

## ATTACHMENT 2

### PROFILE OF TWEED SHIRE COUNCIL COMMUNITY CENTRES

#### 1. BANORA POINT COMMUNITY CENTRE (BPCC)

Banora Point Community Centre (BPCC) is located on the corner of Leisure and Woodlands Drives, Banora Point (refer to Figure 1 below). Surrounding uses include a primary school and high school as well as a number of early year's facilities. Although not illustrated in the context map below, BPCC is within 2km radius of a number of aged care retirement homes and services eg. RSL Care Winders Retirement Community, Darlington Retirement Community, Upa, Aveo, Bupa etc. Understanding the locational context of the facility will help provide an understanding of service synergies and potential users.

**Figure 1. Banora Point Community Centre Location**



#### **Overview of Facility**

BPCC is owned and managed by Council. BPCC opened in 1985, providing a much needed community hub to the growing community in the Banora basin. The building is all-accessible, with off-street parking and disability amenities.

The following features are provided at BPCC:

- Full Kitchen area and kitchenette that is available alongside the hire of the function room/s
- Air Conditioning/heating
- PA System
- White board
- TV
- Data Projector
- Computers for use by public - mainly used by seniors
- Three meeting rooms that can be hired: one large (Coolamon), two small (Lillypilly and Rosewood)
- One permanent office space rental, and one casual PT space rented.
- Coolamon and break out can be used for functions (can open doors up)

BPCC is open for tenants from 8.30am to 5.00pm five days a week and the Seniors Hub is open 12.00pm to 4.00pm on Tuesdays and 9.00am to 4.00pm Wednesday through to Friday. Room hire includes out of hours and weekend.

The following activities are currently offered at BPCC:

- Volunteering
- Exercise Activities: Gentle Exercise with Hand Weights, Qi Gong, Yoga, Tai Chi, Heart Moves, Heart Foundation Walking.
- Art/Craft/Hobby Groups: Scrapbooking, Artcraft, Card making, Jewellery Making, Watercolour Art, Art, Earthworks Fibre Art, Wrap with Love (knitting crocheting).
- Mental Stimulation Activities: Card playing (Canasta and Pony), Book Club, Stretch Your Mind, Mah-jong, Scrabble.
- Music Groups: Ukulele Workshop, Beginner's Ukulele.
- Computer Support: Mobile iPad Workshop, Personalised computer support, Computer, Classes, Internet Access.
- Travel Outings: Day bus trips to interesting places, live theatre events

### ***Current use of facility***

BPCC is used for:

- Baby Health Centre (open Monday, Thursday, Friday 8.30am to 5.00pm)
- Seniors Hub (including Broadband for seniors kiosk)
- Function rooms and community office spaces for hire through hire agreements with the tenants
- Red Cross and Anglicare Offices (permanent tenants)

Annual events that have been held at the centre in the past include:

- Timescape
- Annual Art Show

### ***Operations/Governance***

BPCC is owned and managed by Council and is currently staffed with one part-time paid staff (Co-ordinator position funded by Department Social Services) and 12 regular volunteers that go through the Council volunteer induction before coming on board. Day to day issues are dealt with by the facility co-ordinator and management of the building is the responsibility of Community Services (CS) through its bookings team. The facility co-ordinator reports repair issues to CS which then report to Council's maintenance team.

### ***Revenue/Expenditure and Current Financial Position***

The main source of income is through room hire at the facility. In the 2014/2015 financial year, revenue from room hire was \$36,933 and grant from Department of Social Services was in the order of \$61,138.00 (funding towards co-ordinator's position).

The following is noted:

- The Baby Health Clinic does not pay a lease for the use of space in the Centre
- There is no social enterprise

### ***Usage (Users/visitors/participants)***

Information provided by Council indicates that there are about 40 hirers (some which are one-off private birthday parties, weddings etc.) that use BPCC.

The facility is used by seniors through the Seniors Hub. A survey undertaken in 2014 indicated that there were a total of 266 people who attended one or more activities at the Seniors Hub. The following statistics were noted from the survey (N=74):

- It was found that older adults who currently frequent BPCC are typically in their late 60s to mid-70s with a nearly 10% being over the age of 85.
- The youngest participant is in her late 30s and attends the ukulele group and the oldest is a male of 99 who attends the art class.
- 81% of participants are Caucasian females and slightly less than half live alone.
- 60.8% live in Banora Point, 18% live in Tweed Heads and Tweed Heads South area, 8.1% live in Kingscliff, 2.7% live in Oxley Cove, 2.7% live in Terranora, 2.7% drive once a week from Crystal Creek/Murwillumbah, 4% live across the border in Kirra, Palm Beach or Currumbin.

Whilst there is no youth program or space, anecdotal evidence suggests that young people do visit BPCC.

### ***Capacity and Demand***

BPCC is currently operating at 60% - 70% capacity. The following demand/capacity issues were noted:

- The beginning of the year is quieter eg. January.
- Quiet days are Mondays and Thursdays
- Towards the end of the year is the busiest time for BPCC

### ***Maintenance or Structural Issues***

BPCC is not yet at its midlife and is generally well looked after. Maintenance is satisfactory with little backlog evident (6.4% of annual maintenance). Whilst there are some minor maintenance issues that need to be attended to, BPCC is classified as in good condition with no limitations to useful life. The recent Access Audit provides some good information that would be of beneficial use in the short term. The projected 15 year costs compared with replacement costs at 1.5% are consistent with facilities of this type. There are no structural issues identified.

## 2. SOUTH TWEED COMMUNITY CENTRE AND HALL

### **Location of the Facility**

The South Tweed Community Centre and Hall (STCCH) (previously known as the Home and Community Care (HACC) Centre & Hall) is located on the corner of Heffron Street and Minjungbal Drive, Tweed Heads South (refer to Figure 2 below). Surrounding uses include a primary school and high school, Tweed South Indoor Swimming Complex, skate park, and Arkinstall Park. Although not illustrated in the context map below, STCCH is within 2km radius of a number of aged care retirement homes and services eg. Raffles Assisted Aged Care, Freedom Aged Care, Southern Cross St Joseph's Apartments etc. Understanding the locational context of STCCH will help provide an understanding of service synergies and potential users.

**Figure 2 South Tweed Community Centre and Hall Location**



### **Overview of Facility**

The South Tweed Community Centre and Hall (STCCH) (previously known as the HACC Centre and Hall) are located in South Tweed Heads. STCCH has two publicly available community spaces: the Activities Room which can cater for up to 30 people and the hall which has a capacity of 200 people. The building also has office space and desks for service providers and a meeting/board room.

The following features are provided at the STCCH:

- Two meeting rooms - a board room (Council use only) and Activities Room (for hire)
- Kitchenette in the activities room, office kitchen for the board room
- One accessible toilet - accessible through foyer and Activities Room
- Shower in accessible toilet
- Tables and chairs
- White board and projector

The Hall includes two office rooms, a function room and stage, kitchen, storage room, two sheds, PA system/hearing loop, whiteboard, verandah, 20 tables, 150 chairs and toilets with an accessible toilet. The Hall is also a recognised Emergency Evacuation Centre.

#### ***Current use and usage of facility***

The HACC centre is currently leased to Alzheimers Australia and Red Cross for office space. Other uses include:

- Men's group functions - Men's Week, Celebrate Men's Health Day
- Laptop hire - iPads - Teach seniors how to use iPads

The Community Hall is used by a range of hirers which includes private hire for birthday parties, weddings etc. Information provided by Council indicates that there are about 85 hirers who use the hall (some which are one off private birthday parties, weddings etc.) that use the facility.

#### ***Operations/Governance/Management Structure***

STCCH is managed on a part-time basis by Council's Coordinator Community Services (who is on site). The Coordinator's role is to mainly take bookings which are estimated to be around 25% of 28 hour week is used for bookings for the Hall.

#### ***Revenue/Expenditure & Current Financial Position***

The main source of income is through hall hire at STCCH. In the 2014/2015 financial year, revenue from hall hire was \$18,087 and \$31,229 for the Community Centre (total = \$49,316).

The following is noted:

- The facility relies solely on revenue generated from the hiring of the facility
- There is no social enterprise

#### ***Capacity and Demand***

STCCH has two components - office space available for lease and the Activities Room available for hire which can cater for up to 30 people. The office space is currently operating at 40% capacity and the size of the Activity Room was seen as a potential barrier for use.

The Hall available for hire has a capacity for 200 people.

#### ***Maintenance or Structural Issues***

STCCH are in about their midlife and are generally looked after internally. However, externally the buildings are looking tired evidenced by the following:

- Both buildings show algae growth and dirt build-up in several areas including roof tiles, walls and concrete decks (pressure cleaning is recommended).
- Some recent work has not yet been painted.
- Walkway needs to be repainted with some steelwork to be rustproofed.
- Some metal fixings on hall are rusted.

Whilst backlog maintenance is reasonably high (86.3% of annual maintenance), the identified issues are not sufficiently serious to be of concern. STCCH is classified as in reasonably good condition with no limitations to useful life. The recent Access Audit provides some good information that would be of beneficial use in the short term. The projected fifteen year costs compared with replacement costs at 1.0% are consistent with facilities of this type. There are no structural issues identified.

### 3. MURWILLUMBAH COMMUNITY CENTRE

#### **Overview of Location**

The Murwillumbah Community Centre (MCC) is located in Knox Park, Nullum Street, Murwillumbah (refer to Figure 3 below). Council has recently upgraded Knox Park to include a children's play area and dedicated skate park. Surrounding uses include two primary schools and two high schools. Understanding the locational context of the facility will help provide an understanding of service synergies and potential users.

**Figure 3. Murwillumbah Community Centre and Nullum House Location**



#### **Overview of Facility**

Murwillumbah Community Centre Inc. (MCC Inc) is a not for profit community based incorporated association, that has been developing, delivering and managing a range of community services and programs in the Murwillumbah locality and surrounding villages since 1974. MCC Inc manages and operates its support services from two Council owned facilities in Murwillumbah being MCC and Nullum House.

On 23 October 1996, the Murwillumbah Community Association relocated to a building formerly used by the Murwillumbah Soccer Club (Nullum House) in Knox Park, which is centrally located in the heart of the CBD. Council provided the space rent free. On 17 June 2004, the Murwillumbah Community Association changed its name to the Murwillumbah Community Centre Inc. On 23 November 2012, the community of Murwillumbah welcomed a custom built new centre, located adjacent to the existing community centre in Knox Park. The new centre was jointly funded by the Federal Government, NSW State Government and Council.

MCC is open Monday to Thursday 9.00am to 4.30pm and Friday 9.00am to 1.00pm.

The following features are provided at MCC:

- Rooms for meeting, workshops and functions (Room 1 = 50 people, Room 2 = 50 people, Combined Room 1 and Room 2 = 100 people)
- Fully equipped kitchen
- Lectern
- Whiteboard
- Projector and screen
- Commercial offices (9sqm) available for casual, temporary or full time use
- Children's playroom available for hire if services running programs in the meeting rooms offer child care

The following features are provided at Nullum House:

- One meeting room
- One computer room
- Two offices
- Three more rooms, 1 for storage, and the other two are for MCC storage (food, chemicals, stuff)
- Two small kitchenettes, lounge room with TV, shower room, washing machine/dryer area, computer area

An ongoing issue for the site is its location in a vulnerable flood zone, particularly for Nullum House which has been flooded in the past.

### ***Current use and usage of facility***

MCC Inc works in partnership with government and non-government agencies to deliver programs, services and community events to develop and strengthen the community by building social capital and meeting unmet need.

The following community services are provided at MCC:

- Emergency relief
- Financial counselling
- Budget counselling
- Tenancy support
- Crisis / homeless support
- NILS (no interest loans), step up loans
- Drop- in / social inclusion centre
- Food and material relief programs
- Social and educational activities
- Dedicated youth service which includes youth counselling and programs
- Links to learning, parenting programs
- Men's support



- Medicare local - mental health counselling
- Relationship counselling
- Reconnect
- Belonging project
- Ability links
- SHS crisis homeless support and accommodation support
- Legal aid, community legal services
- Probation and parole
- Employment services
- Brighter futures, parenting support.
- Opals - aged care dementia assessments
- Motor Neurone association

The following activities are provided at MCC:

- Alcoholics Anonymous
- Yoga
- Broadband for seniors
- Art classes
- Playgroup (previously Bray Park Playgroup which closed down earlier in the year)
- Kids Caring for Country

Nullum House supports clients and provides case management to ensure people who are homeless or at risk of homelessness are linked to appropriate services to meet their needs. Nullum House offers food, showers, clothing, swags, sleeping bags, food hampers, washing machines and a safe non-discriminatory place to spend the day as well as providing a range of social and educational programs for people who are isolated, homeless or at risk of homelessness.

Programs/services offered from Nullum House include:

- Community Pantry
- Free computer use and lessons for over 50s under Broadband for Seniors Initiative
- Free guitar lessons
- Movies
- Chess
- Counselling
- Case managed tenancy support
- Centrelink Homeless Outreach
- Legal Aid Homeless Project
- On Track Partners in Recovery (Mental Health support)
- Aboriginal Drug and Alcohol Outreach Service
- Adventist Development and Relief Agency (ADRA - Soup kitchen)
- Food donations from local businesses

Annual events held at MCC in the past include:

- Murwillumbah Veterans Golf Charity Day
- Harmony Day

The facility and services are mainly used by support groups, youth and families. Lesbian, gay, bisexual, transgender and intersex (LGBTI) people have been identified as a potential target group.

### ***Operations/Governance/Management Structure***

MCC Inc's business model is based on exclusive use of the building, sub-letting or hiring spaces to a number of government and non-government organisations. MCC Inc is constituted and managed by a volunteer Management Committee.

A review of current leasing arrangements in place for Council facilities was undertaken in 2014. A lease is currently being prepared using the NSW Crown Lands standard lease template. A lease addendum will be prepared by Council to reflect specific elements of the relationship.

Staffing levels at MCC in 2016 were:

- 1 full time employee
- 3 part time employees
- 42 volunteers, volunteer training opportunities (confidentiality, boundaries, emergency situation etc.)

### ***Revenue/Expenditure and Current Financial Position***

The main source of income is through grants which accounted for 61% of overall income for 2014/2015. Other significant income is from office hire which contributed 23% to overall income generated. In the 2014/2015 financial year total income generated was \$456,048.

### ***Capacity and Demand***

The following have been noted in relation to the capacity and demand for MCC:

- MCC is operating at approximately 75% capacity (regular and casual hire users)
- Drug and Alcohol services are at maximum capacity for their two meeting rooms (30 seats for day time per meeting room, 60 for night time per room, and is linked to the number of car parks)
- Meeting rooms are not used as much during School holidays, mainly term-time for casual hiring
- Programmes see a huge drop off in School holidays even in attendance because people are away
- Over 25,328 people access a service, program or activity at the Hub and over 15,820 people have accessed Nullum House
- 23 families accessed the playgroup over the 2014/2015 year

### ***Maintenance or Structural Issues***

MCC is comprised of two entirely different asset terms. On the one hand the new building is state of the art, in excellent condition and no limitations to its future life. It provides for low cost maintenance solutions although with some limitations. On the other hand, Nullum House is nearly at the end of its life with condition fair given its age. There are several maintenance items requiring attention over the next few years including internal and external painting, deteriorating roof, wall and ceiling sheeting and several services at the end of their useful life (eg. hot water service).

Whilst backlog maintenance is not alarmingly high (29.2% of annual maintenance), it can all be attributable to Nullum House. The recent Access Audit provides some good information that would be of beneficial use in the short term. The projected 15 year costs compared with replacement costs at 1.2% are consistent with facilities of this type. There are no structural issues identified.

#### 4. POTTSVILLE BEACH NEIGHBOURHOOD CENTRE

##### **Overview of Location**

Pottsville Beach Neighbourhood Centre (PBNC) is located in Elizabeth Street, Pottsville Beach (refer to Figure 4 below). PBNC is located opposite the Pottsville General Practice Medical Centre. A Catholic school is located at the end of the street. Understanding the locational context of the facility will help provide an understanding of service synergies and potential users.

**Figure 4 Pottsville Beach Neighbourhood Centre Location**



##### **Overview of Facility**

The Pottsville Beach Neighbourhood Centre Inc. (PBNC Inc) is a not for profit community based organisation and a registered charity. In partnership with the Tweed Coast community and other government and non-government agencies it provides services and support based on identified need to improve the quality of life of the community. PBNC Inc has a priority focus on the needs of those who are socially and economically disadvantaged. PBNC Inc receives a modest amount of term-limited government funding and supports its operations from social enterprise initiatives including Pottsville Markets, Community BBQ,

Opportunity Shop and Community Technology Centre. A strong volunteer program underpins each of these social enterprise initiatives.

The following features are provided at PBNC (in addition to the above):

- Three activity rooms - Sand Bar, Reef Room and Coral Bay
- Counselling rooms in the Administration Building
- Enclosed playground facility attached to the Sand Bar activity room
- Kitchen facility
- Toy Library
- Men's Shed
- Recognised as Emergency Evacuation Centre.

### ***Current use and usage of facility***

PBNC Inc provides key services, community-driven programs and activities that are specifically targeted at increasing community capacity in relation to social inclusion, cultural diversity, educational opportunities, addressing mental health and wellbeing, and welfare issues. It also accommodates a Brighter Futures Consortium of Neighbourhood Centres (CONC) program outlet with services to reduce child neglect and abuse.

PBNC services, programs and activities include:

- An Information, Referral and Advocacy Service to link people to specific internal and external services, programs and activities
- A Department of Human Services' Agent and Access Point (formerly known as the Centrelink Agency) where Centrelink, Medicare, Child Support Agency and Australian Hearing customers can conduct their business, seek assistance, and use self-help computers and other facilities
- Personal growth opportunities, health management support, and healthy ageing programs through various groups and courses
- Family and child-focused services, programs and activities, including: parenting programs and resources, PlayTime Group, Toddler Tunes and Stories, Toddler Art and Play, the Tweed Coast Toy library, and Side by Side and GameOn activities (social support groups for Aspergers children and young people and their families)
- An outlet for the Consortium of Neighbourhood Centres (Far North Coast) Brighter Futures Early Intervention Program, funded by the NSW Family and Community Services, providing support to vulnerable families with young children, designed to prevent child abuse or neglect
- A Community Volunteering Program (currently supporting 200+ active volunteers of all ages and backgrounds)
- Tax Help – a free service for low income earners to conduct their end of financial year business with the Australian Tax Office (July to October)
- An Opportunity Shop which provides low-cost household and personal items. The PBNC Emergency Relief Program is run through the Opportunity Shop and provides items at no cost to people in crisis.
- A Men's Shed which provides opportunities for men to come together to repair, clean, display, sell, pick and deliver second-hand furniture and household items. The electrical portable appliance testing and tagging service and buildings and grounds' maintenance teams also work within the Men's Shed (based on the ground level of the new administration building)
- The management of Pottsville Beach Arts, Crafts and Produce Markets (held 1st and 3rd Sunday of the month)
- Community Barbeques (operating at the same time the markets occur)
- Community Gardening for individuals and groups

- A Technology Centre, which provides low-cost computer and internet access and tuition in information and communication technology, and low-cost computer maintenance and repairs
- Meeting room use, ie., low cost (or no cost – depending on circumstances) room hire for activities to benefit the community
- Outreach services, allowing public access to specialist services that provide: therapeutic counselling, legal advice, and hearing services.

Target groups are children and families, young people, seniors, unemployed people, volunteers, external services and practitioners providing outreach.

- Dedicated spaces: Department of Human Services Agency/Counselling rooms, Beachbreak (canteen), child-friendly space outside, Technology Centre (computers), Furniture Recycling and Electrical Items Refurbishment, Mens Shed, Opportunity Shop, Community Pantry.
- Youth mentoring space utilised for training, participants 19-29.

### ***Operations/Governance/Management Structure***

PBNC Inc operates under a license agreement with Council (which is the owner of the facility) with the current license expiring on October 2020. A peppercorn rent of \$1.00 per year is paid to Council. A review of current leasing arrangements in place for Council facilities was undertaken in 2014. This review specifically looked at what issues and risks are potentially present with these arrangements.

PBNC Inc is a not for profit community based organisation and a registered charity, the organisation manages the facility through a volunteer Board of Management Committee.

Current staffing levels at BPC is 4.2 full time equivalent (10 staff in total) with over 260 volunteers.

There appears to be no defined performance framework in place to measure performance of PBNC against desired outcomes. This includes reporting requirements to Council.

### ***Revenue/Expenditure and Current Financial Position***

The main source of revenue is through income generated from social enterprise activities which accounted for 43% of overall income for 2014/2015. Other significant income is from fees and charges which contributed 22% to overall income generated. In the 2014/2015 financial year total income generated was \$509,197.

### ***Capacity and Demand***

The following has been noted in relation to the capacity and demand of PBNC:

- Very frequent use.
- Available all year around. Access for the community to facilities and programmes occurs 52 weeks of the year and 7 days a week when the markets are being held.
- 9822 per week (including a market week). Approximately 6000 users during a non-market week.
- Almost at capacity in every area including the booking system to help with efficiency for room hire.
- The buildings are adequate for the needs of current activities. Buildings are inspected for suitability prior to use, on a daily basis. The child-friendly fenced play space is in urgent need of refurbishment.

### ***Maintenance or Structural Issues***

PBNC comprises two types of facilities. A new Administration Building provides state of the art, low maintenance assets that are in good condition and have no limitations on useful life.

The other buildings are old and are showing significant levels of deterioration. This would be typical of these types of buildings made of weatherboard and well into the end of their useful life. The condition of these buildings is only fair with severe limitations on remaining useful life. Backlog maintenance is nearly 90% which is serious, and average annual to replacement costs of 2% again is very high due to the nature of the older buildings. Typical backlog issues include:

- Dry rot in external wall sheeting and timber windows
- Rusted fasteners and sheeting in roofs
- Deteriorating access ramps to buildings

The recent Access Audit provides some good information that would be of beneficial use in the short term. The projected 15 year costs compared with replacement costs at 2.0% which are very high for these buildings given that the new building provides little input into this ratio. Whilst there are no major structural issues identified dry rot is still of some concern.