

# Community Engagement Report

## Nillumbik Youth Hub



YOUTH

**Thank you to all the community members who have taken the time to provide feedback on the Youth Hub.**

If you need this information in another format, please call Nillumbik Shire Council on 9433 3111 or email [nillumbik@nillumbik.vic.gov.au](mailto:nillumbik@nillumbik.vic.gov.au)

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## Acknowledgement of Country

Nillumbik Shire Council respectfully acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners of the Country on which Nillumbik is located. We value the significance of the Wurundjeri Woi-wurrung people's history as essential to the unique character of the Shire. We pay tribute to all First Nations People living in Nillumbik, give respect to Elders past, present and future, and extend that respect to all First Nations People.

We respect the enduring strength of the Wurundjeri Woi-wurrung and acknowledge the ongoing impacts of past trauma and injustices from European invasion, massacres and genocide committed against First Nations People. We acknowledge that sovereignty was never ceded. Wurundjeri Woi-wurrung people hold a deep and ongoing connection to this place.

We value the distinctive place of our First Nations people in both Nillumbik's and Australia's identity; from their cultural heritage and care of the land and waterways, to their ongoing contributions in many fields including academia, agriculture, art, economics, law, sport and politics.



## Inclusion statement

Nillumbik Shire Council is committed to creating a fair, equitable and inclusive community where human rights are respected, participation is facilitated, barriers are addressed and diversity is celebrated. We support the rights of all people regardless of age, gender, ability or background. We value the diverse and changing nature of our community and understand that some groups and individuals experience more barriers than others.

# Project background

**Nillumbik Shire Council has received \$300,000 under the Victorian Government's Youth Hubs grant program 2022-23, which will be matched by Council to support the establishment of the first youth hub for the Shire by mid-2024.**

As part of this project, Nillumbik is redeveloping its community facility located at 32-34 Elizabeth St, Diamond Creek, into a dedicated, stand-alone youth hub to provide centralised support for young people 12-25 years old.

## **The draft concept plans include scope for:**

- Upgraded modern facilities, featuring an entry, foyer/reception, kitchen upgrade, one large multi-purpose room, two program rooms, office space, two consulting rooms
- IT - equipped rooms to support delivery of hybrid programs and meetings
- Accessible and ambulant toilet facility with shower facilities
- New floor finishes, repainting throughout and upgraded building services
- New outdoor covered area, including improved access, seating and shade.

The community engagement period on the draft designs for the Youth Hub ran from 30 June – 25 July 2023 on Council's Participate Nillumbik website.

In line with Nillumbik's Community Engagement Policy, and in an effort to reach as many people as possible, a range of promotional tools and information resources were used to encourage and support meaningful participation.



# How we engaged

Community were invited to provide feedback on the draft designs for the Nillumbik Youth Hub between 30 June and 25 July by completing an online survey available on Participate Nillumbik, or participating in a workshop hosted by Council's Youth Development team.

The below table outlines the various methods used to engage with the community.

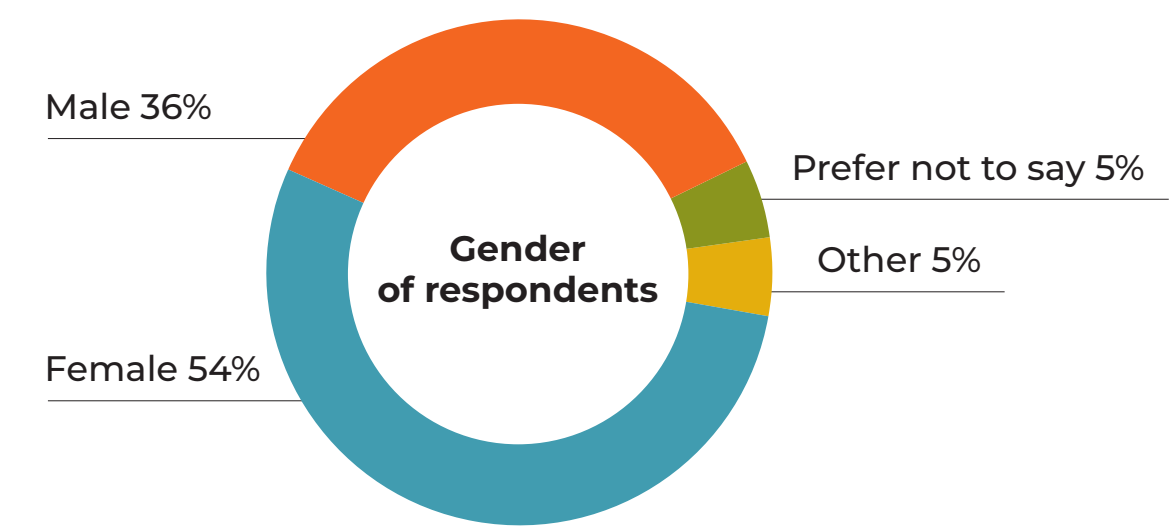
	<b>Website</b>	Total of 669 visits to the Participate Nillumbik website
	<b>Posters</b>	A total of 200 posters were available and displayed across the Shire
	<b>Postcards</b>	A total of 200 postcards were made available and distributed to stakeholders
	<b>Social Media</b>	A total of 13 social media posts and two paid targeted ads reaching a total of 13,960 people and engaging 540 people
	<b>Video</b>	A total of 1,349 views were received on the Youth Hub video
	<b>Newsletter</b>	The Youth e-newsletter and other community newsletters were used to engage community.
	<b>Word of mouth</b>	Information was shared with a range of stakeholders and networks through emails and meetings during the engagement period.
	<b>Community newspapers</b>	Articles were shared in Nillumbik News.

# Who we engaged with through our survey

A total of **85 responses** were received from the online survey provided on Participate Nillumbik. The following provides a breakdown on the demographics of respondents to the survey.

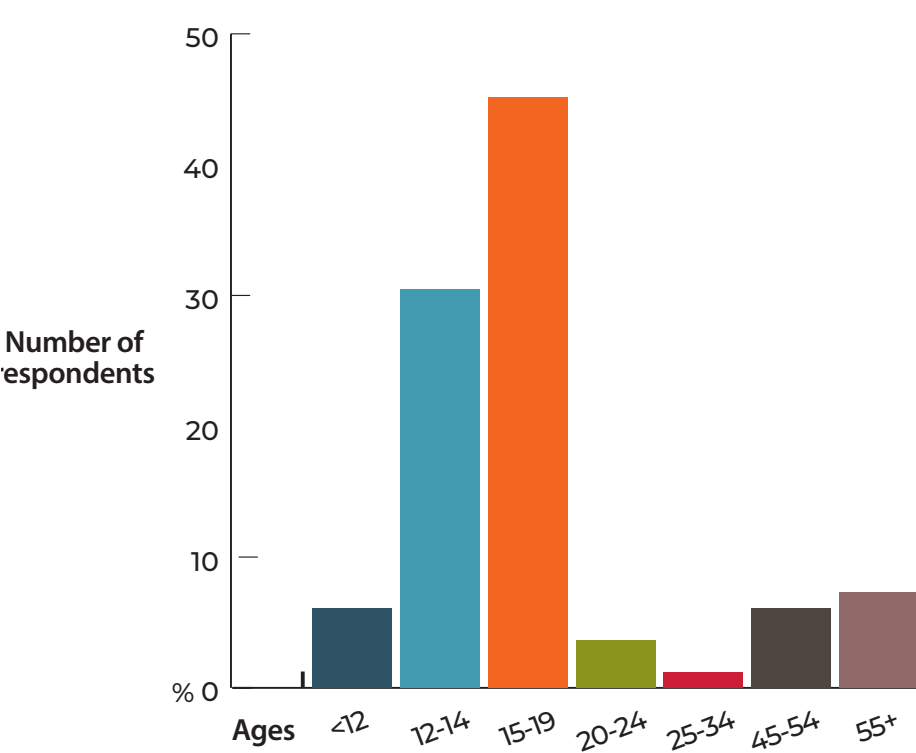
## Gender

Majority of respondents to the survey identified as female (54%), followed by male (36%) and other (5%). An additional 5% of respondents also preferred not to say.



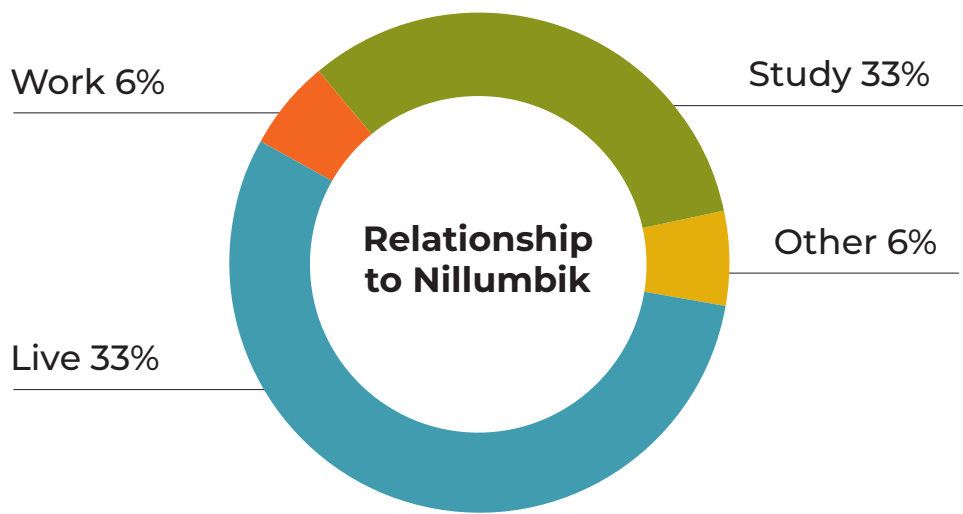
## Age

Age of the respondents to the survey varied between under 12 and over 85, however a significant amount of respondents were aged between 12-25 years old (approximately 76%)



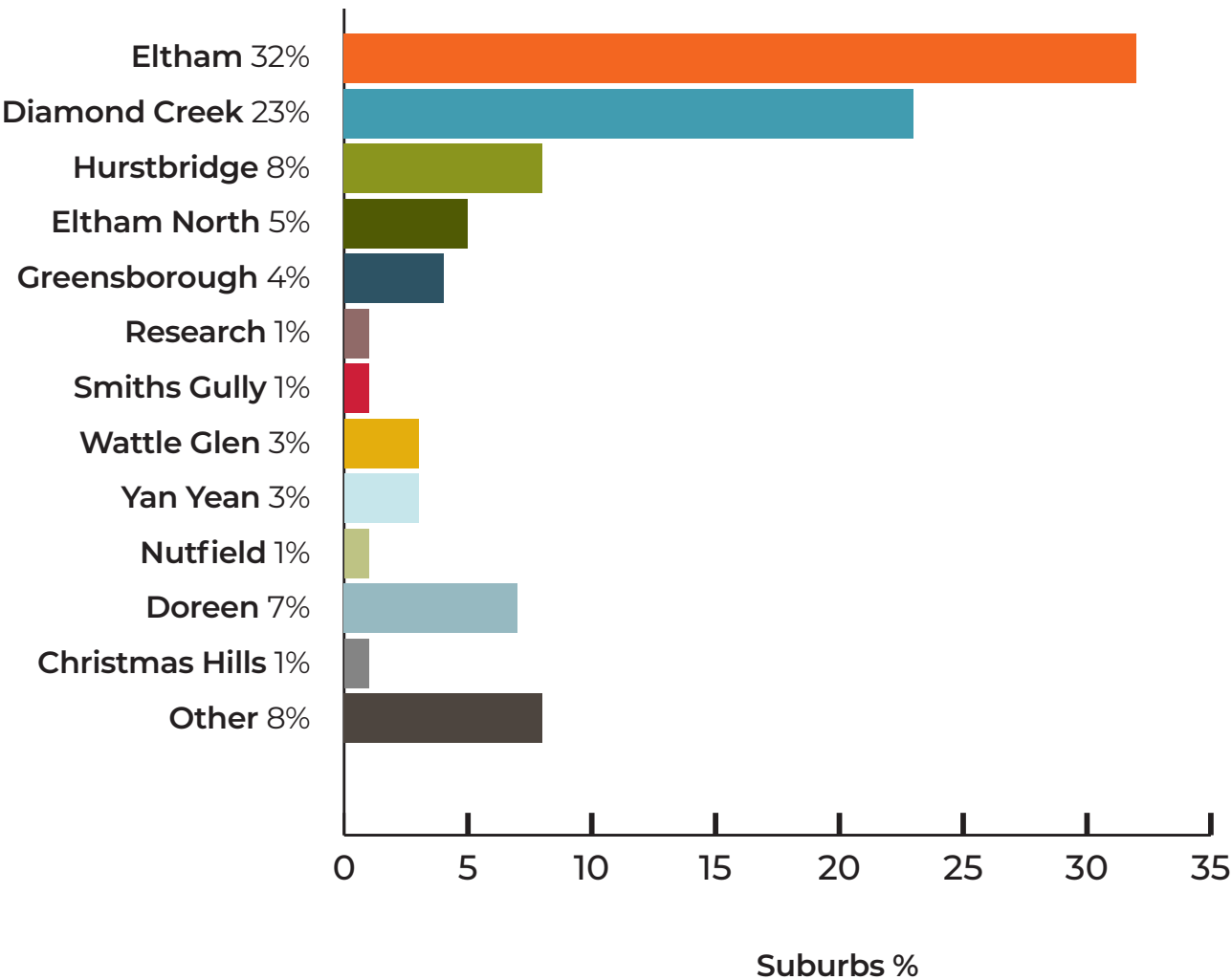
## Relationship to Nillumbik

Majority of respondents said they either lived (56%) or studied (33%) in Nillumbik.



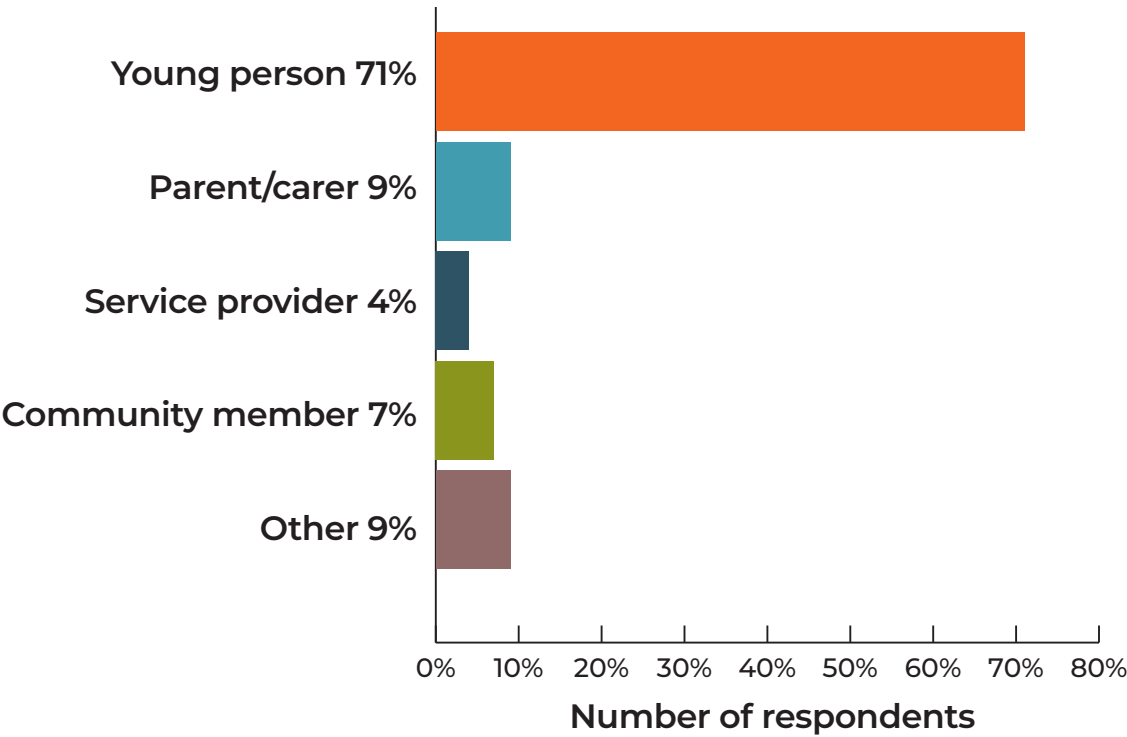
## Suburb

A significant number of respondents listed that they live in Eltham (32%) and Diamond Creek (23%). Other respondents were spread across a range of suburbs including Hurstbridge, Wattle Glen, Research, Greensborough, Eltham North, Doreen, Smiths Gully, Christmas Hills, Yan Yean, Nutfield or outside of the Shire ('other').



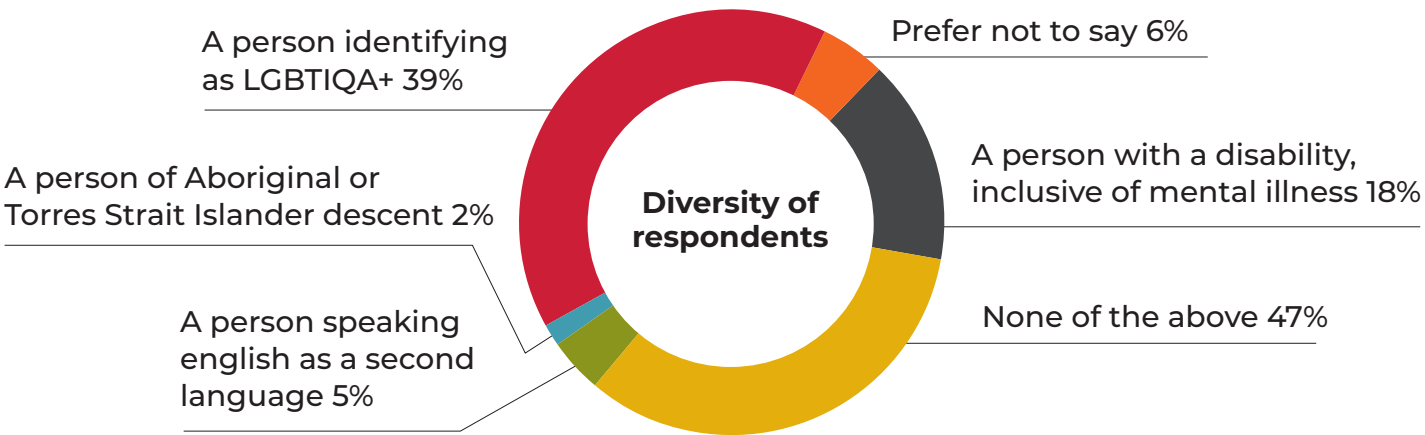
Connection to the project

Majority of respondents completing the survey identified their connection to the project as being a young person (71%). Other respondents included parents/carers (9%), service providers (4%) and community members (7%).



Diversity

Respondents to the survey represented a relatively diverse representation of the community. Significantly, almost 39% of respondents identified as LGBTIQ+. A total of 18% also identified as having a disability, inclusive of mental illness, 5% spoke a language other than English at home and 1% identified as Aboriginal or Torres Strait Islander.



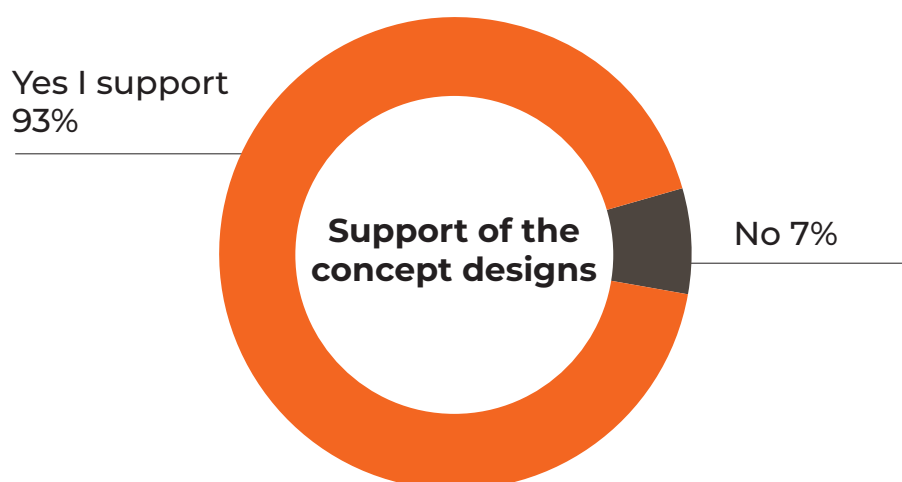
# Stakeholder workshops

A total of **181 stakeholders** participated across 13 workshops held during the engagement period which is summarised in the following table:

Workshop	Number of participants
Youth Council	10
Youth forum (young people 12-25 years)	10
healthAbility	4
Youth Services	14
Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation	2
Araluen	20
Sacred Heart Primary School	14
Inclusion and Access Advisory Committee	11
Eltham High School	20
Youth Rainbow Social Group	10
Nillumbeats FReeZA Committee	3
Diamond Valley College	45
St Helena Secondary College	18
<b>Total</b>	<b>181</b>

## What we heard

Of the **85 respondents** to the online survey, over **93%** indicated they support the draft concept plans.





# Findings

## Overall there was overwhelming support for the draft concept designs for the Youth Hub.

In particular, there was support across all stakeholders on the flexible programs spaces and outdoor area that can be used for a broad range of purposes, and the modernising of the building to be 'youth' friendly and welcoming.

Young people emphasised the importance of outdoor areas and wanting to see more trees, plants and community gardens. There was also significant interest in the opportunity for the youth hub to incorporate and support a range of different activities young people are interested in including bmx/ skate, basketball/netball, gaming, art, table tennis, music and more.

Considerations and opportunities identified by a range of young people, local youth services and other stakeholders who engaged throughout the public consultation period included ensuring the final designs incorporate colour and other opportunities for art and creative design, having flexible and interchangeable furniture for a broad range of uses in the program spaces, ensuring safety for services, staff and young people accessing the space and consideration for minimising transfer of noise between program spaces and consulting rooms.

In addition, accessibility and inclusion were important topic areas emphasised by all stakeholders. Feedback received included ensuring areas within the Youth Hub including the Kitchen, stage and outdoor area are accessible for people with a disability.

Other suggestions included incorporating wayfinding signage and consideration of colour contrasting throughout the building and with furniture. Young people also highlighted the importance of visibility, such as displaying the Progress Pride, Aboriginal and Torres Strait Islander flags, Acknowledgement of Country, incorporating first nation's artwork and use of Wurundjeri Woi Wurrung Language in naming of the rooms.

Environmentally sustainable design was also highlighted as an important consideration, including use of renewable energy, energy and water efficient fixtures and appliances such as LED lighting, recycling/composting systems, use of recycled, recovered and recycled content materials in design, biodiversity and supporting active transport to and from the Youth Hub.

The below information provides a summary of the feedback received during the engagement period from the online survey and stakeholder workshops.

## What do you love about the draft designs?

### General

- Modern design including the open and flexible program spaces and indoor and outdoor areas.
- Calming and bright
- Open and engaging areas as well as closed quiet spaces for young people to study or hang out.
- Vibrant but not overwhelming colour scheme and welcoming environment
- There is a space for everyone

### Entry/reception

- The secondary discreet entry for young people off Gibson Street.

### Kitchen

- Use of communal cooking space
- Opportunity for youth services to deliver a range of cooking programs and activities with young people

## **Multipurpose rooms**

- Option for computers and printers important for young people to access for job applications, resume writing, study etc.

## **Program rooms**

- Hangout spaces and quiet study spaces are really important
- Program rooms can be utilised for a range of purposes

## **Office space**

- Support for proposed office space which can be used as a shared office space with other service providers.

## **Consulting rooms**

- Access to a range of support

## **Amenities**

- A cupboard for communal cleaning equipment, in case people decide to use the kitchen.
- Inclusion of shower and washing machine/dryer can support a range of young people experiencing homelessness or financial insecurity

## **Outdoor area**

- Outdoor stage
- Yarning circle
- Community garden, veggie gardens and opportunities to involve young people in this
- Strong support for amount of greenery and garden spaces provided

## **Design/furnishings**

- The exterior design of the building is safe and welcoming.

## **Location**

- It's located in a great position, easily accessible to the youth of Nillumbik and in an area frequented by them.

## **Environment/sustainability**

- Green spaces and community gardens which can be used to promote biodiversity

## **Access and inclusion**

- Inclusivity and cultural diversity of the space
- Aboriginal cultural elements such as yarning circle

## **What would you like to see included, changed or improved?**

### **General**

- Ensure young people are involved at each stage
- Ensuring that only youth use the area and not other people
- Ensure the youth hub is inviting for young people
- Open floor plan with glass doors to make everything as spacious as possible

### **Entry/reception**

- Reception desk needs to be more secure – i.e., back of staff to the wall for more privacy
- Storage spaces for young people to put bags
- Standard operating hours should be later to better accommodate young people – for example 10-6pm.
- Include information boards with job postings, flyers/brochures for services and other events and relevant information for young people.
- Reception desk shouldn't be too tall – easy to have a conversation over

### **Kitchen**

- Accessible kitchen spaces - consider height of tables for disability access
- Food bank provided for young people experiencing or at risk of experiencing homelessness or financial insecurity.
- Kitchen should be able to accommodate a broad range of cooking and life skill programs

- Double stacked oven would be ideal to better support larger cooking programs
- Tiles where food is and use of simple flooring

### **Multipurpose room**

- Needs to be flexible furniture that can be re-arranged for a variety of activities – including cushions, beanbags, chairs, yoga mats etc.
- Interest in a range of items to engage young people in the space including: Games such as Nintendo switch/PS5/Xbox, board games / puzzles, recipe books, skate board, bike and scooter hire, computers and access to printers, air hocky / table tennis / pool tables, instruments such as a piano
- Lighting and good sound equipment for the indoor stage (something like floor lights would be good for music events).
- Speakers built into rooms to listen to music/ media
- Incorporate a mini library or book swap and book club
- Side stage access and larger stage if possible
- Amps and music equipment

### **Program rooms**

- Interest in a broad range of programs including: tools and woodworking, art programs, cooking programs, bike repair maintenance
- Consider height of tables for disability access
- Use of carpet for indoor spaces instead of concrete
- Study areas for young people to utilise
- Rooms to practice/play/record music (soundproof)
- Tech area to run tech based activities
- A dark room with not a lot of light

### **Consulting rooms**

- Access points in consulting room/areas – there should be a safety feature for workers to make a quick escape if needed
- Duress alarms will be an important safety element for staff accessing these spaces
- Doors should swing out for safety purposes
- Consider glass windows/doors for line of sight into consulting rooms, with frosting to still allow for privacy
- Noise levels and privacy need to be considered for these rooms
- Will two consulting rooms be enough?

### **Amenities**

- A cupboard for communal cleaning equipment, in case people decide to use the kitchen
- Washing machine / dryer
- Phone charging areas

### **Outdoor area**

- Opportunities for young people to play and be active: E.g., Basketball hoop/netball ring, table tennis
- More open gardens and biodiversity to educate younger generations about the environment
- Interest in opportunities for bike storage and maintenance
- Outdoor performance space should include an outdoor projector screen and speakers for movies and performances.
- Add in a drink fountain to the outdoor area
- Add a bike repair station
- Outdoor areas both front and back can be made more therapeutic and sensory with shelter and seating areas.
- More plants and trees such as fruit trees
- Install a BBQ
- More outdoor seating and picnic tables
- More outdoor cooking areas

## **Design/art**

- Interior design / furnishings should be co-designed with local young people
- Some fun and vibrant public art / mural on the outside of the building.
- Front of the building should be orange to align with Nillumbik Youth branding
- The exterior design of the building is important. The outside of the building needs to be able to draw young people in, and feel safe and welcoming
- Would like to see some innovation in the shapes/architecture of the rooms where possible
- Incorporate Aboriginal and Torres Strait Islander artwork
- Utilise wall in outdoor area for mural / street art with young people
- Murals and artwork on walls
- Rotating artwork of young people displayed
- Ceiling design should be modern and not like classroom ceilings

## **Location**

- It's located in a great position, easily accessible to the youth of Nillumbik and in an area frequented by them.

## **Environment/sustainability**

- Composting and recycling systems
- Encourage active transport – e.g., Bike racks
- LED lights and more plants
- Solar panels
- Energy & water efficient fixtures and appliances
- Use of recycled, recovered and recycled content materials in design
- Biodiversity and green spaces

## **Safety**

- Defibrillator and first aid kit should be included on site
- Consider security of building particularly tech and equipment

## **Access and inclusion**

- Visibility of progress pride flag and Aboriginal and Torres Strait Islander flags at front of the building
- Consider other ways to incorporate LGBTIQA+ inclusion such as rainbow stairs and free pronoun badges
- Incorporate cultural diversity in meals / food provided in the Kitchen area
- Separate spaces/programs for older and younger people
- Acoustic considerations for youth with hearing loss and social groups/activities for deaf youth
- Ensure seating/furniture selected is inclusive
- Large car park for disability cars/vans
- Quiet sensory spaces that are separate to rooms with loud colours / lots going on. Make sure to use neutral colours/ limited decorations in sensory room
- Using Aboriginal language for welcome and naming of rooms
- Have fidget toys available
- Trans awareness posters and anti-discriminatory signage.

## Next steps

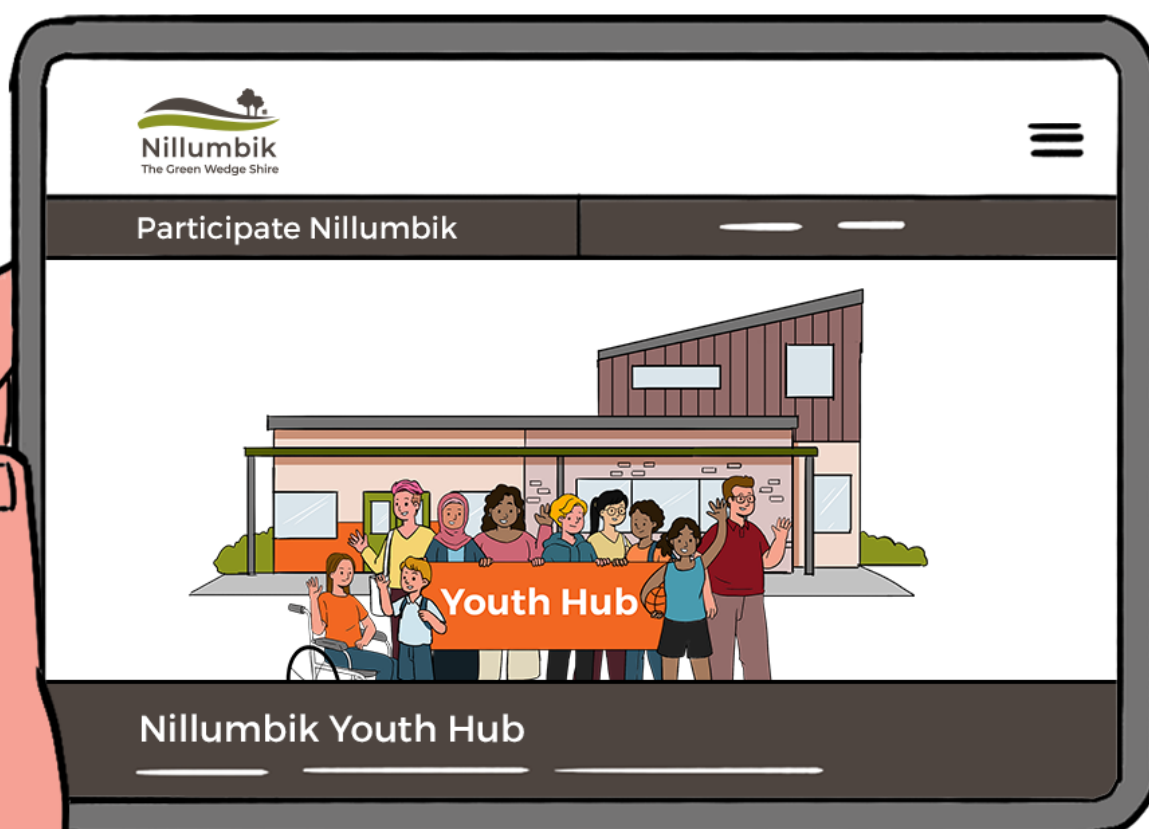
Feedback received during the engagement period was considered by Council at the 8 August 2023 Planning and Consultation Committee Meeting, and where possible will be reflected in the final design for the Nillumbik Youth Hub.

The final engagement report and designs will be made available on Participate Nillumbik from September 2023.

Works on the Youth hub are expected to commence late 2023 and be completed by mid-2024.

### How can participants stay informed?

Register for updates or follow the project on Participate Nillumbik [participate.nillumbik.vic.gov.au/youth-hub](https://participate.nillumbik.vic.gov.au/youth-hub). For more information contact 9433 3111 or email [youth@nillumbik.vic.gov.au](mailto:youth@nillumbik.vic.gov.au)





**If you need an interpreter, please call  
TIS National on 131 450 and ask them to  
call Nillumbik Shire Council on 9433 3111.**

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