57.2	58.9	58.9	58.1	62.1
Employed part-time	33.9	32.1	31.4	32.7	26.7
Unemployed	4.2	4.3	4.6	4.4	5.7
'Professional' or 'manager'	57.6	59.0	60.8	59.7	38.8
Median household income (weekly)	$2,124	$2,565	$2,613	$2,508	$1,447
Cultural background	%	%	%	%	%
Indigenous	0.1	0.2	0.2	0.13	1.2
Overseas born	34.9	36.4	36.2	39.2	40.1
Country of birth other than Australia (5 most common)	England (7.3) South Africa (2.8) New Zealand (2.2) China (2.1) Korea, Republic of (South) (1.5)	England (6.8) South Africa (3.4) New Zealand (2.3) China (2.1) India (1.5)	England (5.6) China (3.4) Hong Kong (2.6) South Africa (2.3) Korea, Republic of (South) (2.1)	England (6.2) South Africa (3.9) China (3.4) Hong Kong (2.5) New Zealand (2.2)	England (3.5) China (3.4) India (2.0) New Zealand (1.9) Vietnam (1.6)
Language other than English spoken at home	18.8	20.3	25.7	24.4	37.8
Language spoken (5 most common)	Cantonese (2.8) Mandarin (2.4) Korean (1.9) Persian-exc. Dari (0.8) German (0.7)	Cantonese (2.7) Mandarin (2.5) Korean (1.5) Hindi (0.8) Persian-exc. Dari (0.7)	Cantonese (4.9) Mandarin (3.7) Korean (2.5) Japanese (0.8) German (0.7)	Cantonese (4.9) Mandarin (3.8) Korean (0.7) Persian (0.2) Japanese (0.7)	Arabic (4.1) Mandarin (3.0) Cantonese (3.0) Vietnamese (1.9) Greek (1.8)

    Denotes statistic of interest

B   Consultation findings

B-1   Stakeholder workshop – key outcomes

Facility and service gaps:

» Secure parking for growing community transport fleet (8 buses)

» A civic square

» Need a larger hall for 80-120 people

» Need picnic tables, benches etc. so people can utilise public space

» Parking – 2 hours is inadequate for public parking

» Multi-purpose rooms for hire with access to food preparation e.g. Lane Cove Community Centre – services upstairs, large room multi-purpose downstairs

» Kitchen and attached dining area for Meals on Wheels for 50 people

» Social spaces for young people with indoor/outdoor connection

» A neighbourhood information hub to disseminate information/services.

Characteristics/personality:

» Accessible – easy access to transport incl. parking; drop off etc.

» Easy – accessible storage

» Leafy & green / Australia native / indigenous component /garden feel

» Welcoming colours; Inviting colours, seating (comfortable / practical); Warmth – welcoming entrance – reception ; a door that is open

» Modern, comfortable functions – café; enclosed children's play area; Inclusive of all age groups; mix of formal / informal functions

» Comfortable seating - for use when you enter;

» Quiet (spaces)

» Light & airy; sun/natural light

» Needs a reception to improve way-finding present services & information; what's happening in Turramurra; greet people/ensure people don't loiter; Technologically integrated ; Effectiveness of audio/visual facilities to absorb the presentation; informative; Onsite staff; Helpful

» Village atmosphere – old/heritage style; ; Not modern, i.e. the older style but practical; A Ku-ring-gai heritage feel; Homely with lots of sun; Not made of glass – wide corridors; Low scale; intimate; Spacious

» Heritage of Ku-ring-gai featured inside e.g. with heritage photos on walls; First fleet, indigenous story; Changing exhibitions / Indigenous Art / Local feel: Photos of local history; Photo of local family; Photo of potential group users

» Well landscaped; indoor/outdoor connections; shaded areas for summer; Public outdoor space to congregate/picnic tables /BBQs; Open areas – for families within it; make a community square; Preserve high light levels and avoid overshadowing, Australian native; Leafy , Bush / "green" feel

» Separate service provision from people coming in

» Safe – non slip pavements; well-lit.

Key Activities, programs and services:

» Spaces for outreach service provision (programs and activities)

» Playgroups story time / Informal children play area – soft play / Run integrated playgroup / Child friendly area with play area next to room to book (functions)

» Meeting space / consultation space for specialist services i.e. Counselling / Training / Dads Group / Leisure rooms for different groups / community rooms varying sizes / Family support / Neighbourhood support / Parenting programs / Seniors activities – UCA / financial planning /

» CLASSES: Computer & other devices classes (especially for seniors) / cooking classes / gentle exercise / photography / workshops, / debating, 50/50 dancing / Drawing classes / Foreign language classes / Craft activities / Classes (e.g. U3A) / Hold meetings – need all mod cons (Video projections / Wi-Fi) / Mah-jong

» Performance: Poetry night / Small musical performance (50-100 sitting) / Interesting talks i.e. (the writers festival is on some authors could come) / cultural talks / Small jazz group / outdoor cinema, performance space / Book reviews / ability to serve food & drinks at performances

» Special occasion/ cultural ceremonies like (Italian New Year, harmony day and nature day) / Family and Friends gathering needing food serving facility (with 20-70 sitting) / Meeting place for social inclusion meals, get togethers / Drop-in dining room meals (coffee/food) Monday-Friday / Host functions e.g. party hire

» Conference facilities – smaller size – for up to medium capacity / seminars, life planning presentations, relief for carers,

» Art gallery

» Volunteering referrals/space – information on wall / Neighbourhood (information distribution) centre / Easy care gardening office/volunteers / Access details about the area in general – i.e. info office

» MOW Kitchen / Produce cook meals for MOW's – separate at present produce – up to 2000 p/week

» Community Transport Hub (a place to bring clients to on route to hospitals etc.) / Lounge area for lonely people to meet e.g. social security to give talks

» Café site for snacks & socialising

» Better storage for all services and users/groups e.g. spinners and weavers need space to put equipment; MOW need fridges;

» Separate service provision to casual user – can't always pack up each day / No service activities in building / security issue

» Outdoor space / lawn bowls / Markets

» Easier access to shops / retail.

Spaces and features:

» Reception/Civic area – reception; places to sit; public art gallery/ local exhibitions; indoor/outdoor connections; information on community services; good signage; meeting place; café; spacious; passive recreational activities; Landscaped area, leafy and green with native plants

» Multipurpose Hall – up to 200 people seated, public able to hire out for private use; Facility for providing food; sound system; lighting; comfortable, light and airy with modern facilities; dividable with activities being able to take place concurrently, timber floors available for dance/exercise classes

» Kitchen – Fully fitted to allow for meals (or at least heating up food for functions/events); For demonstration purposes

» Outdoor area – enclosed soft play area for children; facilities for providing food (BBQ/ kitchenette/ picnic tables); available to rent for parties

» Coffee Shop – indoor/outdoor; alfresco style

» Performance Space – Acoustic walls; Sound system, Timber floors available for dance/exercise classes

» Meeting rooms – Technologically integrated; projectors; internet; Various sizes; comfortable chairs; 3-6 people; Inviting; Able to have child / children playing while adults meet

» Storage Facilities – Community service providers' records need to be kept e.g. accounting records, tax for 7 years receipts etc. large equipment; Shelves for library; Storage space for equipment of hirers; lockable cupboards for different groups/classes e.g. craft, spinning wheels etc.

» Transit Lounge – toilet facilities; comfortable seating; television; internet; tea/coffee facilities

» Office Space / Staff amenities – meeting room/lunchroom; enough toilets; secure garage; disabled access; Use of kitchen with cupboard for our mugs, plates, microwave, tea and coffee

» Purpose built kitchen for MoW – adequate storage of meals provided; freezers; sinks; fridges; ovens etc.

» Training rooms – not affected by noise of other rooms; adequate seating

» Workshop space – for about 15-30 people; tables and doors; IT connectivity

» High-tech space – to conduct class for computers; serviced offices; educational space; technical equipment incl. projector

» Medical centre

» Segregated community facilities and service providers: Gilroy Road/Lane (certain groups); Ray St (certain groups).

Siting Options:

Option: Co-locate all services and facilities in new community hub on existing library site

Pros:

» One-stop shop

» Cost-effective maintenance.

Cons:

» Too big

» Too much traffic/not enough parking

» Overdevelopment

» No village feel

» Will reach capacity quickly.

Option: Co-locate Library and Community Centre in new facility on existing library site & Community services accommodated in redeveloped facility on Gilroy Lane

Nominated by the group as the preferred option.

Pros:

» Existing services continue as is

» Easy access for volunteers

» Enables separation of service provision and community functions --> more security for services; more confidentiality for users of services

» More capacity to manage service requirements

» Splits traffic flow/parking requirements.

Cons:

» Cost of redevelopment not offset by selling assets

» Structural issues for existing buildings – refurbishing for modern facilities v. difficult

» Doesn't allow for growth in service provision in the future

» Separation of services for similar uses reduces agglomeration benefits / info sharing.

Option: Redevelop library on existing site and redevelop Gilroy Lane to accommodate community centre and space for community services

Pros:

None identified

Cons:

» 2 redevelopments – not cost effective

» Waste of space on library side

» Separating community centre and library. Library is community space – it makes no sense to separate the two

» No confidentiality for service users

» Traffic and parking issues for service providers.

B-2   Community survey – key outcomes

Assessment of existing facility provision

How well do existing facilities meet community needs? (What respondents do and don't like)

» Library is run well and in good location but needs more space and more materials/desk space/computer access – many people prefer to use Gordon library

» Aside from the library, the majority of participants said the other facilities did not provide services, programs or activities that were of interest to them

» Another 37.38% said they were not aware of the facilities and 29.91% said facilities did not meet their needs.

Gaps in current facility provision

» Fitness classes- pilates/yoga, dancing and sporting/recreational facilities

» Low cost spaces for hire

» Art/education programs

» Child friendly parks/ places for children to meet/play

» Community support group spaces (mother's groups)

» Farmers market.

Future provision

What activities, programs and services are people interested in?

» Access to library resources- for study and computer/internet access

» Places to meet friends, socialise, relax

» Fitness classes

» Interest clubs/groups

» Adult education

» Children's programs

» Art and cultural exhibitions.

What types of facilities, spaces or amenities should be provided?

» Upgrade the library – it could grow in range and scope as a meeting place, study point or arts centre

» A 'village green', somewhere central for people to meet up

» Art/cultural centre

» Spaces for youth and small children- facilities for young families

» More awareness/promotion of what facilities offer and encouragement to use facilities.

Facilities needed in surrounding suburbs

» Library service in Wahroonga.

Other broader suggestions

» Transport connections are poor, including bus/train connections, pedestrian/cycle ways

» Considerable concern over lack of parking spaces in the area

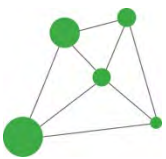» Shopping precincts needs improvement (Turramurra and South Turramurra).

Siting options

Results are included in the table below:

Option 1: Provide all new facilities on the existing library site (Ray Street)	49.4%
Option 2: Provide the majority of new facilities on the existing library site and some facilities on Council owned land on Gilroy Road/Lane	20.0%
Option 3: Provide the majority of new facilities on Council owned land on Gilroy Road/Lane and with some facilities on the existing library site	15.7%
Other	14.7%

C   Guiding principles

The following table includes the guiding principles for the planning and design of community facilities from the Ku-ring-gai Community Facilities Strategy 2014 – discussed in Chapter 7.

A co-ordinated network of facilities	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.

By considering facilities as part of a network, duplication of services, programs, spaces and amenities can be avoided, therefore, representing a more economically sustainable approach to community facility planning.

In the Turramurra district catchment, development of a network will involve considering the role of existing local facilities and how the services and use of these facilities can complement the new district level facility. |
| **Central to catchment and equitable access** | Community facilities should be central and accessible to the population they are intending to serve. Leading practice favours the location of community buildings in urban centres to enhance accessibility and connectivity with related uses. Well used community facilities tend to be located in places that are readily accessible by public transport and where people already congregate, such as shopping centres and schools. These locations increase convenience and decrease car trips by reducing the need for multiple trips when dropping children off at school and/or childcare, linking with transport for journeys to work, accessing services and undertaking everyday tasks such as shopping. These locations also enhance visibility, safety and convenient access. Adequate parking nearby also promotes good access to facilities.

The facility building should comply with the principles of universal design by facilitating access to and use of the facility and its spaces by all individuals and groups (regardless of age, ability, cultural background or level of social or economic advantage/disadvantage). This relates to providing a high level of physical access, connection and way-finding as well as ensuring services, programs and activities are broadly advertised and promoted and are affordable. |

Location to promote visibility and accessibility	To be well used and serve identified social needs, community facilities should be highly visible. Ideally, they should be on a main street with ground floor street frontage for optimum visibility and accessibility. Enabling an awareness of what happens inside also promotes usage. Community facilities are an important part of the civic fabric of our centres and suburbs. Accessibility and visibility through main street locations with a ground floor presence can be important to maximising utilisation and enhancing accessibility. Recent examples like Vinegar Hill Library and Community Centre at Rouse Hill Town Centre in Western Sydney demonstrate how community facility space can be well integrated with town square type development without compromising the availability of valuable retail space.
Clustered/co-located	Co-locating or clustering community facilities, including libraries, community centres and community service centres, is presented as a key principle for the provision of community facilities in Ku-ring-gai. The community hub model, which involves co-locating facilities on neighbouring sites or in a single building, is also proposed as a key approach for consideration for Ku-ring-gai. Community hubs provide a range of offerings and can, therefore, become key focal gathering points within a community; attracting a range of users and promoting social connection and cohesion. The community hub model can extend beyond co-locating community facilities, to clustering community facilities with other activity generating uses such as transport nodes, shops, schools, childcare, parks and playgrounds. Clustering can also contribute to overall sustainability by reducing the need for multiple trips and allowing residents to carry out a number of tasks in a single location through a single trip. Case study research demonstrates the preference of users of community facilities to combine trips with shopping and other activities.
Flexibility and multiple use	Community facilities should be designed and built to maximise flexibility in use, so they can respond and adapt as needs change. Where possible, buildings should be capable of delivering a range of programs and services, rather than designated for single uses or specific target groups that may quickly become out-dated. Flexibility is enhanced by providing multi-purpose spaces capable of accommodating a diversity of uses, thereby enabling a range of activities and target groups to use the facility and, in doing so, ensure maximum use and optimisation of space. Multi-use facilities are also more dynamic and 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.
Serving identified social needs	Community facilities should address the social needs of the particular community in which it is located in order to contribute to residents' and workers' health, wellbeing and quality of life. Programs, activities and services offered should respond to the needs and interests of the people that live and work around it and foster long term social benefits for the community. The planning and design of a community centre should reflect the potential programs, activities and services envisaged.

Inclusive and welcoming	Facilities should be welcoming and accessible to people of all ages, cultural backgrounds, abilities, income levels and interests. This can be achieved not only through the provision of spaces catering to different groups and a design that provides universal access, but also through effective programming – ensuring activities and services are provided for a broad range of people. In doing so, facilities can also play a role in helping to bring together different groups in the community.
Contribute to public domain and sense of place	Community facilities should contribute to urban vitality, local identity and sense of place, and become important focal points and gathering places for the community. A strong connection between the facility and the broader community can be fostered through development of facilities on landmark sites and with distinctive architecture and quality design. Community facilities should be distinctive civic buildings and welcoming places, and should present as a reflection of local culture. This helps ensure they develop a strong local profile and are well known in the community, thereby promoting high levels of usage. Incorporating public art into the building design is also important in creating distinctive and welcoming community centres. Public art is an important avenue to tell local stories and to create places that are recognised and valued in the community.
Near open space for activities and events	Locations adjacent to open space including town squares, village centres and parks increase the range of activities that can occur on community facilities land. As an example, community centres adjacent to parks and playgrounds are ideal locations for playgroups. Facilities located next to civic squares provide opportunities for markets, festivals and similar events. Locating community facilities near open space areas is another approach to enhancing utilisation, flexibility of use and providing opportunities for a wider range of community building activities. It is also another way to ensure that community facilities are integrated into their surrounding physical environment and seen as 'part of the community'.
Connected to public transport, pedestrian and cycling networks	Planning for community facilities requires a focus on enhancing efficiency and utilisation. Public transport enhances accessibility for all population groups. As a principle, 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.
Of sufficient size and design to enable expansion and adaptation	It is difficult to precisely predict the absolute requirements for community facilities for a future population. Assumptions about demand are based on current projections regarding future populations. These projections may change and therefore affect requirements for community facilities land. Past experience has shown that it is important to provide some flexibility in the provision of community facility space.

Financial and environmental sustainability	Community facilities should be financially sustainable and provide value for money for their users, owners and operators. While capital costs are a major issue, ongoing operational costs are also important. Key considerations include building design that reduces ongoing operating and maintenance costs as well as design that considers cost recovery including the incorporation of space for lease for either community or compatible commercial uses

Delivering environmentally sustainable buildings is a mandate for many local governments. Community facility buildings offer opportunities for Council's to lead by example, demonstrate new sustainable materials and technologies and become leading practice projects with an educational role.

Environmentally sustainable facility buildings typically have lower operating costs and are, therefore, are also a more financially sustainable option. |
| **Safety and security** | Community facilities should be designed in accordance with Crime Prevention through Environmental Design (CPTED) principles. They should provide a high degree of personal safety for people entering and leaving the building, especially at night. Locating facilities in activated areas such as urban centres ensures higher levels of passive surveillance and increased security. |
| **Avoidance of conflict with neighbouring uses** | Master planning processes can provide an opportunity to locate community facilities uses in areas where impacts on residential and other uses can be minimised. Siting facilities to incorporate some form of separation and/or buffering from residential areas is often an important consideration in reducing any potential future conflict. Design and building orientation are also important considerations. |

D   Case studies

D-1   Woodcroft Community Centre

Key characteristic of interest: A co-located community centre, library and neighbourhood centre and Council customer service point

Location: Woodcroft, South Australia

Governance: City of Onkaparinga

Costs: $8.75 million capital costs

Established: Opened 2011

Size: 3000sqm

Woodcroft Community Centre

Image: City of Onkaparinga

Community characteristics

Woodcroft is a metropolitan suburb of Adelaide, located 20km south of the Central Business District and has a population of 10,868. The community comprises mostly families with children. Medium or high density dwellings make up only 1% of the overall dwellings (2011 figures).

Objectives and focus

Redeveloped in 2010, the new Community Centre accommodates the former Woodcroft Library and Woodcroft/Morphett Vale Neighbourhood Centre, as well as a new Council customer service point. The redevelopment was supported by the Australian Government's Green Precincts Fund with a focus on creating an iconic and sustainable green hub in southern Adelaide. The objectives of the community centre redevelopment were to deliver a multi-function facility that would:

» Create a stimulating focal point for the community by co-locating services and facilities in one centre, in order to increase service presence and community awareness

» Provide an iconic and sustainable green hub that would serve as a learning and demonstration site for energy efficient living.

Key inclusions

The Woodcroft Community Centre includes the following facilities:

» Neighbourhood centre

» Library

» Crèche

» Computer training room (also for hire)

» Customer service point

» Reception

» Kitchen

» 6 meeting rooms for hire with audio and visual facilities with access to kitchen.

The redevelopment of the building included a number of key design features, in particular a transparent façade, so that passers-by can see what is happening inside. This also contributes to the facility's light and airy interior and strong indoor-outdoor connection.

A range of green design principles informed the redevelopment. The building includes improved insulation and ventilation, rainwater capture and reuse and energy efficient lighting. The facility also includes flexible and well-appointed meeting and activity spaces. The largest space (which can be internally divided) has met a previously unmet demand for meeting space in the area and is a key source of revenue generation for the community centre.

Management

The Neighbourhood centre is largely staffed by volunteer community members and the Library is staffed by council staff librarians.

In 2013, the City of Onkaparinga council commissioned a post-occupancy study of the new community centre. This was an important step in the ongoing monitoring of the facility.

The study found that the facility, although multipurpose in design, essentially operates as two separate facilities. There is very little interaction and collaboration between the community centre and the library. This means that the benefits of the multipurpose, co-located facility are not being fully realised. The study also noted that, although the Woodcroft Community Centre was generally regarded as an appealing new building, it was not meeting its full potential. The post occupancy study highlighted opportunities for:

» Increased promotion of the Community Centre, facilities and activities to help address a lack of awareness within the community and opportunities for increasing the welcoming feel of both

the Neighbourhood Centre and Customer Service Point (e.g. through physical and customer service improvements)

» A greater variety of activities, programs and events may be explored to address existing (and future) demand. In addition, extended opening hours were also suggested as an important issue for consideration to improve convenience and use of the Community Centre.

» Feedback mechanisms such as meetings, surveys or feedback forms may be used to test options or obtain feedback from key stakeholders as well as users / non users of the Community Centre into the future.

In addition, a key priority that came out of the study was the need for the Library and Neighbourhood Centre to function more cohesively. Opportunities to develop cohesion across a large multi-function community centre could include:

» Regular whole of building meetings

» Joint team meetings, discussions and planning activities

» The creation of an overall Community Centre Coordinator role.

Lessons for the Turramurra district facility

» A facility involving co-location should maximise the benefits of its arrangement by ensuring interaction and co-ordination between the different components

» Consider management models and resourcing arrangements for a facility early in the planning and design process

» Engage with future users and operators of the facility early and provide opportunities for relationship building

» Providing a facility that meets community needs does not end at completion of construction. Regular reviews of facility performance (including facility programming) will enable issues to be identified and addressed. Consider undertaking a post-occupancy study following occupation of the Turramurra district facility.

D-2   Lane Cove Library

Key characteristic of interest: A central library facility delivered in coordination with a town centre commercial development

Location: Lane Cove, Lower North Shore Sydney

Governance: Lane Cove Council

Costs: $7 million capital costs

Established: Opened 2010

Size: 3,301sqm

Lane Cove Library. Image: Elton Consulting

Community characteristics and location

Lane Cove is an established suburb with a socially and economically advantaged, educated community with a high proportion of primary, secondary and university students (compared to Greater Sydney). The Lane Cove Library is located in the Lane Cove Town Centre in the Lane Cove Market Place – a multi-use development in the heart of the centre, fronting a pedestrian mall (Lane Cove Plaza).

Objectives and focus

The library was delivered as part of $35 million joint venture project between Lane Cove Council and Woolworths. The 7 storey development consists of a 3 storey car park, a Woolworths supermarket, 18 speciality shops, 2 floors of commercial space and the Lane Cove (central) Library.

The project sought to refurbish and extend the existing library (a heritage building) to create a modern library with offerings to meet contemporary community needs. A key focus was the integration of the development into town centre and its village environment and enhancement of

the retail precinct. It is widely considered that the development has been successful in achieving these objectives.

Key inclusions

The Lane Cove Library is a large, central library comprising two stories with public space on the ground floor and administration and staff areas (including workroom, storage room, staff offices and amenities) on the second floor.

The public area consists of:

» Reception area and lounge area with comfortable seating display cabinets, lockers, community notice board and large magazine/newspaper display stand

» A spacious area and flexible layout. Flexibility is provided through the open plan space, shelving on wheels, moveable (not fixed) equipment and amenities and flexible room arrangements (including room dividers and bi-fold openings)

» Large collection space

» A number of meeting, training and study rooms of various sizes with dividers to provide flexibility. The large meeting room also has bi-fold walls to enable it to open up to the library. Meeting rooms include high quality audio-visual systems

» Seating areas, reading and study areas (a wide variety of arrangements including lounges, large communal desks and smaller tables and chairs). Desks and chairs are also provide in the children's to encourage use by other groups outside the popular hours for children (thereby maximising utilisation of the space)

» Photocopy room

» Local history centre

» Separate youth lounge

» Spacious children's area consisting of large open space with a flexible layout

» Wi-Fi throughout and computer area

» High-tech systems including access control return chutes an electronic self-check out

The many offerings make the library a busy, active and popular community space. The fit-out is of a very high quality. It is colourful and contemporary, while also appearing warm, comfortable and inviting. The abundant seating, including informal lounge seating throughout the library, encourages people to stay, relax and enjoy the space. It has very much a feel of a 'community lounge' or the 'living room away from home'.

The library is very popular with students as it caters well to their needs by providing a wide variety of spaces to meet and study. It is an inclusive place for young people – openly welcoming their use of the library and providing a 'youth' specific place/room.

The high quality amenities make the library a valuable community resource. Library staff also report that the meeting spaces are popular not only for community use but are also hired for business meetings.

Delivery and management

The library shell was delivered as part of the overall development, from which Council managed the fit-out. The $7 million refurbishment (of the old library) and fit-out was funded by Council, assisted by a $180,000 Library Development Grant. Sustainable inclusions were funded by Council's Sustainability Levy.

The library, managed by Council library staff, functions somewhat as a pseudo community centre, offering a variety of well-appointed, flexible rooms for hire. Not only the inclusion and design of these spaces make this possible; the progressive approach and capabilities of Council's library staff, who manage the programing and bookings for the library's many spaces, support this function. The library manager reported of the staff's enthusiasm in the uptake of their expanded roles and a shared commitment to a new, contemporary model for library provision.

Lessons for the Turramurra district facility

» Investigate opportunities to deliver the facility as part of larger, mixed-use development and coordination or joint venture arrangements with commercial partners

» A successful, popular community facility can contribute the enhancement and enlivenment of a town centre and retail precinct

» Rethink the traditional role and functions of a library. Create a truly modern library that provides new offerings and inclusions. Provide a range of spaces for different uses and high quality amenities that attract new users (e.g. hirer of rooms for business meetings that can be an additional income generator)

» Create spacious, flexible and adaptable layouts

» Encourage people to stay, relax and enjoy community facilities by providing a wide variety of offerings as well abundant comfortable seating, a pleasant environment and a welcoming atmosphere. Consider the role of a community facility as a 'community lounge' or 'second living room'

» Create a place that is inclusive, particularly for young people. Provide a range of spaces, amenities and programs that meet their needs and an atmosphere that welcomes their use of the facility

» A contemporary design and fit-out can also produce a place that is warm, welcoming and comfortable.
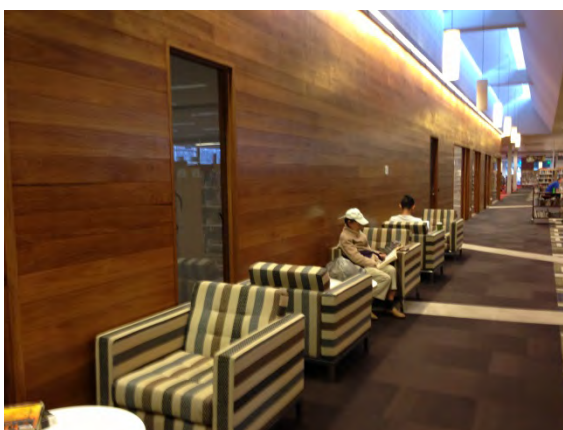
The interiors are colourful and contemporary, while also appearing warm, comfortable and inviting. The abundant seating throughout the library encourages people to stay, relax and enjoy the space. Image: Elton Consulting

The library has a large reception area and lounge area with comfortable seating display cabinets, lockers, community notice board and large magazine/newspaper display stand. Image: Elton Consulting

The library has a range of meeting rooms with flexible layouts through the use of room dividers and moveable glass partitions. Image: Elton Consulting

The library is an inclusive place that welcomes and supports use by young people. It includes a designated youth space as well as other areas for reading and study. Image: Elton Consulting

Flexibility is provided through the open plan layout, shelving on wheels (pictured above), moveable equipment and amenities and flexible room arrangements (including room dividers and bi-fold openings. Image: Elton Consulting

D-3   Vinegar Hill Library and Community Centre

Key characteristic of interest: A multistorey community facility in a town centre location

Location: Rouse Hill, north western Sydney

Governance: Hills Shire Council

Costs: $12.35 million capital costs

Established: Opened 2008

Size: Library – 1,300sqm. Community centre – 1,100sqm

Vinegar Hill Library and Community Centre

Image: Elton Consulting

Community characteristics

Rouse Hill is currently being developed as a new suburb on Sydney's north western fringe. In addition to being a regional commercial and service centre for the North West Growth Area, the Rouse Hill Town Centre contains around 1,800 dwellings, including higher density apartments in the core of the town centre.

Objectives and focus

The Vinegar Hill Library and Community Centre is intended to serve the local community as well as the district population of around 20,000 people. The joint venture developing the Rouse Hill Town Centre identified 'lifelong learning' as key element of creating a sustainable community. The Vinegar Hill Library and Community Centre was identified as a key initiative in providing lifelong learning opportunities and, accordingly, this was a focus of the facility.

The project also sought to create a focal point for the new and surrounding communities and, therefore, the location selected for this facility was a prominent site in the Rouse Hill Town Centre.

Key inclusions

The Vinegar Hill Library and Community Centre is a multipurpose, integrated community facility, occupying a three level building in a central location, fronting onto the town centre's main plaza. The plaza contains ample seating, public art and water features providing a sunny place for people to sit, meet, relax and a place for children to play.

Although located on the town square, the facility does not make the most of this prime location. Although well-signed, the entry to the facility is small and insignificant – consisting of a set of underwhelming automatic doors. The façade is dark, reflective glass, makes it is difficult to see inside the facility – which does not assist promotion of the facility or encourage passes-by to enter. The facility also lacks a strong presence as (to avoid use of prime retail ground floor space) the library and community centre are on upper levels (the library on Level 2 and community centre on Level 3). There is only a small foyer at ground floor level.

A café connected with the facility and located at the entry, has a good street presence. It is a popular place that helps to active the town square and the facility entry.

The library is 1,300 square metres and the community centre is 1,100 square metres, comprising a number of meeting and activity rooms of different sizes. The facility was also planned with additional space to enable expansion over time to ensure that it would continue to meet the needs of a growing population. Spare capacity has been leased to commercial organisations in the short term.

The facility also houses the Learn2 Learning Hub – a shared learning space for a range of business, education and community organisations (including TAFE NSW – Western Sydney Institute, Australian Business Limited Apprenticeship Centre, JobQuest, Sydney Hills Business Chamber, NorthWest Community College and KUMON Rouse Hill). Learn2 focuses on incubating learning and promoting opportunities within the region by:

» Providing a new and different learning environment for all ages

» Enabling learning service providers and learning partners to book the facilities to deliver programs

» Helping to build strong relationships with the Vinegar Hill Memorial Library and Community Centre

» Creating a learning centre that responds to the needs of Rouse Hill and the surrounding area's requirements

» Making referrals to other learning services and agencies – e.g. children's programs in the centre

» Acting as a conduit between local schools, businesses and the community

» Offering a convenient access point for advice on training and employment needs of the community.

Delivery and management

The development was a joint venture between Landcom (now UrbanGrowth NSW), the NSW Department of Planning (now the NSW Department of Planning and Infrastructure), the GPT Group and Lend Lease.

Prior to releasing a tender for the joint venture development of Rouse Hill, Landcom and the Department of Planning worked with The Hills Shire Council to identify the community facility needs of the area, taking into consideration the existing community needs as well as those likely to be generated from the new development. A library and community centre were identified as key community facilities during the early planning stages for the town centre, enabling the facilities to be included in the tender for the development.

The successful joint venture team then conducted extensive research into the learning and community requirements of the Rouse Hill region. This found that for a successful learning culture to be established a broad range of learning opportunities, strategically targeted to interested learner groups within the community, must be provided. This research formed the base platform for learning activities within Rouse Hill. As a result the developers contributed considerable funding for the facility and seed funding for programs such as Learn2.

Top: Vinegar Hill Library and Community Centre entry and Rouse Hill Town Plaza

Bottom: Vinegar Hill Library

Images: Elton Consulting

Lessons for the Turramurra district facility

» A community centre in a town centre location, co-located with a town plaza can create a vibrant, activated focal point or hub within a community

» Multistorey facilities represent an efficient design solution however, it is important that they retain a prominent ground floor/street presence

» Additional opportunities for partnerships and funding may be presented when community facilities are provided as part of a greater retail or commercial development

» A well located café can help to enliven and activate a community facility.

D-4   Mount Druitt Community Hub

Key characteristics of interest: Staffed, multi-storey district level community facility in a town centre

Location: Mt Druitt, western Sydney

Governance: Blacktown City Council

Established: Opened 2011

Costs: $8 million capital costs

Size: Library – 1,900sqm. Community centre – 1,900sqm

The Mount Druitt Hub

Image: Elton Consulting

Community characteristics and facility location

Mount Druitt, a suburb in the City of Blacktown, has a population of around 16,000 people. The Mount Druitt community has relatively high levels of need, with the Mount Druitt Town Centre containing many community organisations providing key community services (including welfare services). The community is also highly diverse with a large number of young families, and contains a high proportion of social housing.

The Hub is well located in the Mount Druitt Town Centre, near the railway station and co-located with the main shopping centre and the Mount Druitt Swimming Centre. Also nearby are the Mount Druitt Community Health Centre and Mount Druitt Police Station.

Objectives and focus

In 2011, an older library and senior citizens centre in the centre of Mount Druitt were redeveloped to create the Mount Druitt Hub – a contemporary, multipurpose, district level facility. The project focused on the co-location of a number of key community facilities including a library, staffed community centre and office space for community organisations.

The Mount Druitt Hub is one of several integrated community facilities which have been built, or are in the final stages of planning, by Blacktown City Council. Blacktown focuses its hubs on lifelong learning, health and wellbeing, recreation and culture. The Mount Druitt Hub was envisaged as a welcoming place for a diverse range of people of different ages, cultural backgrounds and interests.

The Mount Druitt Town Centre experiences high levels of crime and issues with safety and security. A key objective of the planning and design process was the creation of a building that would be a safe and comfortable place for visitors. It is also an area with high levels of vandalism; therefore, there was a focus on the creation of a robust building with solid, durable materials. As this was a key objective, the building does appear to have a somewhat hard and stark appearance.

Key inclusions

The Hub, a multipurpose community facility of 3,800 square metres, contains a new library of 1,900 square metres on the ground floor, accessed from the Town Square on the south-western side of the building. The ground floor entry also contains a café, run as a social enterprise by Jesuits Social Services. The café is well located with a good external presence at the front of the ground floor foyer. The café provides a welcoming entry, inviting in those who may be otherwise intimidated to enter a library. However, the café has struggled to be viable, with operators arguing that the space is not big enough from which to operate a catering service, which they believe would help sustain the business.

The community centre on the upper level is accessed either internally from the ground floor or directly from the car park on the north-western side of the building. It includes a reception desk and staff office (the Hub is staffed by Council) as well various activity and meeting spaces available for regular bookings and casual hire. There is also a designated seniors' space. This space, (clearly branded as the 'Seniors Centre'), as opposed to a shared space, emerged as an important inclusion during consultation in the planning phase. The shared community centre spaces and the Seniors Centre are on opposite sides of the building; however, they are well integrated and do not appear as separate facilities as they share the same entry.

While the ground floor is easily accessed from the town square, entry from the car park to the upper level is less welcoming in terms of its accessibility. The main access is via a set of stairs (although a ramp is provided).

The community centre has good natural surveillance due to its simple layout of spaces, accessed from a main corridor. Apart from the well located café, the Hub lacks a personal, staff presence at the entry as the reception desk is located at the rear of the upper level. While visitors entering the community centre from the ground level can be greeted and assisted by staff, those entering on the upper level have to pass through the centre before they can be assisted.

The Centre hosts many regular community activities, programs and services including fitness, recreation and healthy lifestyle programs (e.g. dance, yoga, Zumba and Weight Watchers), cooking classes, parenting and playgroups, youth employment services, cultural group specific activities and activities for seniors. It is also a venue for corporate meetings and functions as well as for prominent visiting institutions running programs (e.g. the National Institute of Dramatic Art – NIDA).

Delivery and management

Blacktown City Council funded the development of the Mount Druitt Hub through a combination of developer contributions and grant funding from the Australian Government under the Regional and Local Community Infrastructure Program.

Lessons for the Turramurra district facility

» Co-locate the facility with a prominent civic open space

» Ensure a staff presence at all key entry points. Locate reception desks in prominent locations and ensure good visual access to facility entries

» Provide strong physical and visual connections between different levels of a multistorey community facility

First floor entry to the community centre

Image: Elton Consulting

Top: Ground floor entry to the library from the town park

Bottom: Children's area in the Mt Druitt Hub Library

Images: Elton Consulting

D-5   Castle Grand Library and Community Centre

Key characteristics of interest: Multistorey community facility incorporating other land uses (residential)

Location: Castle Hill, north-west Sydney

Governance: The Hills Shire Council

Established: Opened 2004

Cost: $10 million capital costs (community facility component)

Size: Library – 1,900sqm. Community centre – 2,000sqm

Castle Grand Library and Community Centre with residential dwellings above

Image: Elton Consulting

Facility location

The Castle Grand facility is located on the edge of Castle Hill Town Centre adjacent to the main Castle Hill shopping centre, cinema complex and large car parking facilities. Within the precinct are a police station, local park, high school and primary school. A train station has been proposed approximately 200 metres from the centre. The centre is accessible by bus, bike and foot. While the facility is located close to town centre it lacks strong connection to surrounding land uses. This is primarily due to the shopping centre opposite lacking any street frontage (providing a solid wall to the street and absence of pedestrian entries). This has resulted in the facility appearing and feeling somewhat isolated.

Objectives and focus

Baulkham Hills (now The Hills) Shire Council recognised the need to replace a dated existing community centre in Castle Hill. A nearby site was purchased for a new library and community centre. The initial conception of the facility was as a function centre. During planning for the new Castle Grand facility, discussions with the Area Health Service took place regarding the need for a better located early childhood centre and health service.

Based on these discussions the original concept for the facility grew. The focus turned to a multipurpose community centre and library. The centre was then designed and purpose built for functions, conferences and events as well as for use by community groups and hirers.

Key inclusions and design

The Castle Grand facility includes:

» A library (1,900 square metres) on ground floor level incorporating a café (leased to a private operator), Council customer service centre and internet facilities

» A community centre (2,000 square metres) on the lower ground floor with a 500 seat auditorium, four meeting rooms accommodating 20, 40, 90 and 180 people respectively. The community centre is managed by Council staff and spaces are hired to both regular and casual users

» An early childhood health centre also on the lower ground floor.

An eight storey residential apartment building above the library and community centre as well as community and residential car parking (262 spaces beneath) were also part of the greater development.

The library and community centre are very separate entities that lack a strong physical connection (being on separate levels with separate entries). There appears to be little coordination between the two components.

The facility is new and modern; however, as part of a high rise development the facility has the feel of a commercial building. While the café gives the library a more informal feel, the community centre lacks spaces that encourage people to sit and gather. The centre has a more formal feel with large corridors and a lack of natural light. It lacks a welcoming, local, comfortable and relaxed feel (desired by stakeholders as key characteristics for the Lindfield facilities). The Castle Grand Community Centre appears more focused on the hiring of spaces and, therefore, has the feel of a function centre rather than a place for the community to meet, gather, connect and participate in community life.
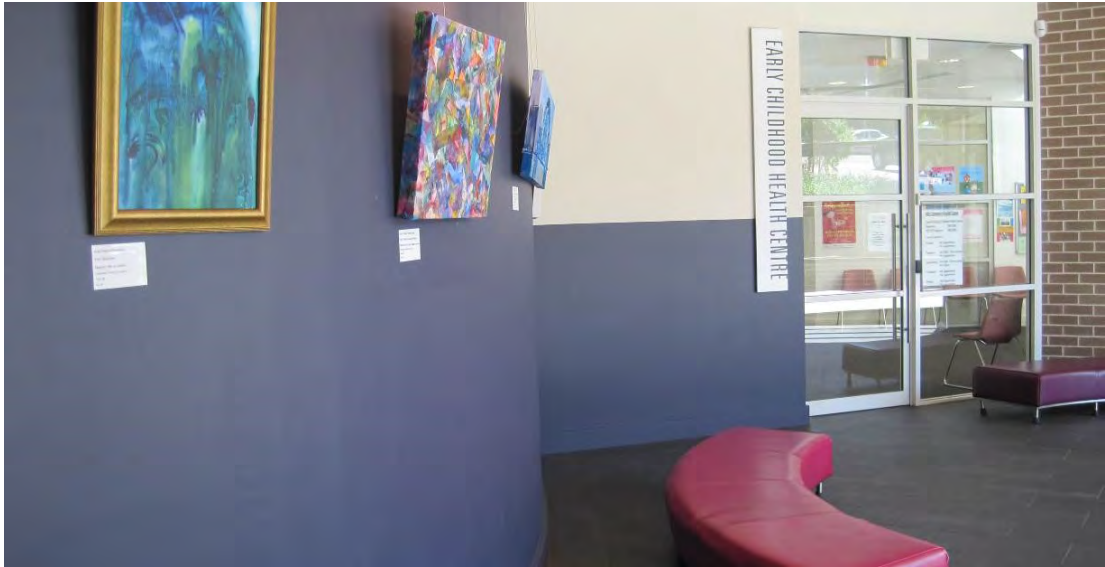
Early Childhood Health Centre within the Castle Grand Community Centre

Image: Elton Consulting

Delivery and management

Council adopted an entrepreneurial approach to the facility as it was evident in the early stages that Council would not be solely able to fund up front the costs of the facility. Acting as a developer and owner, Council commissioned a private developer to deliver 62 residential units at an agreed rate of return. The profits from the development were then invested in community facilities. Council staff report that what is essentially a $24 million facility, cost Council in the vicinity of $8-10 million due to the cross subsidy achieved by the inclusion of the residential units as part of the development.

Council acted as developer and went to tender for construction and sales. Taking apartments to the market proved challenging and an alternative arrangement (such as a Public Private Partnership) would likely be considered for future projects.

The original intention was that the community centre would operate at no cost to Council through revenue from functions and events. However, availability of facilities to host large events has been limited due to high levels of usage by regular hirers. The design of the building also requires the community centre to be staffed whenever spaces are hired for functions, resulting in high operational costs.

The café component has been very successful and is seen to add significantly to the use and vibrancy of the facility, as well as providing an income stream.

For the Early Childhood Health Centre a lease has been negotiated with the Area Health Service where it pays a below market rate for the space.

Lessons for the Turramurra district facility

» A town centre location for a community centre is not adequate in itself. High quality access and pedestrian linkages to surrounding land uses are critical to ensuring a facility is well connected and activated. Surrounding land-uses must also adequately address the facility and connect to it

» Ensure the separate entities of a facility are well connected to encourage users to move around the building and access its different components regularly. This will strengthen the facility as a whole and assist in raising awareness of the range of offerings

» Encourage the interaction and coordination of staff from the different facility components. This could be achieved through shared amenities to encourage interaction or through shared initiatives (such as event organisation and other facility programing)

» Although it is important that the Turramurra district facility is economically sustainable through maximising utilisation and hiring of space to commercial users, it is important that it does not have the appearance of, or be run as, a function centre. Ensure a balance in the programming of a facility between commercial and community use. The inclusion of informal spaces also promotes a facility as a key public place where people can regularly visit to access services and programs or a place for people to sit, meet and gather

» Consider the integration of community health services or other service provision in, or connected to the facility.

TOP: The café in the Castle Grand Library

BOTTOM: The Castel Grand Community Centre

Images: Elton Consulting

D-6 Surry Hills Library and Community Centre

Key characteristics of interest: a multistorey, award winning, environmentally sustainable building with a local focus

Location: Surry Hills, inner city Sydney

Governance: City of Sydney

Established: Opened 2009

Costs: $13.8 million capital costs

Size: 2,500sqm total area

Surry Hills Library and Community Centre

Image: John Gollings

Community characteristics and facility location

Although it has a relatively diverse population, Surry Hills has in recent decade's undergone gentrification, with a significant number of affluent newcomers to the area.

The Surry Hills Library and Community Centre is located in a prominent location on the main commercial strip in the village centre, co-located with shops, restaurants and other services.

Objectives and focus

The project involved close consultation with the local community, which overwhelmingly wanted a place for all community members to share. A gap in childcare services in the area was also identified during the planning process.

Following the delivery of many iconic public open spaces across the City in recent years, the City of Sydney Council was committed to the delivery of an equally iconic public building in Surry Hills in their planning of this facility.

A hybrid building amalgamating a range of key community services and facilities was proposed and the objectives of the redevelopment of the Surry Hills Library and Community Centre were to deliver a facility that would:

» Become a key focal point within the community

» Be architecturally iconic

» Reach a high level of sustainability.

These objectives were also in accordance with the City's vision to be 'Green, Global, Connected'.

Key inclusions

The centre co-locates a number of facilities in multi-storey building with a small site area of 700 square metres. Facilities include:

» A branch library on the ground floor with a collection tailored to local community interests

» A café at the entrance to the library

» A neighbourhood centre providing information and referral services targeting disadvantaged groups

» A number of meeting rooms available for hire

» A commercial kitchen

» A flexible hall suitable for a variety of uses

» A childcare centre on the third (top) floor

» An adjoining open space which provides an outdoor meeting space and venue for small events and weekly markets.

The community's desire for a welcoming, shared space was also transcribed through the building design. The building's main feature is a glass façade, which allows community members to view the activities occurring within the building from the street. It provides a strong indoor-outdoor connection and natural surveillance of the street and adjacent open space.

The childcare centre provides outdoor roof-top play areas and entry arrangements providing secure access.

The building also incorporates many leading practise environmental features. It has won many awards for its innovative design and sustainability features.

Management

The library is staffed by Council and the neighbourhood facility managed by a not-for-profit community organisation – Surry Hills Neighbourhood Centre. The childcare centre is run by a separate independent operator.

Left – The Surry Hills Library and Community Centre glass facade. Image: John Gollings.

Right – the various levels and facilities within the Centre. Image: Elton Consulting.

A light and bright seating area in the Surry Hills Library, with glass façade providing natural light.

Image: Peter Bennetts

Lessons for the Turramurra district facility

» Identify local community needs and service gaps and ensure the facility successfully responds to these

» Multistorey facilities are efficient design solutions in town centre locations where site area is limited

» Co-locate the facility with open space for outdoor community events

» Use an iconic building design to reflect community and council's objectives

» Include and promote environmental design features

» A transparent façade can create a strong street presence, connecting a building to its surrounds and allowing passes-by to see in. The result is an inviting, welcoming and activated place. Providing this opportunity to see inside the facility entices passes-by to visit.

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