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Moe and District Social Infrastructure Plan

Final Report

Prepared for Latrobe City Council, May 2018

Adopted 1 October 2018



Document Review

This document should be reviewed every four to five years in line with Census data, updated population projections and updated age structure to ensure accurate service levels.

The current version was completed in May 2018, based on data from the 2016 Census (Australian Bureau of Statistics).

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Moe Library (Image courtesy Australian Library and Information Association)

Our vision:

‘Moe and Newborough are places where residents of all ages and life stages live safe, healthy, and engaged lives. It is a place where we have access to the affordable, inclusive and accessible social infrastructure, community spaces and opportunities to learn and develop new skills. We look out for each other and take pride in our community.’

Moe and District Social Infrastructure Plan: Project Vision

Acknowledgement

The authors of this report would like to acknowledge and thank the communities of Moe and Newborough for their input into the plan. Over 300 people have contributed their lived experience, ideas and aspirations to this plan.

We would also like to acknowledge the extensive work and support from the Council Officers and Project Working Group.



Community Celebration Day, Moe (Image courtesy Latrobe City Council)

Executive Summary

Social Infrastructure refers to the facilities, places and spaces that support community members to live healthy and connected lives, such as kindergartens, aged care facilities and community meeting spaces. Some of these places and programs are provided by Council, while others are provided by the non-government / not-for-profit (or profit-for-purpose) sector.

Ethos Urban (formerly Planisphere) were engaged by Latrobe City Council to prepare a Social Infrastructure Plan for Moe and Newborough: the *Moe and District Social Infrastructure Plan*. This plan will guide the provision of local community facilities and services that are provided by Council over the next 20 years.

This Social Infrastructure Plan sets out a long-term framework to guide the efficient and sustainable provision of community services and facilities.

The Social Infrastructure Plan has been prepared considering a range of information, including:

- Population projections
- Social infrastructure benchmarks
- Best practice examples
- Community and stakeholder input.

Over 300 people took part in the first phase of community consultation undertaken between April and May 2017. This consultation sought to understand which facilities and services people use, where and why. The project team asked people what community infrastructure is needed in the future. The team also spoke to Council departments and non-government service providers responsible for the provision of social infrastructure in Moe and Newborough.

This work has required significant input and time from the Council Officers, including the establishment of a Project Working Group which has also achieved other significant benefits including:

- A solid understanding and inventory of all social infrastructure in Moe and Newborough
- List of non-government and not-for profit partners who deliver programs and activities in Moe and Newborough
- The identification of the need for a centralised information system to understand the usage and condition of Council facilities as well as an integrated service planning and asset management process within Council
- A social infrastructure assessment framework that can be adapted to other towns in the municipality.

Building Blocks Approach

This Social Infrastructure Plan outlines what services and facilities are needed now, and into the future by using four steps, or “Building Blocks”, of analysis.

1. **Audit** of existing services and facilities to see what is currently available in Moe and Newborough, what is provided by Council and what is privately run;

2. **Capacity analysis** to determine whether existing services / facilities can meet projected demand;
3. Identify any new services/facilities triggered through the application of **established benchmarks** (e.g. government standards for service provision); and
4. Use **community values** identified in the project to highlight how a service/facility should be prioritised, including whether a service / facility should be provided before it ‘hits’ an existing benchmark and to identify local innovative and responsive social infrastructure initiatives

Key Findings

Overall, the findings have identified that:

- The study area is likely to experience stable but minimal population growth over time
- Social infrastructure in Moe and Newborough play an important role in servicing the surrounding rural townships, both within and outside Latrobe City
- Moe and Newborough are generally well serviced with a variety of existing infrastructure; however, some facilities are older and not fit-for-purpose and not inclusive of all ages and abilities.

This Social Infrastructure Plan contains the following recommendations for social infrastructure in Moe and Newborough over the next 20 years. The key recommendations relate to the key themes outlined in the following table.

Key Findings (Themes)

Council internal processes	New facilities and spaces	Strengthen / increase programs	Further investigate other programs
<ul style="list-style-type: none"> • Periodically review community meeting spaces to understand availability and utilisation • Undertake integrated service planning across Council departments 	<ul style="list-style-type: none"> • Develop a local youth space • Create an online community information portal • Establish local information space • Explore opportunities for a community space in Newborough. 	<ul style="list-style-type: none"> • Expand local intergenerational program • Explore computer literacy program at the library • Advocate for a community transport program. 	<ul style="list-style-type: none"> • Need and desire for out of school hours care • Development of a community classroom • Community transport bus service to increase access to community facilities • Continue to advocate for greater access to health services within the Plan catchment area.

Capacity Assessment

The table below presents the capacity and catchment of existing social infrastructure. It is presented along with detailed discussion at **Section 4.3 (Capacity Assessment)** of this report.

The following provides an overview of the existing capacity of existing Council-run services and facilities in Moe and Newborough. It uses a 'traffic light' system.

- **Green** indicates the facility or service can accommodate growth
- **Orange** indicates that the facility or service is nearing capacity and should be monitored over time
- **Red** indicates that the facility or service cannot accommodate any additional growth.

Capacity of Existing Council-run Social Infrastructure

FACILITY / SERVICE	CAPACITY	NOTES
Moe Heights Maternal & Child Health Centre	Green	Many preschools in Moe and Newborough are currently operating at capacity under their current models. However, most could accommodate future growth using alternative models for service delivery.
Murray Road Maternal and Child Health Centre		
Moe Early Learning Centre		
Moe Heights Preschool		
Moore Street Preschool		
Murray Road Preschool		
East Newborough Preschool		
Moe District Meals on Wheels Inc.		
Moe Senior Citizen Centre		
Newborough Senior Citizen Centre		
Moe Service Centre (within the Frank Bartlett Memorial Library)	Green	Ongoing monitoring is required regarding programming and utilisation of meeting rooms.

FACILITY / SERVICE	CAPACITY	NOTES
Moe P.L.A.C.E		The long day care and preschool services offered at Moe P.L.A.C.E. are nearing capacity under their current models. However, the centre has some vacancies across all rooms and could accommodate future growth using alternative models for service delivery.
Save the Children (located in the Old Maternal and Child Health Centre, part of Good Beginnings)		Ongoing monitoring is required regarding programming, utilisation and condition of meeting rooms.
Newborough Public Hall (on Henry White Reserve)		Ongoing monitoring is required regarding programming, utilisation and condition of meeting rooms.
GEST Community Groups Hub - Meeting Room (Former Moe Library)		Ongoing monitoring is required regarding programming, utilisation and condition of meeting rooms.
Moe & District Historical Society		Space is exclusively used by the Moe and District Historical Society and cannot be booked by members of the public.
Newborough Scouts & Guides Buildings/ Halls		Ongoing monitoring is required regarding programming, utilisation and condition of meeting rooms.
Moe Town Hall		Seating capacity is 402.
Moe Scout Hall		Ongoing monitoring is required regarding programming, utilisation and condition of meeting rooms.
Frank Bartlett Memorial Library (Also contains the Moe Service Centre)		Library membership and usership has increased since the new building was opened.

Existing Social Infrastructure Needs Assessment

The assessment also involved the application of industry benchmarks presented to assist in understanding future demand for social infrastructure in Moe and Newborough.

The following table is presented with additional discussion at **Section 4.4 (Application of Benchmarks)** of this report.

Social Infrastructure Needs Assessment

SERVICE AREA	BENCHMARK	EXISTING	2016 REQUIREMENT	2031 REQUIREMENT	Assessment by benchmark
Early Years					
Maternal and Child Health	1 service for every 182 babies	8 sessions (from 3 facilities)	5.45 sessions	5.00 sessions	Sufficient
Preschool	1 30-place preschool room for every 30 (4-year-olds)	10 rooms (Based on model of 44 places)	6.6 rooms	6.06 rooms	Sufficient
Playgroup	1 playgroup per 5,000 residents (uses a general meeting space)	0 Council-run sessions (Not a Council-run service)	3.3 sessions	3.54 sessions	More space required.
Long Day Care	1 place per 6.8 children aged 0-6 years	254 places	199.56 places	191.06 places	Sufficient
Occasional Care	3 places per 1,000 children	0 places at Council facilities	4.13 places	3.90 places	More space required
Outside School Hours Care	150 places for 1000 children (0-6 years)	Data not available	208.3 places	196.8 places	Requires further consideration
Education					
Neighbourhood House	1 per 10,000 residents	1 neighbourhood house (Not Council-run)	1.65 neighbourhood houses	1.77	Sufficient given the role of other providers
Primary School	1 school per 8,000-10,000 residents	5 primary schools	1.65-2.06 primary schools	1.77-2.21	Sufficient

SERVICE AREA	BENCHMARK	EXISTING	2016 REQUIREMENT	2031 REQUIREMENT	Assessment by benchmark
		(Not a Council-run service)			
Secondary School	1 school per 18,000 residents	3 secondary schools (Not a Council-run service)	0.91 secondary schools	0.98	Sufficient
Special Education	1 school per 60,000 residents	1 special education (Not a Council-run service)	0.27 special schools	0.30	Sufficient
Independent Primary School	1 school per 5,000 households (depending on Catholicity rate)	2 independent primary schools	1.45 independent primary schools	1.58 independent primary schools	Sufficient
Independent Secondary School	1 school per 16,000 households (depending on Catholicity rate – requires three feeder primary schools)	1 independent secondary school (Only Year 9)	0.46 independent secondary schools	0.49 independent secondary schools	Requires further consideration
Seniors					
Seniors groups	1 per 10,000 people (general space)	2 senior citizens centres	1.65 seniors groups	1.77 seniors groups	Sufficient
Planned Activity Group (PAG)	1 per 40,000 – 60,000 people	No Council-run PAG	0.28-0.41 PAGs	0.30-0.44 PAGs	Sufficient given the role of other providers
Library					
Library	1 Library per 30,000-60,000 people	1 library	0.28-0.55 libraries	0.30-0.59 libraries	Sufficient

SERVICE AREA	BENCHMARK	EXISTING	2016 REQUIREMENT	2031 REQUIREMENT	Assessment by benchmark
General Spaces & Services (Council-run facilities)					
Community Meeting Space	1 x 1-20 people venue per 4,000 people	7 rooms	4.13 rooms	4.42 rooms	Review current provision
	1 x 21-50 people venue per 8,000 people	1 room	2.06 rooms	2.21 rooms	Additional space required
	1 x 51-100 people venue per 8,000 people	1 venue	2.06 venues	2.21 venues	Sufficient given the role of other providers
	1 x 101-200 people venue per 8,000 people	2 venues	2.06 venues	2.21 venues	Sufficient
	1 x 200+ venue per 20,000 people	0 venues	0.83 venues	0.89 venues	Additional space required
Services for young people	1 per 10,000 people	1 service	1.65 services	1.77 services	Additional space required
Youth space	1 per 8,000 people	0 dedicated spaces	2.06 spaces	2.21 spaces	Additional space required
Multi-purpose community centre	1 per 8,000-10,000 people	1 Council-run community centres	1.65-2.06 multi-purpose community centres	1.77-2.21 multi-purpose community centres	Additional space required

Future Considerations

This Plan includes a number of recommendations to improve the extent, efficiency and quality of social infrastructure provided across Moe and Newborough and seek to provide Council with a strong evidence base to inform the long-term management of their assets and ensure that the spaces they provide meet the needs of service providers and community expectations.

The future considerations for social infrastructure provision are presented in **Chapter 6 (Social Infrastructure Delivery Model)** of this report.

General considerations:

- Periodically Review Meeting Spaces to Understand Availability and Utilisation
 - It is recommended that Council periodically review the use, programming and condition of meeting spaces at Council facilities to assist in prioritising upgrades and improvements. This could be through a survey or similar. Such a program could be developed over the longer-term and by creating partnerships with local user groups to have co-ownership and responsibility over the information-gathering process.
- Undertake Integrated Service Planning across Council
 - A range of Council departments undertake annual service planning to ensure that the range of programs and services provided meet the changing needs of the community. It is recommended that Council develop and implement a process that coordinates this process with asset planning, management and data gathering as above on usage levels to assess demand.

Future considerations for local areas

	Local information space	Out of school hours care	Local inter-generational programs	Computer literacy programs (at the library)	Community noticeboard	Community hub feasibility study	Local youth space	Online community information portal	Community classroom	Community transport system
North Moe	✓	✓	✓	✓						
South Moe	✓	✓	✓							
Newborough		✓	✓		✓	✓				
Lake Narracan	Social infrastructure to be provided in future as part of the planning process for this Precinct.									
District							✓	✓	✓	
Municipal	Future provision of facilities/ services at this scale should be determined through a municipal wide plan.									
Regional										✓

Recommendations

This Draft Social Infrastructure Plan at **Chapter 7 (Conclusion)** of this report contains the recommendations for social infrastructure in Moe and Newborough over the next 20 years.

The key recommendations and their associated level of priority, being high (1-5 years), medium (6 - 10 years) and low (10 or more years) are outlined below. Refer to Chapter 7 regarding details about implementation timeframes, monitoring and review.

This Plan also advocates that Council continue to investigate and monitor emerging and best practice approaches to community infrastructure delivery. This should include analysis of local, national and international examples and models, further to those presented at Appendix A. This ongoing analysis should seek to inform the development of contemporary and creative options for the future delivery of community infrastructure in Latrobe City, which support integrated and connected service provision, across sectors and ages.

Summary of Recommendations

Action	Priority	Council's Role	Key Partners
Periodically review meeting spaces to understand availability and utilisation	High (short term)	Lead	Service providers and facility managers
Integrate service planning with asset management across Council	High (short term)	Lead	
Develop a local youth space	High (short term)	Lead	Youth groups; community
Establish Local Information Space in the identified neighbourhoods of Moe and Newborough	High (short term)	Lead	
Health care advocacy and promotion of partnerships for service delivery (to implement in line with Council's <i>Municipal Health and Wellbeing Plan</i>)	High (shorter term)	Partner	Local and regional service providers; other levels of government
Investigate potential community transport program	High (shorter term)	Lead	Transport for Victoria
Explore feasibility for out of hours school care	Medium	Partner	DEET and other schools
Expand local intergenerational program	Medium	Partner	Aged care operators, seniors' groups and early childhood service providers
Explore computer literacy program at the library	Medium	Partner	Library; adult education providers

Action	Priority	Council's Role	Key Partners
Create an online community information portal	Medium	Lead	
Undertake a feasibility study to explore the potential development of a Newborough community hub	Low (longer term)	Lead	Local service providers and facility managers; community
Explore development of a community classroom	Low (longer term)	Partner	Local universities, education providers
Promote the <i>Emergency Relief and Client Support Services</i> pamphlet (containing local information about support services and emergency help) among the community to help build local knowledge about existing services	Ongoing (currently underway)	Lead	Local service providers and facility managers; community



1.0

Introduction

Moe and Newborough form one of Latrobe City Council's four main towns. They are part of Latrobe's networked Regional City and function as an important residential, retail and service centre for the local population and surrounding settlements.

Moe and Newborough currently contain a broad range of social infrastructure to support the health and wellbeing of residents. This includes health facilities and services, educational facilities and services, support services, general community facilities and meeting spaces and a state of the art Library and Service Centre.

The purpose of this Plan is to provide a framework to facilitate the efficient and sustainable provision of a broad range of social infrastructure in Moe and Newborough over the next 20 years.

1.1.1 What is social infrastructure?

"Social Infrastructure" refers to the facilities, places and spaces that support community members to live healthy and connected lives. This includes social infrastructure that is both publicly (i.e. government) and privately (i.e. non-government, not-for-profit and profit-for-purpose) provided to support community services, programs and activities.

For the purposes of this Plan the infrastructure has been grouped into the following categories and has been considered by life-stage, as relevant (e.g. early childhood, children, young people, adults and older adults):

- **Health facilities and services** (e.g. maternal and child health, medical centres)
- **Educational facilities and services** (e.g. preschools, primary and secondary schools, further education)
- **Support Services** (e.g. aged care facilities, child care)
- **General Facilities and Meeting Spaces**
- **Libraries.**

It is acknowledged that public open space and active recreation facilities are important community assets, however their current and future provision is not addressed as part of this Plan. The endorsed *Public Open Space Strategy* (2013) and *Recreation Needs Analysis* (2017) provide guidance to Council on these matters.

1.1.2 Council's Role in Providing Social Infrastructure

Latrobe City Council has a responsibility to protect, improve and promote the health and wellbeing of its community. Council also has a responsibility to ensure the prudent expenditure of public funds. It is recognised that Latrobe City Council performs a range of roles within the municipality regarding social infrastructure, ranging from direct service provider to planner, advocate and partner.

Some aspects of social infrastructure, such as preschool and maternal and child health care services, are delivered by Council based on requirements set by other levels of government, which set funding and spatial requirements for these services. Other programs, such as adult education

programs run by the library, may be delivered based on recommendations from Council's four year-plan, or provided based on its understanding of services the community may enjoy or find beneficial.

For the purposes of this Plan, social infrastructure facilities include those owned by Latrobe City Council, and services that are delivered by Council. This includes:

- Frank Bartlett Memorial Library and Service Centre (the new buildings)
- Moe P.L.A.C.E.
- Moe Heights Community Hall
- Newborough Public Hall
- Community Groups Hub
- Latrobe-run preschools
- Latrobe-run maternal and child health care services.

Social infrastructure that is the responsibility of other levels of government, the private sector (including not-for-profit and profit-for-purpose), non-government organisations and groups such as primary and secondary schools, school halls, out of school hours care facilities, private (or non-government) long day care, and function centres are not considered as part of this study.

1.1.3 Purpose of this Plan

This Plan has a 20-year time horizon and seeks to:

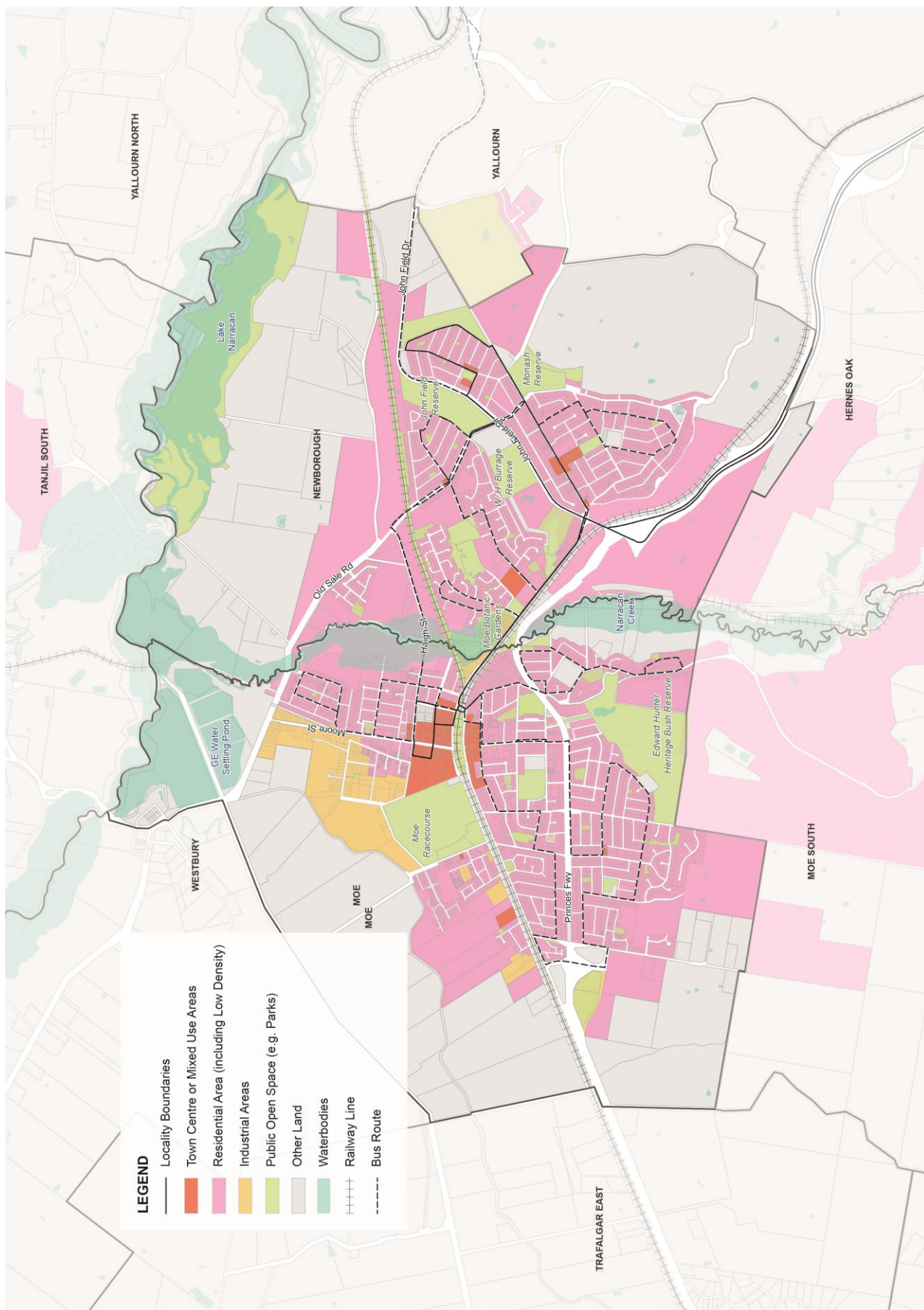
- Provide an integrated framework to assist in the timely and efficient provision of social infrastructure in Moe and Newborough
- Provide guidance to Council in its planning and allocation of funds and resources for social infrastructure
- Provide a basis for advocacy to all tiers of government and other funding bodies for facilities to support the future growth and wellbeing of the people of the area
- Assess the current extent and adequacy of social infrastructure provision in the area
- Assist with developing partnerships between other levels of government, the private and not-for-profit or profit-for-purpose sector as well as community groups to facilitate the governance, management and delivery and/or sharing of facilities.

1.1.4 Study Area: Moe and Newborough

Figure 1 (on the following page) presents the area affected by this Plan. It is noted that the Lake Narracan Growth Area is excluded as future social infrastructure required to service this new community is unknown at this point in time.

Due to the networked nature of Latrobe's main townships, residents of Moe and Newborough are likely to access services and facilities outside the study area. Likewise, local facilities are utilised by residents from other areas.

Figure 1 – Study Area Map



1.2 Approach

This Social Infrastructure Plan has been developed over five stages, as outlined below.

Community and stakeholder consultation has provided a vital contribution to this Plan. Community and stakeholder input has been sought to understand local usage patterns and the capacity of existing services and facilities as well as future aspirations and priorities.

A Community Reference Group comprising local residents, business owners and community advocates from Moe and Newborough have also contributed to the development of this Plan.

Figure 2 – Project Timeline and Methodology



1.3 Policy Context

The following policies, plans and guidelines have been reviewed in preparation of this strategy:

Table 1 – Policy Context

State Plans & Policies	Absolutely Everyone: State Disability Plan 2017-2020 Plan Melbourne Refresh 2017 Victoria in Future (VIF) 2016 Gippsland Regional Growth Plan 2014 Change and Disadvantage in the Gippsland Region 2011 Victorian Public Health and Wellbeing Plan 2015-2019
Local Plans & Policies	Latrobe City Council Plan 2017-2021 Latrobe City Municipal Public Health and Wellbeing Plan 2017-2021 Municipal Early Years Plan (MEYP) 2016 – 2020 Children’s Services Plan 2013-2017 Latrobe Structure Plans – Moe and Newborough 2015 Public Open Space Strategy Volume 1: Strategy and Recommendations 2013 Live Work Latrobe Consultation Report 2016 Moe Activity Centre Plan Urban Renewal Strategy Implementation Report 2007 Lake Narracan Precinct Structure Plan 2015
Latrobe Planning Scheme	Clause 11 – Settlement Clause 11.07 – Regional Victoria Clause 19.02 – Community Infrastructure Clause 21.02 – Municipal Vision Clause 21.05 – Main Towns Clause 21.08 – Liveability
Other Resources	Guide to Social Infrastructure Planning 2009 Notes from former Moe Early Learning Centre Consultations Moe Commercial Venues 2016* Moe Community Venues 2016* Moe Council Venues 2016*

*Databases publicly available on the Latrobe City Council website.

1.3.1 Summary of Policy Directions

- The townships of Traralgon, Morwell, Moe and Newborough and Churchill comprise a **networked city**. Collectively, the four towns are the key population centres, employment nodes and service centres for Latrobe and form Gippsland’s only Regional City. Moe and Newborough are identified as supporting network towns in the networked city.
- Parts of Moe and Newborough are identified for **residential growth** (e.g. Lake Narracan). Future population growth will be directed according to good planning principles, this includes the provision of social infrastructure and good public transport connectivity.
- As a main town within Latrobe, Moe and Newborough are, and should continue to be, a **key service centre** for the local community and surrounding townships.
- Council is committed to ensuring Latrobe City has **appropriate, affordable and sustainable facilities, services and recreation** to support opportunities for greater participation in sports, recreation, arts, culture and community activities.
- Inclusion of and **access for people with disability to mainstream services**, community-based activities and other government initiatives, **is a shared responsibility**.
- Where possible, facilities and services should be **co-located or clustered** to ensure maximum efficiencies for clients and to respond to best practice service delivery models.

- Facilities should be **multi-purpose** and cater to a range of ages, life stages, users and enable a range of uses
- There is a need to design facilities and services that are **inclusive and accessible** and incorporate universal design principles. This relates to the physical built form as well as governance models.

A photograph of children in a classroom setting, focused on playing with clay. In the foreground, a child in a red shirt is using a wooden rolling pin to flatten a piece of light blue clay on a wooden table. To their left, another child in a purple shirt is also working with clay. In the background, a child in a light blue shirt is visible. The scene is warmly lit, and the overall tone is educational and creative. The image is framed with orange diagonal stripes in the corners.

2.0

**Our Community Today,
Our Community
Tomorrow**

2.1 Overview

The size and demographic make-up of a population influence the type and scale of social infrastructure that is provided.

This section presents the features of the current, and forecast characteristics of the future community profile, for Moe and Newborough in comparison to the municipality. This analysis utilises the ABS Census 2016 data for Moe and Newborough at the ‘Urban Centres and Localities’ scale and Latrobe City at the ‘Local Government Areas’ scale. It also draws on population forecasts contained in Victoria in Future (2016).

The analysed data indicates that over the next twenty years:

- The population of Moe and Newborough will be stable
- The area is forecast to experience modest population growth after the year 2021
- The population of Moe and Newborough is ageing; in the future the area will contain a higher proportion of residents aged over 65 and living in lone person households than the Latrobe City average.
- The area currently experiences high levels of socio-economic disadvantage

Population and demographic trends and forecasts should continue to be reviewed during implementation of this Plan to ensure that it remains responsive to the needs of the current community and forecast population.



Community Celebration Day, Moe (Image courtesy Latrobe City Council)

2.2 Our Community Today

In 2016 the population of Latrobe City was 73,257. At this time, Moe and Newborough had a combined population of 16,500, representing 22.5% of the municipality’s total population. Moe was home to approximately 9,600 residents, while Newborough comprised approximately 6,900 people.

Figure 3 - Our Community Today: Quick Stats



Moe and Newborough are characterised by an **older age demographic**. The median age of local residents is higher (44 years) than the municipal average (41 years). Furthermore approximately 21.7% of the local population is aged 65 and over, this same group represents 18.6% of Latrobe’s overall population



The majority of households in Moe and Newborough are couple families without children (40.4%) and couple families with children (34.8%). Moe and Newborough contain a **higher proportion of one parent families** (23.6%) compared to Latrobe City (19.9%).



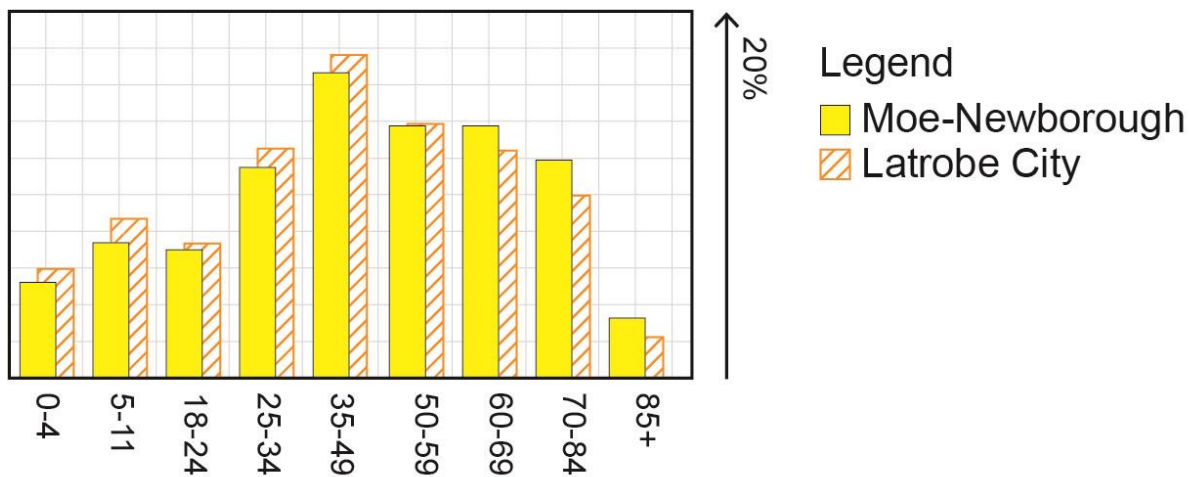
Average **household income in Moe and Newborough is lower** than the municipal average. The local unemployment rate is also higher (10.5%) than the Latrobe City average (7.9%).¹



A slightly **higher proportion of the population require assistance with daily tasks** (8.9%) in Moe and Newborough compared to Latrobe City (6.9%).

¹ This is based on 2011 Census data. It is noted that updated data from the 2016 Census in this category has not yet been released.

Figure 4 - Current Population Age Structure: Moe and Newborough compared with Latrobe City



Source: ABS Census Data, 2016.

2.3 Our Community Tomorrow

According to *Victoria in Future (2016)* the population of Latrobe City will increase to 81,222 by the year 2031. Moe and Newborough are forecast to house an additional 1,190 residents, with a combined total population of approximately 17,690.

Moe and Newborough are set within a picturesque landscape of rolling hills that showcases the beauty of the Latrobe Valley. The district is connected to other towns in Latrobe City by the train station. Many residents already commute from Moe and Newborough to Morwell, Traralgon and Churchill, as well as further afar to Warragul, Cranbourne, Pakenham and Melbourne to access employment, services and entertainment.

There are a range of factors that are likely to influence the future growth and profile of Moe and Newborough’s population. Due to the rising costs of living in places closer to Melbourne, there is potential for Moe and Newborough to undergo higher demand for housing as people seek more affordable housing options that are connected to key employment hubs such as Melbourne, Cranbourne and Pakenham. This could mean that the local population could grow larger than currently forecast. In contrast, the recent and ongoing restructuring of local industries and employers mean the already challenging unemployment rate could worsen before it improves. This could result in a slowing of population growth over the next twenty years.

Given the transitional nature of the area’s population it is important that Council continues to monitor population growth and demographic change to ensure the relevance of the Plan’s recommendations.

Figure 5 - Our Community Tomorrow: Quick Stats



The population of Moe and Newborough is forecast to decrease slightly between 2011 and 2021. Steady population growth is projected to the year 2031.



Moe and Newborough will continue to be characterised by an **older age demographic**. It is forecast that by the year 2031 approximately 30% of the local population will be aged 65 and over. This same group is forecast to account for 23% of Latrobe’s overall population by 2031.

2.4 Community Engagement Findings

Community input into this Social Infrastructure Plan occurred from April 2017 to May 2017 branded 'My Community'. Over 300 people took part in this consultation which occurred through a variety of online and face-to-face methods. Refer to the *Engagement Summary Report, 2017* for a detailed explanation of consultation approaches and results.

The following reports key findings from this consultation regarding the current network of social infrastructure and aspirations for the future.

- Social infrastructure in Moe and Newborough services local residents as well as people from surrounding townships;
- The Moe Library and Service Centre and Latrobe Leisure Centre are the most frequently used facilities in the area;
- The most frequent reason for people travelling outside the local area to access facilities and services is because:
 - The service / facility is not available in Moe or Newborough
 - They have a good relationship with the service / facility and are therefore happy to travel;
- The most important factor for people in Moe and Newborough when choosing to visit a service or facility is its proximity to home;
- Cost is also an important factor in selecting a service / facility;
- Participants identified the need for the following additional places and spaces in the future:
 - Youth services and spaces
 - Larger public gathering spaces where the community can come together
 - A variety of facilities and services to support education. This ranged from affordable before- and after- school care to private secondary schools to more tertiary education programs.
 - More support services (e.g. Medicare, Centrelink, retirement facilities)
 - A greater variety of health specialists (e.g. mental health, family violence support)
 - Opportunities for people of different ages and abilities to interact; and
- While beyond the scope of this plan, inadequate public transport was cited frequently as a major concern for respondents.

2.4.1 Implications for this Plan

Community and stakeholder consultation provided important insights into *what* and *how* social infrastructure should be delivered in the future. The following summarises the key messages from consultation which have directly informed the community values presented in the following section. These in turn will inform the development and prioritisation of recommendations.

- Social infrastructure should be available locally and be affordable;
- Access to education, training and skills development is important for people of all ages and abilities;
- Youth oriented services and spaces are a significant gap in local social infrastructure;
- Better promotion of existing facilities, services, events and groups in Moe and Newborough is needed; and

- Ways of using and providing access to technology should be explored.

It is noted that additional engagement with key groups in the local community might be needed to implement key recommendations that affect those groups. For example, the voices of younger people in the local community could be strengthened for any recommendations regarding young people, to ensure the services and facilities are needed, wanted, and co-designed² with the end-users of those spaces involved in the process.

² 'Co-design' is a process of participatory design, where the design of a building or space actively involves all stakeholders in the process to help ensure the result meets the end-users' needs and is usable.

2.5 Vision

The vision for this Social Infrastructure Plan is:

Moe and Newborough are places where residents of all ages and life stages live safe, healthy, and engaged lives through the provision of affordable, inclusive and accessible social infrastructure.

We have opportunities to learn and develop new skills. We look out for each other and take pride in our community.

2.6 Values

The vision (above) and values presented in this section were developed using information collected in the community engagement phase of this project, as well as using interviews with Council staff and service providers, and details from the Council Plan. The values underpin how decisions will be made regarding the delivery and design of facilities in Moe and Newborough in the future. They also inform the types of facilities and services/programs that might be needed and delivered in the local area.

- Provide a range of facilities and spaces which support people of **diverse ages and life stages** to live in and visit Moe and Newborough;
- Support **opportunities for education, training and skills development**;
- Encourage residents to live **healthy and active lifestyles**;
- Ensure social infrastructure is **accessible** in terms of design, location, cost and connection to sustainable transport modes;
- Provide **inclusive and sustainable services and facilities** which respond to community needs and aspirations across different life stages;
- Ensure there are places for people to **formally and informally come together to socialise**;
- Facilitate access to and education in current **technology**;
- Encourage opportunities for **intergenerational** facilities and programs; and
- Promote **community awareness** of local facilities, programs and events through access to information and knowledge sharing.



3.0

Building Blocks Approach



3.1 The Building Blocks Approach

This Social Infrastructure Plan outlines what services and facilities are needed now, and into the future by using four steps, or “Building Blocks”, of analysis.

These steps are summarised throughout this chapter and illustrated below (see Figure 6)

5. **Audit** of existing services and facilities to see what is currently available in Moe and Newborough, what is provided by Council and what is privately run (explained in Section 3.1.2 below);
6. **Capacity analysis** to determine whether existing services / facilities can meet projected demand;
7. Identify any new services/facilities triggered through the application of **established benchmarks** (e.g. government standards for service provision); and
8. Use **community values** identified in the project to highlight how a service/facility should be prioritised, including whether a service / facility should be provided before it ‘hits’ an existing benchmark and to identify local innovative and responsive social infrastructure initiatives.

The outcomes of this analysis approach are presented at Chapter 4 and recommendations for future social infrastructure provision are presented in Chapter 5.



Community Celebration Day, Moe (Image courtesy Latrobe City Council)

Figure 6 – Building Blocks Approach



3.2 Step 1 & 2: Audit & Capacity Assessment Methodology

The first step in the Building Blocks approach is to undertake an audit of existing social services and facilities. The audit used the following approaches to collect baseline data:

- Review of Council's facilities list (e.g. halls, libraries, other public buildings) to identify buildings designed for or used to house social infrastructure services
- Online audit of service sectors linked to social infrastructure, including those delivered by the not-for-profit, profit-for-purpose and private sector
- Discussions with Council staff from the relevant departments and members of the Community Reference Group to identify services offered locally and buildings used for social infrastructure purposes.

After a list of social infrastructure facilities and services was compiled, the list was mapped (with input from Council's *Community Services* and *Infrastructure and Recreation* divisions) to understand the spatial distribution of buildings and services owned and/or run by Council. The following data was then collected for each service/facility, based on information available online, in Council's database or by conducting interviews with staff.

- Facility name and address
- Target demographic
- Primary function/ service offered
- Other function/ service offered
- Current catchment (e.g. only Moe Newborough, or beyond?)
- Capacity
- Waiting list (i.e. is a waiting list maintained if or before the facility is at capacity?)
- Usage patterns (e.g. once a week, every day...)
- Plans for expansion
- Availability of a general meeting space
- Other comments.

The second step was to understand the capacity of a facility or service. The 'capacity' of infrastructure can be conceived in different ways. For example, a facility or service may be:

- *Physically* constrained – there is not enough physical space to accommodate additional participants, for example site limitations.
- *Financially* constrained- Linked to the funding model – the funding provided by external agencies dictates the number of people who can participate
- *Service model* constrained- Fully utilised – the facility/service is fully booked/utilised with no vacancies

It is important to note that capacity of each facility varied, and data available for each facility/service was not always available in the same format. As a result, data for more flexible spaces (i.e. those which can be visited without participating in a specific planned activity) was difficult to collect conclusively.

Where exact numbers were known (e.g. based on enrolments), the information could be more accurately recorded.

Another factor considered during the service and facility audit was *fit-for-purpose*. This means that a space is designed to accommodate a particular activity. It does not mean the space can't be used for other purposes; rather the most specific needs of a user group can be met (e.g. preschools, which have strict guidelines around design and area requirements).

3.3 Step 3: Consideration of Benchmarks

The third step of the Building Blocks approach is to apply relevant benchmarks. It is acknowledged that these benchmarks may evolve over time in line with change to government policy, delivery models, funding mechanisms and community expectations

The benchmarks used for this Plan and associated demand indicators (e.g. population growth) are presented in the table below.

Table 2 - Community Infrastructure Benchmarks

SERVICE AREA	BENCHMARK	SOURCE ³
Maternal and Child Health	1 service for every 182 babies	DEED
Preschool	1 30 place preschool room for every 30 (4-year-olds)	DEED
Playgroup	1 playgroup per 5,000 residents (uses a general meeting space)	DEED
Long Day Care	1 place per 6.8 children aged 0-6 years	DEED
Occasional Care	3 places per 1,000 children	DEED
Outside School Hours Care	150 places per 1,000 children	ASR (2008)
Neighbourhood House	1 per 10,000 residents	ASR (2008)
Primary School	1 school per 8,000-10,000 residents	DET
Secondary School	1 school per 18,000 residents	DET
Special Education	1 school per 60,000 residents	DET
Independent Primary School	1 school per 5,000 households (depending on Catholicity rate)	Catholic Education Office
Independent Secondary School	1 school per 16,000 households (depending on Catholicity rate – requires three feeder primary schools)	Catholic Education Office
Seniors groups	Access to general space	ASR (2008)
Planned Activity Group (PAG)	1 per 40,000 – 60,000 people	ASR (2008)
Library	1 Library per 30,000-60,000 people	ASR (2008)
Community Meeting Space	1 x 1-20 people venue per 4,000 people	ASR (2008)
	1 x 21-50 people venue per 8,000 people	ASR (2008)
	1 x 51-100 people venue per 8,000 people	ASR (2008)
	1 x 101-200 people venue per 8,000 people	ASR (2008)
	1 x 200+ venue per 20,000 people	ASR (2008)
Services for young people	1 per 10,000 people	ASR (2008)
Youth space	1 per 8,000 people	ASR (2008)

³ Australian Social and Recreation Research Pty Ltd., *Planning for Community Infrastructure in Growth Areas*, April 2008.

SERVICE AREA	BENCHMARK	SOURCE ³
Multi-purpose community centre	1 per 8,000-10,000 people	ASR (2008)

This Plan recognises that while benchmarks provide an important role in the funding of services and facilities, there are limitations in relying on institutional and industry benchmarks *alone* in assessing current and future social infrastructure needs. Key issues associated with this approach in the context of Moe and Newborough including:

- The application of benchmarks does not consider the role and catchment of community infrastructure, and in a regional catchment both these towns act as a service centre for nearby towns.
- Benchmarks consider the number of residents as a ratio to the number of facilities, for example 1 school to every 3,000 households. This ratio approach has limited flexibility to consider localised social issues such as income, access to transport, physical and mental ability and English language skills. The results of community consultation indicated the importance of local accessibility, particularly walkability, for the usage of facilities and services. This message was reinforced through consultation with service providers and is an important consideration in the delivery of different services and facilities.
- Benchmarks typically do not consider how spaces can be used for integrated or multiple purposes spaces or changing delivery models.

Ultimately, this plan utilises a hybrid approach for social infrastructure provision. It uses benchmarks as a base, then layers additional social information and community values that are unique to Moe and Newborough to get a better understanding of the local context. In this way, the model provides a framework to recommend ways that Council and service providers can deliver new or reimagine existing, services and facilities, to meet current and future needs of residents and visitors to Moe and Newborough.

3.4 Step 4: Community Values

The fourth step in the Building Blocks approach is to consider the aspirations and values of the local community.

A community vision and values have been developed based on input from the broad community, Community Reference Group and Council Officers. These values provide important qualitative information to contextualise the findings from the community infrastructure audit and application of benchmarks.



4.0

Social Infrastructure Needs Assessment

4.1 Overview

This section applies the 'Buildings Block' methodology to the Moe and Newborough communities and recommends a future model to guide social infrastructure delivery in the study area. It presents analysis of:

1. Existing social infrastructure in Moe and Newborough
2. Capacity and catchment of Council-run facilities and services
3. Applies industry benchmarks
4. Contextualises the previous findings in the context of the feedback and values expressed by members of the Moe and Newborough community

The Moe and Newborough area has a stable population, which will grow slightly over the next 20 years. As the population grows slowly, its demographic profile will also change, meaning the large proportion of middle-aged people who currently live in Moe and Newborough will become a large proportion of older people. The phenomenon of an ageing population is familiar to many towns in Latrobe City Council and around Australia. Accordingly, planning for social infrastructure will need to adapt to ensure cities and towns such as Moe and Newborough can continue to support vibrant populations with diverse needs. This change is also being driven by government policies and corresponding community expectations around inclusive communities.



Moe Access for All Abilities Playground (Image courtesy Latrobe City Council)

4.2 Existing Social Infrastructure

The first step of the Building Blocks approach considered the current supply and range of social infrastructure provided in Moe and Newborough.

Moe and Newborough currently contain a broad range of community facilities and services, this includes general meeting spaces to specialist medical centres. This infrastructure is generally centrally clustered around the Moe and Newborough town centres and Moe Heights. Figure 7 to Figure 10 illustrate the current distribution of community infrastructure across Moe and Newborough.

In summary:

- Existing facilities and services are generally clustered around the Moe and Newborough town centres.
- Services and facilities are currently used by local residents as well as people from surrounding townships, both within and outside Latrobe City.
- Social infrastructure is generally located within walking distance of most residences, acknowledging that some areas are better serviced than others.
- There are some examples of co-located services and facilities across the townships (e.g. Moe P.L.A.C.E).
- Existing social infrastructure varies greatly in age and condition. There are examples of new multi-purpose facilities, while some assets will soon require renewal and improvement to ensure they are fit-for-purpose.
- Meeting spaces are quite dispersed, with some located in older or repurposed facilities such as community halls spread throughout neighbourhoods.
- Some meeting spaces shown on the existing facilities maps over the following pages have been shown separately but are co-located within community hubs, the library, or local halls, to highlight the availability of such spaces.
- Some portions of the population (e.g. early years, school-aged and elderly people) are generally well serviced with support facilities and programs (including outreach and in-home care), while others (e.g. young people, the elderly, and job seekers) are not as well connected to specific services locally.
- The above is particularly the case if a person doesn't hold a drivers' licence (many job seeking and skills building services are provided regionally and most are located in Morwell or Traralgon).
- Recent bus route changes mean people wishing to travel to Traralgon by bus from Newborough now need to travel to Moe first then change buses; adding a layer of difficulty for people who don't drive to get to services outside Moe-Newborough.

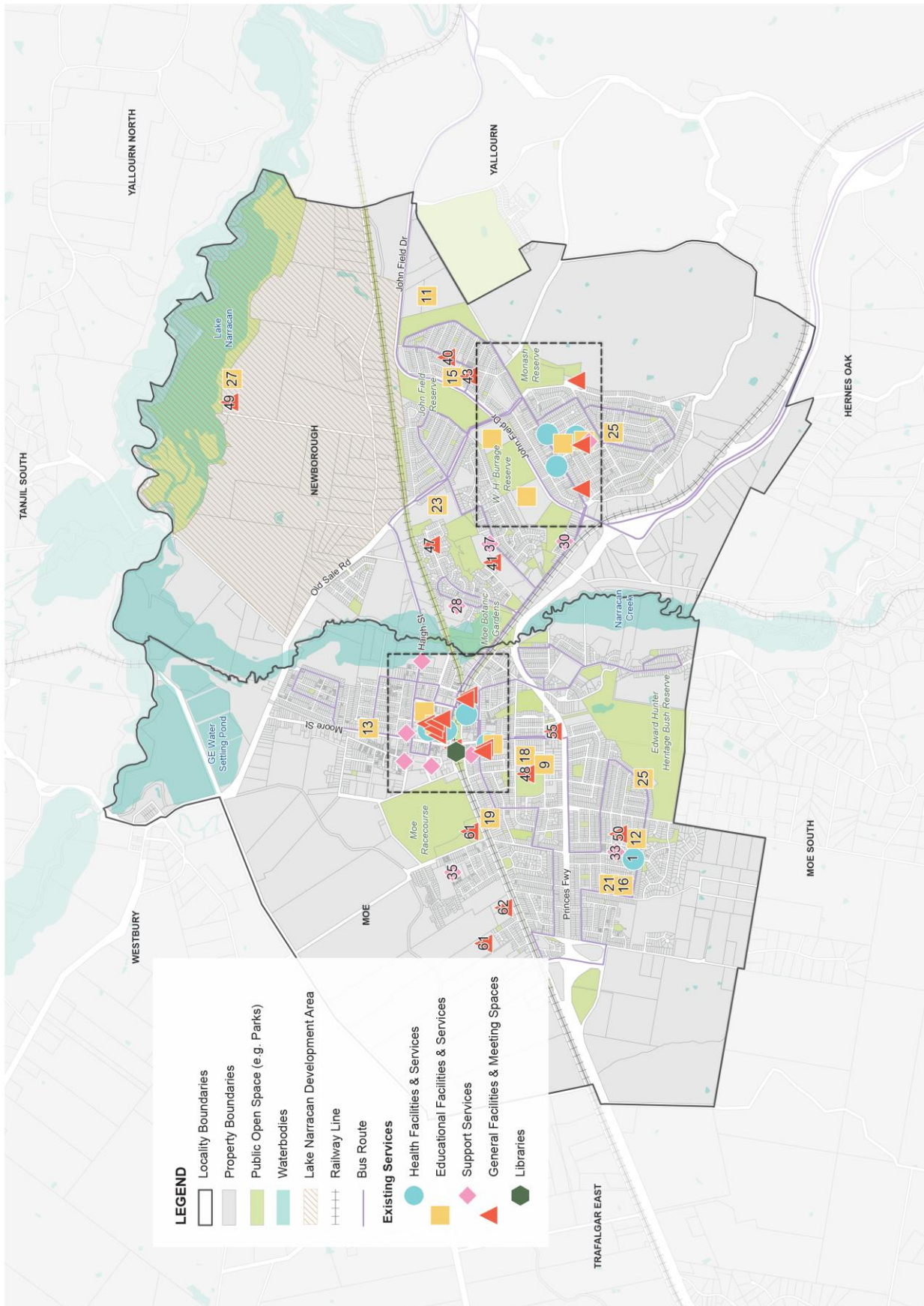


Figure 7 - Distribution of existing facilities and services, as at November 2017

HEALTH SERVICES & FACILITIES	
1	Maternal & Child Health Centres
2	Murray Road Maternal & Child Health Centre
3	Latrobe Community Health Service
4	Moe Medical Group
5	Central Gippsland Family Practice
6	Tanjil Place Medical
7	Newborough Health
8	Outa Mi Mind

SUPPORT SERVICES	
28	ACSAG Narracan Gardens Nursing Home
29	Bluebird Early Education Centre
30	Little Saints Early Learning Centre
31	Moe Central Child Care & Kindergarten
32	Moe District Meals on Wheels Inc.
33	Good Beginnings Preschool
34	Moe Retirement Village
35	Querencia Latrobe City
36	Moe Community Aged Care Facility (under construction)
37	Latrobe Valley Village
38	Headway Gippsland

EDUCATIONAL FACILITIES	
9	Moe Early Learning Centre
10	Moe Community Group Hub - Education Skills Training (also operates at 57 - Moe Community Group Hub)
11	Federation Training - Yallourn Campus
12	Moe Heights Preschool
13	Moore Street Preschool
14	Murray Road Preschool
15	East Newborough Preschool
16	Moe Neighbourhood House Inc
17	St Mary's Primary School
18	South Street Primary School
19	St Kieran's Primary School
20	Albert Street Primary School
21	Elizabeth Street Primary School
22	Newborough Primary School
23	Lowanna College
24	Lavalla Catholic College - Presentation Campus
25	Baringa Special School
26	Newborough East Primary School
27	Proposed Government School

LIBRARIES	
63	Frank Bartlett Memorial Library

GENERAL FACILITIES	
39	Moe Senior Citizen Centre
40	Newborough Senior Citizen Centre
41	Orana Senior Citizen Centre
42	Moe RSL
43	Yallourn Newborough RSL
44	Moe Service Centre
45	Central West Gippsland PCP
46	High Street Community Hub (Moe Life Skills)
47	Salvation Army Moe Corps & Community Centre
48	Moe P.L.A.C.E
49	Proposed Community Centre
50	Moe Heights Community Hall
51	Newborough Public Hall
52	Community Group Hub - Meeting Room
53	Newborough Gospel Trust
54	Moe & District Historical Society
55	New Life Christian Centre
56	Newborough Scouts & Guides Buildings/Halls
57	Moe Community Group Hub
58	Moe Community Group Hub - Meeting Rooms
59	Moe Town Hall
60	Proposed Community Hub
61	Moe Scout Hall
62	Proposed Community Facility

Figure 8 - Name of existing services and facilities, as at November 2017

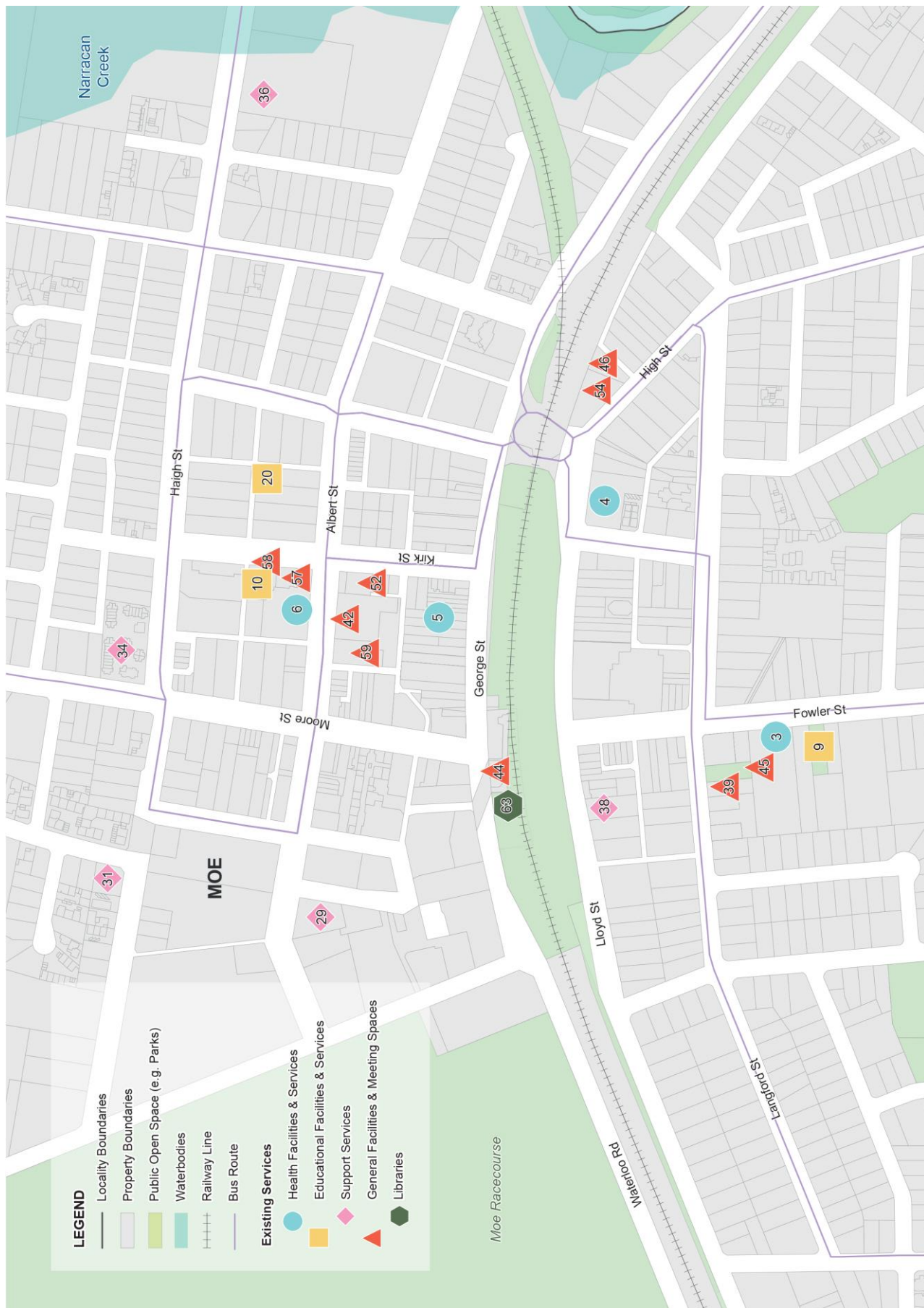


Figure 9 - Facilities in Central Moe, as at November 2017

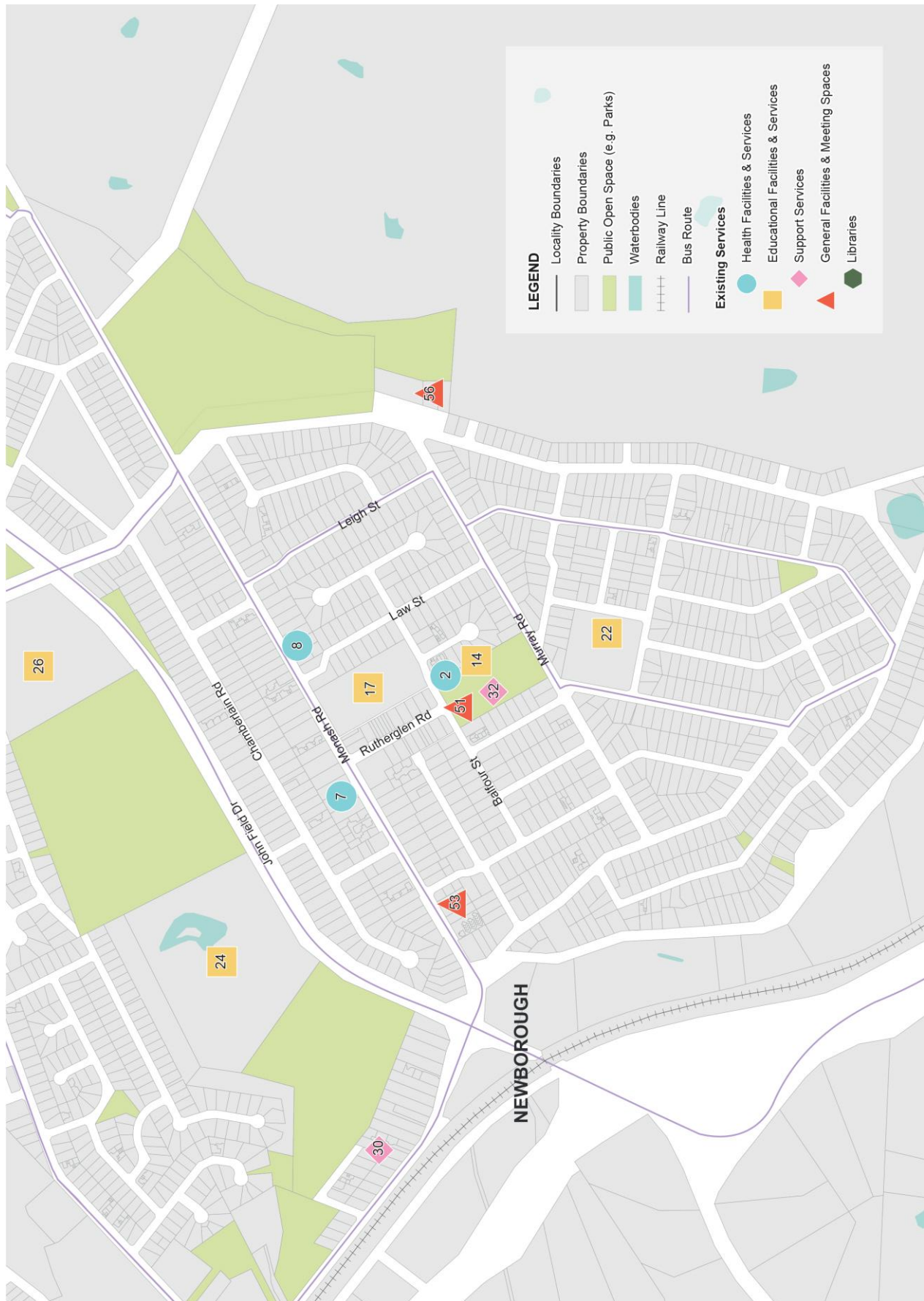


Figure 10 - Facilities in Central Newborough, as at November 2017

4.3 Capacity Assessment

The second step of the Building Blocks approach considers the capacity and catchment of existing social infrastructure.

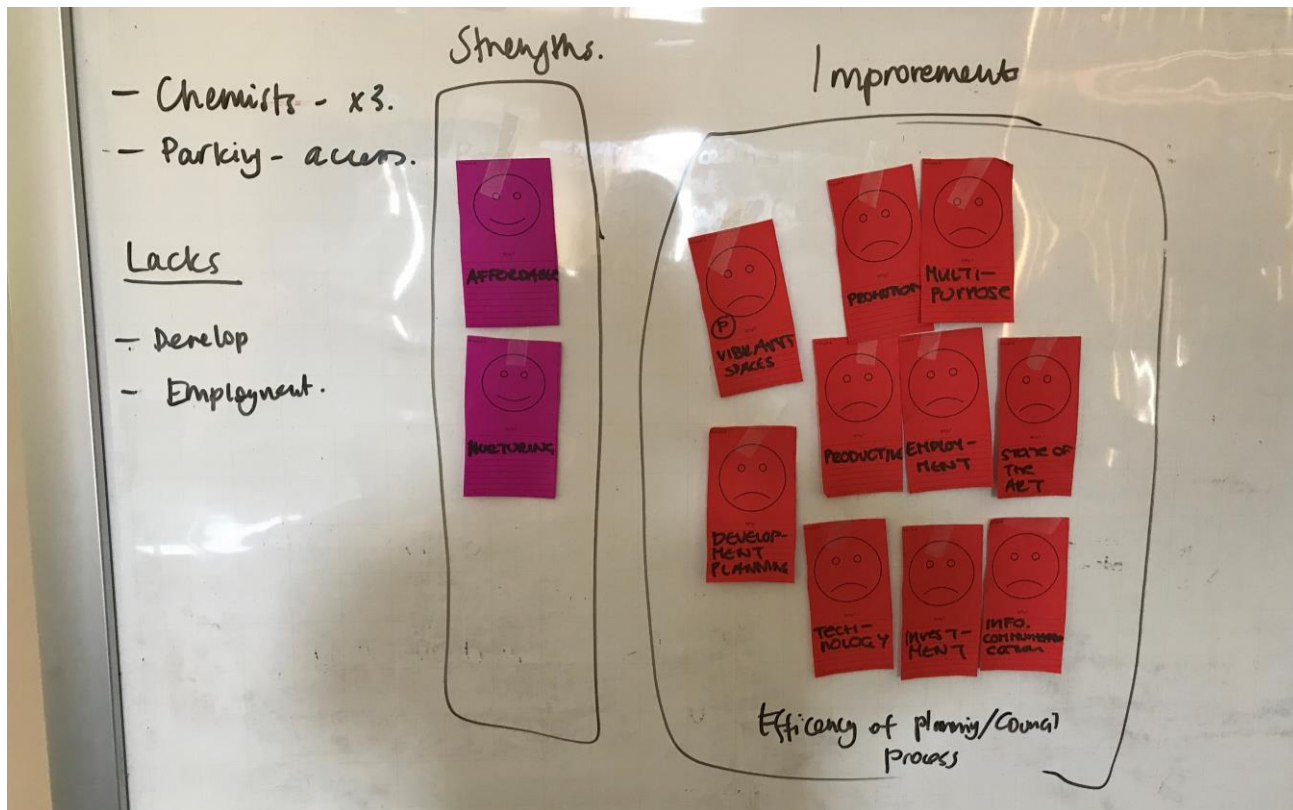
The following provides an overview of the existing capacity of existing Council-run services and facilities in Moe and Newborough. It uses a 'traffic light' system.

- **Green** indicates the facility or service can accommodate growth
- **Orange** indicates that the facility or service is nearing capacity and should be monitored over time
- **Red** indicates that the facility or service cannot accommodate any additional growth.

Table 3 - Capacity of Existing Council-run Social Infrastructure

FACILITY / SERVICE		CAPACITY NOTES
Moe Heights Maternal & Child Health Centre		Many preschools in Moe and Newborough are currently operating at capacity under their current models. However, most could accommodate future growth using alternative models for service delivery.
Murray Road Maternal and Child Health Centre		
Moe Early Learning Centre		
Moe Heights Preschool		
Moore Street Preschool		
Murray Road Preschool		
East Newborough Preschool		Service currently has capacity and can expand on a demand-driven basis. Meals on Wheels in Moe is run from Council facilities, but the service is not delivered by Council.
Moe District Meals on Wheels Inc.		
Moe Senior Citizen Centre		Space is largely used by the Moe Senior Citizens Group, other groups such as Combined Pensioners regularly use these facilities. More detailed information is required regarding programming, utilisation and condition of meeting rooms.
Newborough Senior Citizen Centre		Space is predominantly used by the Newborough Senior Citizens Group. More detailed information is required regarding programming, utilisation and condition of meeting rooms.
Moe Service Centre (within the Frank Bartlett Memorial Library)		Ongoing monitoring is required regarding programming and utilisation of meeting rooms.

FACILITY / SERVICE	CAPACITY	NOTES
Moe P.L.A.C.E		The long day care and preschool services offered at Moe P.L.A.C.E. are nearing capacity under their current models. However, the centre has some vacancies across all rooms and could accommodate future growth using alternative models for service delivery.
Save the Children (located in the Old Maternal and Child Health Centre, part of Good Beginnings)		Ongoing monitoring is required regarding programming, utilisation and condition of meeting rooms.
Newborough Public Hall (on Henry White Reserve)		Ongoing monitoring is required regarding programming, utilisation and condition of meeting rooms.
GEST Community Groups Hub - Meeting Room (Former Moe Library)		Ongoing monitoring is required regarding programming, utilisation and condition of meeting rooms.
Moe & District Historical Society		Space is exclusively used by the Moe and District Historical Society and cannot be booked by members of the public.
Newborough Scouts & Guides Buildings/ Halls		Ongoing monitoring is required regarding programming, utilisation and condition of meeting rooms.
Moe Town Hall		Seating capacity is 402.
Moe Scout Hall		Ongoing monitoring is required regarding programming, utilisation and condition of meeting rooms.
Frank Bartlett Memorial Library (Also contains the Moe Service Centre)		Library membership and usership has increased since the new building was opened.



Discussions about existing Social Infrastructure Provision in Moe and Newborough.



Meeting rooms in the Frank Bartlett Memorial Library and Service Centre

4.4 Application of Benchmarks

The third step applied the industry benchmarks presented in the previous chapter to assist in understanding future demand for social infrastructure in Moe and Newborough.

Key findings from application of benchmarks to the current and forecast population of Moe and Newborough include:

- Moe and Newborough would appear to currently be oversupplied in terms of many aspects of early years' social infrastructure (e.g. preschools, maternal and child health). Consultation with local service providers and the community have emphasized the importance of local and walkable access to these facilities and services.
- Moe and Newborough currently contain more primary and secondary schools than the industry benchmarks would trigger.
- Council currently operate a range of community meeting spaces, there is currently an oversupply of smaller sized meeting rooms (1-20 people venues) than triggered by the industry benchmarks. There would appear to be an undersupply for medium sized (21-50 people and 51-100 people) meeting rooms.
- A dedicated youth space is currently a gap in current provision.

Table 4 - Social Infrastructure Needs Assessment

SERVICE AREA	BENCHMARK	EXISTING	2016 REQUIREMENT	2031 REQUIREMENT	Assessment by benchmark
Early Years					
Maternal and Child Health	1 service for every 182 babies	8 sessions (from 3 facilities)	5.45 sessions	5.00 sessions	Sufficient
Preschool	1 30-place preschool room for every 30 (4-year-olds)	10 rooms (Based on model of 44 places)	6.6 rooms	6.06 rooms	Sufficient
Playgroup	1 playgroup per 5,000 residents (uses a general meeting space)	0 Council-run sessions (Not a Council-run service)	3.3 sessions	3.54 sessions	More space required.
Long Day Care	1 place per 6.8 children aged 0-6 years	254 places	199.56 places	191.06 places	Sufficient
Occasional Care	3 places per 1,000 children	0 places at Council facilities	4.13 places	3.90 places	More space required

SERVICE AREA	BENCHMARK	EXISTING	2016 REQUIREMENT	2031 REQUIREMENT	Assessment by benchmark
Outside School Hours Care	150 places for 1000 children (0-6 years)	Data not available	208.3 places	196.8 places	Requires further consideration
Education					
Neighbourhood House	1 per 10,000 residents	1 neighbourhood house (Not Council-run)	1.65 neighbourhood houses	1.77	Sufficient given the role of other providers
Primary School	1 school per 8,000-10,000 residents	5 primary schools (Not a Council-run service)	1.65-2.06 primary schools	1.77-2.21	Sufficient
Secondary School	1 school per 18,000 residents	3 secondary schools (Not a Council-run service)	0.91 secondary schools	0.98	Sufficient
Special Education	1 school per 60,000 residents	1 special education (Not a Council-run service)	0.27 special schools	0.30	Sufficient
Independent Primary School	1 school per 5,000 households (depending on Catholicity rate)	2 independent primary schools	1.45 independent primary schools	1.58 independent primary schools	Sufficient
Independent Secondary School	1 school per 16,000 households (depending on Catholicity rate – requires three feeder primary schools)	1 independent secondary school (Only Year 9)	0.46 independent secondary schools	0.49 independent secondary schools	Requires further consideration
Seniors					
Seniors groups	1 per 10,000 people (general space)	2 senior citizens centres	1.65 seniors groups	1.77 seniors groups	Sufficient

SERVICE AREA	BENCHMARK	EXISTING	2016 REQUIREMENT	2031 REQUIREMENT	Assessment by benchmark
Planned Activity Group (PAG)	1 per 40,000 – 60,000 people	No Council-run PAG	0.28-0.41 PAGs	0.30-0.44 PAGs	Sufficient given the role of other providers
Library					
Library	1 Library per 30,000-60,000 people	1 library	0.28-0.55 libraries	0.30-0.59 libraries	Sufficient
General Spaces & Services (Council-run facilities)					
Community Meeting Space	1 x 1-20 people venue per 4,000 people	7 rooms	4.13 rooms	4.42 rooms	Review current provision
	1 x 21-50 people venue per 8,000 people	1 room	2.06 rooms	2.21 rooms	Additional space required
	1 x 51-100 people venue per 8,000 people	1 venue	2.06 venues	2.21 venues	Sufficient given the role of other providers
	1 x 101-200 people venue per 8,000 people	2 venues	2.06 venues	2.21 venues	Sufficient
	1 x 200+ venue per 20,000 people	1 venues	0.83 venues	0.89 venues	Sufficient
Services for young people	1 per 10,000 people	1 service	1.65 services	1.77 services	Additional space required
Youth space	1 per 8,000 people	0 dedicated spaces	2.06 spaces	2.21 spaces	Additional space required
Multi-purpose community centre	1 per 8,000-10,000 people	1 Council-run community centres	1.65-2.06 multi-purpose community centres	1.77-2.21 multi-purpose community centres	Additional space required

4.5 Community Values Analysis

The final step of the Building Blocks approach considers community values and aspirations for social infrastructure. The following re-presents the community values established for Moe and Newborough. These values were prepared based on feedback from the community, Community Reference Group and Council Officers.

- Provide a range of facilities and spaces which support people of **diverse ages and life stages** to live in and visit Moe and Newborough
- Support **opportunities for education, training and skills development**
- Encourage residents to live **healthy and active lifestyles**
- Ensure social infrastructure is **accessible** in terms of design, location, cost and connection to sustainable transport modes
- Provide **inclusive and sustainable services and facilities** which respond to community needs and aspirations across different life stages
- Ensure there are places for people to **formally and informally come together to socialise**
- Facilitate access to and education in current **technology**
- Encourage opportunities for **intergenerational** facilities and programs
- Promote **community awareness** of local facilities, programs and events through access to information and knowledge sharing.

These values have informed the needs analysis (presented in the following section) as well as the Social Infrastructure Delivery Model.

It is recommended that Council continue to monitor these values to ensure that they are still relevant for the local Moe and Newborough communities.

4.6 Summary of Key Findings by Service Area

The following describes the key findings from the social infrastructure audit, capacity analysis and application of benchmarks contextualised with the community values and aspirations articulated by the people of Moe and Newborough.

It discusses emerging future needs for social infrastructure across Moe and Newborough.

4.6.1 Health facilities and services

There are currently three Council-owned and run facilities that offer maternal and child health care services in Moe (Moe Heights and Moe P.L.A.C.E.) and Newborough (Murray Road Maternal and Child Health Centre). Maternal and child health care service requirements are based on the number of babies born each year, and services are delivered for children aged 0-3 years old. Council also offers in-home care as an outreach service.

Based on current provision ratios, existing maternal and child health care services are adequate to meet the current demand. Strong community feedback was received to support continuation of Council's three existing facilities, based on the need for facilities to be local and walkable for people with young children and infants.

Distribution and type of health facilities and services

Existing health facilities and services are clustered around the Moe and Newborough town centres except for the Moe Heights Maternal and Child Health Centre. For the most part, these services are located in close proximity to bus services.

It is acknowledged that the study area contains a broad range of health specialists, including physiotherapists, optometrists, pathologists and chiropractors. The capacity analysis contained in this report does not include an audit and capacity assessment of these diverse services. Rather, it has focussed on the general medical facilities supporting the community.

There is currently a strong demand for health facilities. Services are typically used by local residents, as well as people from surrounding townships, located within and outside Latrobe City. Most medical centres are nearing capacity.

Many health services offer outreach (home-based) care, reducing people's need to travel. However, some services operate using a regional model and therefore require residents of Moe and Newborough to travel elsewhere to access particular specialists (e.g. accessing specialists and consultants as the Consulting Suites at Latrobe Regional Hospital or Warragul Hospital).

4.6.2 Educational facilities

There are currently 10 kindergarten rooms provided across five Council-run preschool facilities. Demand for preschool places is calculated based on the number of children aged 4-years-old, annually. Facility design requirements are established by the State government, through the Department of Education and Early Childhood Learning (DEECD).

There is capacity within existing primary and secondary schools to accommodate the likely predicted population growth.

Distribution and type of education facilities

Moe and Newborough contain a range of educational facilities, from preschool to secondary school and tertiary education

There are currently enough preschool places to accommodate existing demand. Some sessions are operating at capacity, while others are nearing maximum participant numbers. Many facilities could accommodate additional enrolments if session programming was amended. Like maternal and child health care, preschool location is an important factor for parents of young children; and local, walkable facilities are in demand (i.e. people want to attend the preschool they can walk to).

The capacity of a facility to increase its enrolment numbers is linked to the way sessions are designed to meet the required hours of attendance (e.g. fewer days, longer hours, versus more days, shorter hours). The number of days per session per facility can therefore be altered using programming to accommodate more students – up to the maximum number based on each facility.

There is currently strong demand for educational facilities for the early years age cohort, with most local preschools nearing capacity based on current delivery models and the number of students enrolled. There has been some demand for before and after preschool care, which is currently only provided at Moe P.L.A.C.E.

Seven (7) primary schools and one (1) secondary school operate in the area, all with capacity to accommodate additional students. Further education is provided at the Yallourn Campus of Federation Training, Gippsland Employment Skills Training (GEST), Moe Neighbourhood House and through Life Skills Education Victoria, of which Moe Life Skills is a registered training provider. Educational facilities and services are primarily used by local residents as well as some households from the surrounding townships.

Baringa Special School, due to its specialist nature, has a wide catchment with students from as far as Trafalgar, Traralgon, Glengarry and Toongabbie. This facility is currently operating at capacity, with limited scope to accommodate additional children.

The community have expressed the importance of ensuring that social infrastructure provides opportunities for all members of the population to develop new skills, learn and contribute to society.

4.6.3 Support services

There are two childcare facilities in the study area- one managed by Council and one privately run childcare facility.

Council does not currently run any services for older people from its facilities in Moe and Newborough, but provides facilities to be used by community groups (e.g. Moe Senior Citizens' Centre). Other services (e.g. Meals on Wheels) are currently being provided by third parties. Home and Community Care (HACC) services are provided by Council, and these operate as outreach services where staff will visit and assist people in-home.

According to research conducted for this project, there may be a desire for additional spaces designed specifically inclusive of the needs for older people in future. Existing centres like the Moe and Newborough Senior Citizens Centre (owned, but not run, by Council) are located locally, but are not considered fit-for-purpose (e.g. cold in winter, hot in summer).

Distribution and type of support services

Support services provided in Moe and Newborough include child care centres, retirement villages and aged care, Meals on Wheels and Headway Gippsland (support for people with acquired brain injuries).

The only facility which is reported to be nearing capacity is the ACSAG Narracan Gardens Nursing Home in Moe. It is noted that a planning permit has recently been issued for the development of a new aged care facility on Albert Street, Moe. The facility is currently under construction and will comprise 144 beds over a single storey building with single and larger rooms. It will offer respite care, opportunities for ageing in place, high-needs care and a separate, secure dementia unit. A new aged care facility, the Moe Community Aged Care Facility, is currently proposed to be open in Moe (c. November 2018), and will have 144 beds.

Moe Neighbourhood House also offers Learn Locals accredited programs. 'Learn Locals' is a pre-accredited training program that provides job training and adult support skills. At present, there are accredited programs being run from the Lowanna College Education facility, Moe Community Groups Hub and High Street Community Hub (Moe Life Skills). Across Moe and Newborough, the Learn Locals program supports many residents and visitors. The overall capacity of the program is unknown due to the number of venues and service providers.

The user catchment for services varies. Most are predominantly used by local residents. However, there are examples where infrastructure is servicing residents from outside the study area.

4.6.4 General facilities and meeting rooms

According to Council's facilities database, a number of general facilities in Moe and Newborough are available for public hire and can be used as general meeting spaces. In addition, facilities like the new Frank Bartlett Memorial Library and Moe P.L.A.C.E. have meeting rooms available for hire.

Based on the existing and forecast population for Moe and Newborough, there may be a need for additional medium sized meeting rooms and an opportunity to evaluate the number of smaller meeting rooms. However, as detailed below, many general facilities and meeting rooms across Moe and Newborough are in older buildings that have limited storage or climate control capacity to create fit-for-purpose experiences as community needs change in the future.

A dedicated youth space has been identified as a gap in the current provision. This finding was reinforced by community consultation that indicated a strong desire for a youth-oriented space in the study area.

Distribution and type of general facilities and meeting rooms

Moe and Newborough contain a variety of meeting spaces, community centres and senior citizen centres. It is noted that meeting spaces are available within many of Council's facilities. Typically, Council-owned meeting spaces can take many different forms, including dedicated halls, small to large spaces within multi-purpose community facilities and spaces within higher order community facilities such as libraries, cultural centres, leisure centres and civic centres.

The Moe Service Centre and Library contains several meeting rooms that can host up to 20 people. Among these some multi-purpose rooms can be adjusted to accommodate more people (divider walls removed). There are also informal break-out spaces within the Service Centre and Library that can be used without a booking. The formal meeting spaces can be hired for a fee, and while popular there is still capacity to accommodate more groups within the building's booking program.

The Moe Community Groups Hub (former Moe Library and Service Centre) is currently used by Gippsland Employment Skills and Training (GEST) for adult education. This space also has some meeting rooms available for hire. The Moe Community Groups Hubs hosts several community groups and can be hired for a range of occasional activities, including accredited skills training, temporary client services (e.g. NDIS), events and meetings for social interest groups.

There is scope for the new library building to accommodate more users. Partnerships with the new Moe Service Centre and Library through Council ownership means some tenants seeking space at the Moe Community Groups Hub have been successfully accommodated in the new building, if more fit-for-purpose. The Moe Community Groups Hub has space to accommodate more one-off bookings both during the day and in the evenings.

Many spaces across Moe and Newborough accommodate regular meetings from a range of community groups. Some spaces are exclusively used by community groups, such as the Scout Hall in Moe. The old Moe Court House houses the Moe Historic Society and museum, but the facility is not available to hire for other purposes.

Larger meeting spaces (able to accommodate 80+ people) are available in the Monash Soccer Club pavilion, Moe Town Hall, Yallourn Newborough RSL, Moe RSL, Moe Racing Club, Ted Summerton Reserve and Moe P.L.A.C.E.

Access to a dedicated youth space has emerged as a key local need through the assessment process.

4.6.5 Libraries

Moe and Newborough are serviced by the recently constructed Frank Bartlett Memorial Library. The library provides core library services as well as acting as a community space, with meeting rooms and informal break-out spaces available to the community. The spaces are attracting users from local and surrounding area.

Distribution and type of libraries

The Frank Bartlett Memorial Library and Moe Service Centre on George Street in Moe was recently built, opening in June 2016.

A range of programs operate out of the library including Storytime, digital literacy training, older adult exercise programs and family tree training workshops. The library also offers free Wi-Fi, study areas and typical library and service centre functions.

The library is a highly valued and well utilised service. Since its redevelopment, visits to the facility have increased by up to 800 visits per week, compared to the former library. There is demand for more programs focused on adult and digital literacy, as well as spaces specifically designed for young people and the elderly, which could be accommodated in the library in the next phase of development.



View from the Moe Library

5.0

Social Infrastructure Delivery Model



5.1 Overview

The following presents the Moe and Newborough Social Infrastructure Delivery Model. This model seeks to take the benchmarks and standards presented in this document, as well as the aspirations articulated by the community, and provide guidance regarding the spatial distribution and locational attributes of social infrastructure.

The model contains four levels of community infrastructure: Neighbourhood, District, Municipal and Regional. The types of services and facilities delivered at each level differ and cater for different populations or 'catchments'. The different levels of community infrastructure in the Social Infrastructure Delivery Model are described below and Table 5 describes their key attributes.

- **Neighbourhood** - the smallest scale in the Social Infrastructure Delivery Model. It includes local services and facilities that people need to access regularly or those required by families and children. Neighbourhood level social infrastructure is generally located within walking distance of people's homes.
- **District** - generally applies to a town (e.g. Moe or Newborough). Social infrastructure at this scale includes services people need to access less regularly or are accessed by only some members of the community (e.g. youth, older people). District level social infrastructure is a larger scale and used by a wider catchment of residents than the neighbourhood level.
- **Municipal** - comprises purpose-built facilities which service all residents of Latrobe City. Some of these facilities may be located in Moe and Newborough, while others will be in other parts of the municipality.
- **Regional** - includes large state-of-the-art purpose-built facilities such as the Moe Library and Service Centre or Latrobe Performing Arts Centre, which service people from across the Gippsland region.

As highlighted in Table 5, public transport connections between Latrobe's networked cities are critically important for residents to be able to access municipal or regional scale social infrastructure.

Although beyond the scope of this Plan, it is noted that the time of writing, Latrobe City Council is advocating to the State Government to reinstate the bus connection between Newborough and the Latrobe Regional Hospital in Traralgon, which was recently changed. The change has meant residents without a drivers' licence or seeking public transport connections to Traralgon and Morwell, particularly from Newborough, face too many changes and an unreasonable time commitment to use public transport. This concern from the community was raised numerous times during consultation throughout the project.

Table 5 - Social Infrastructure Delivery Model Key Attributes

AREA	SCALE	POPULATION CATCHMENT	ACCESSIBILITY	NOTE
Neighbourhood	<ul style="list-style-type: none"> Local scale 	<ul style="list-style-type: none"> Facilities/services most people need to access regularly Facilities/services needed by families and children 	<ul style="list-style-type: none"> Services and facilities will be within a 400-800m walking distance of homes (5 to 10-minute walk)⁴ 	<ul style="list-style-type: none"> This Plan considers four neighbourhoods in the district: North Moe, South Moe, Newborough and Lake Narracan
District	<ul style="list-style-type: none"> May be larger scale than those at the Neighbourhood level 	<ul style="list-style-type: none"> Facilities/services people need to access less regularly Accessed by only some members of the community (e.g. youth or older people) 	<ul style="list-style-type: none"> Moe and Newborough Will be within walking distance for some people, Others may need to drive or use public transport to access 	<ul style="list-style-type: none"> District-level social infrastructure should be provided at a walkable distance where possible, and positioned to take advantage of public transport links
Municipal	<ul style="list-style-type: none"> Purpose-built facilities to service all residents of Latrobe City 	<ul style="list-style-type: none"> All residents of Latrobe City Council 	<ul style="list-style-type: none"> Some located in Moe and Newborough and some are located within other parts of Latrobe City Most people will need to drive or catch public transport to access 	<ul style="list-style-type: none"> Public transport important – particularly train access and bus services to Morwell and Traralgon
Regional	<ul style="list-style-type: none"> Large scale, purpose-built facility/service Services people from across the Gippsland region 	<ul style="list-style-type: none"> All residents in Gippsland region 	<ul style="list-style-type: none"> Some may be located in Moe and Newborough and some are located within other parts of the City or the Gippsland region Most people will need to drive or catch public transport to access 	<ul style="list-style-type: none"> Public transport important – particularly train and bus access to Morwell and Traralgon

⁴ The 400-800m comfortable walking distance measurement is taken from the Heart Foundation's *Healthy by Design* distance for access to destinations or land uses. This benchmark recommends having land uses within a walkable distance is intended to allow residents to undertake and fulfil a variety of daily activities and needs (i.e., live, work, play) in their neighbourhood. For more information about the *Healthy by Design* approach, refer to the Heart Foundation's Healthy by Design website: www.healthyactivebydesign.com.au. It is noted that for some users, alternative arrangements such as driving may still be needed to access services at the neighbourhood level. Other design and streetscape considerations are also required to support people of all abilities, where a 400m distance may be too far to walk.

Table 6 presents the services and facilities that should typically be provided at each tier at a minimum. The delivery model is cumulative and therefore the extent and scale of social infrastructure increases from neighbourhood to regional. The model seeks to support walkable, inclusive and active communities, balanced with achieving financially viable facilities and services.

Table 6 – Social Infrastructure Model

NEIGHBOURHOOD	DISTRICT	MUNICIPAL	REGIONAL
Expected population for this catchment: 5,000 - 10,000 residents	Expected population for this catchment: 10,000 - 30,000 residents	Expected population for this catchment: 30,000+ residents	Expected population for this catchment: 50,000+ residents
<ul style="list-style-type: none"> • Maternal and Child Health • Preschool • Playgroup • Long day care • Out of school hours care • Primary school • Health services (where feasible) • Local community space • Local notice board 	<ul style="list-style-type: none"> • Health services • Secondary school • Independent primary school (where feasible) • Independent secondary school (where feasible) • Occasional child care • Local youth space • Community space • Neighbourhood house • Education/ employment facilities and services (if feasible) • Residential aged care • Home and community care • Planned Activity Group (PAG) facility 	<ul style="list-style-type: none"> • Higher order community centre • Community based health precinct (providing outreach) • Dedicated youth space • Civic centre • Other independent schools • Medicare and Support Services 	<ul style="list-style-type: none"> • High order performing arts facility • University/ TAFE • Hospital (community-based health services) • Special educational needs school



6.0

Key Recommendations

This Plan has been prepared during a time of transition and change for Latrobe City. The municipality's economy is restructuring, and the population is changing. New industries are emerging, and the City is seeking to attract new residents of all life stages.

The vision and values presented in the previous chapter articulate the community's aspirations for the type, extent and delivery of services and facilities needed in Moe and Newborough now, and into the future. Community input has also informed the recommendations presented in this Plan.

This section presents analysis and recommendations for social infrastructure provision over the next 20 years which seek to address gaps in existing service provision, respond to future population and demographic change and embed community values.

6.1 Overview

The Moe and Newborough area has a stable population, which will grow slightly over the next 20 years. Moe and Newborough are currently well serviced by a range of social infrastructure which performs an important role locally as well as servicing the surrounding residents of the district. Importantly existing social infrastructure is well distributed across the study area, supporting walkable access to key local facilities and services.

As the population of Moe and Newborough grows and changes, it will be important that social infrastructure is able to adapt to the evolving needs of the community and emerging delivery models. It will also be important that a range of affordable and accessible programs and spaces are provided across the townships to support the health and wellbeing of residents, foster local identity and encourage social connections.

The Social Infrastructure Delivery Model presented in Chapter 4 has been developed to inform the type, scale and distribution of facilities and services to support planning for the provision of social infrastructure across Moe and Newborough now and in the future. As outlined previously, the model contains four levels with recommended services and facilities that should be provided to support community health, wellbeing and social inclusion. These recommendations are based on existing benchmarks and best practice and are informed by the community values that underpin this plan. The four levels include:

1. Neighbourhood (local scale)
2. District (Moe and Newborough)
3. Municipal (Latrobe City Council area)
4. Regional (the Gippsland region).

This chapter provides an assessment of current and future social infrastructure requirements for Moe and Newborough, applying this model. It provides an analysis of existing community infrastructure,

It is designed to provide recommendations that can be tailored to achieve financially viable outcomes balanced with community needs.

6.2 General Recommendations

The following general recommendations are made to improve the extent, efficiency and quality of social infrastructure provided across Moe and Newborough. The following recommendations are aimed at providing Council with a strong evidence base to inform the long-term management of their assets and ensure that the spaces they provide meet the needs of service providers and community expectations.

Periodically Review Meeting Spaces to Understand Availability and Utilisation

There are a wide range and scale of general meeting rooms that are available for hire. Based on the application of benchmarks, the study area would appear to be oversupplied with meeting spaces. However, more detailed information regarding the programming and use of these spaces is required.

Community feedback throughout this project has highlighted varying fee structures, amenities and rates of use. It is also noted that different leasing arrangements are in place across different spaces and groups. These arrangements can be prohibitive to holding meetings and events. Access to storage has also been frequently cited as an issue for existing community groups, particularly at the Moe Community Groups Hub and by the Moe & District Historical Society.

It is recommended that Council periodically review the use, programming and condition of meeting spaces at Council facilities to assist in prioritising upgrades and improvements. This could be through a survey or similar. Such a program could be developed over the longer-term and by creating partnerships with local user groups to have co-ownership and responsibility over the information-gathering process.

Opportunities to enable collaboration and innovation in many of the halls and meeting spaces around Moe and Newborough should be explored, and could be well supported by providing Wi-Fi connectivity, and improved climate control and acoustics in some facilities.

Over the longer-term there may be benefits in Council providing a centralised booking system for its community meeting spaces.

Undertake Integrated Service Planning across Council

A range of Council departments undertake annual service planning to ensure that the range of programs and services provided meet the changing needs of the community. It is recommended that Council develop and implement a process that coordinates with asset planning and management.

This could provide information about the utilisation of Council facilities and spaces, analysis of the quality and condition of spaces and any future upgrades required. Likewise, this information would assist Council in determining over time where spaces could be decommissioned or re-purposed.

6.3 Neighbourhoods

The neighbourhood level is the smallest scale in the Social Infrastructure Model. It includes local services and facilities that people need to access regularly or those required by families and children. Neighbourhood level social infrastructure is generally located within walking distance of people’s homes.

This Plan contains four neighbourhoods: North Moe, South Moe, Newborough and Lake Narracan.

The following sections contain an assessment of current social infrastructure provision and future requirements for each of the four neighbourhoods identified across Moe and Newborough.

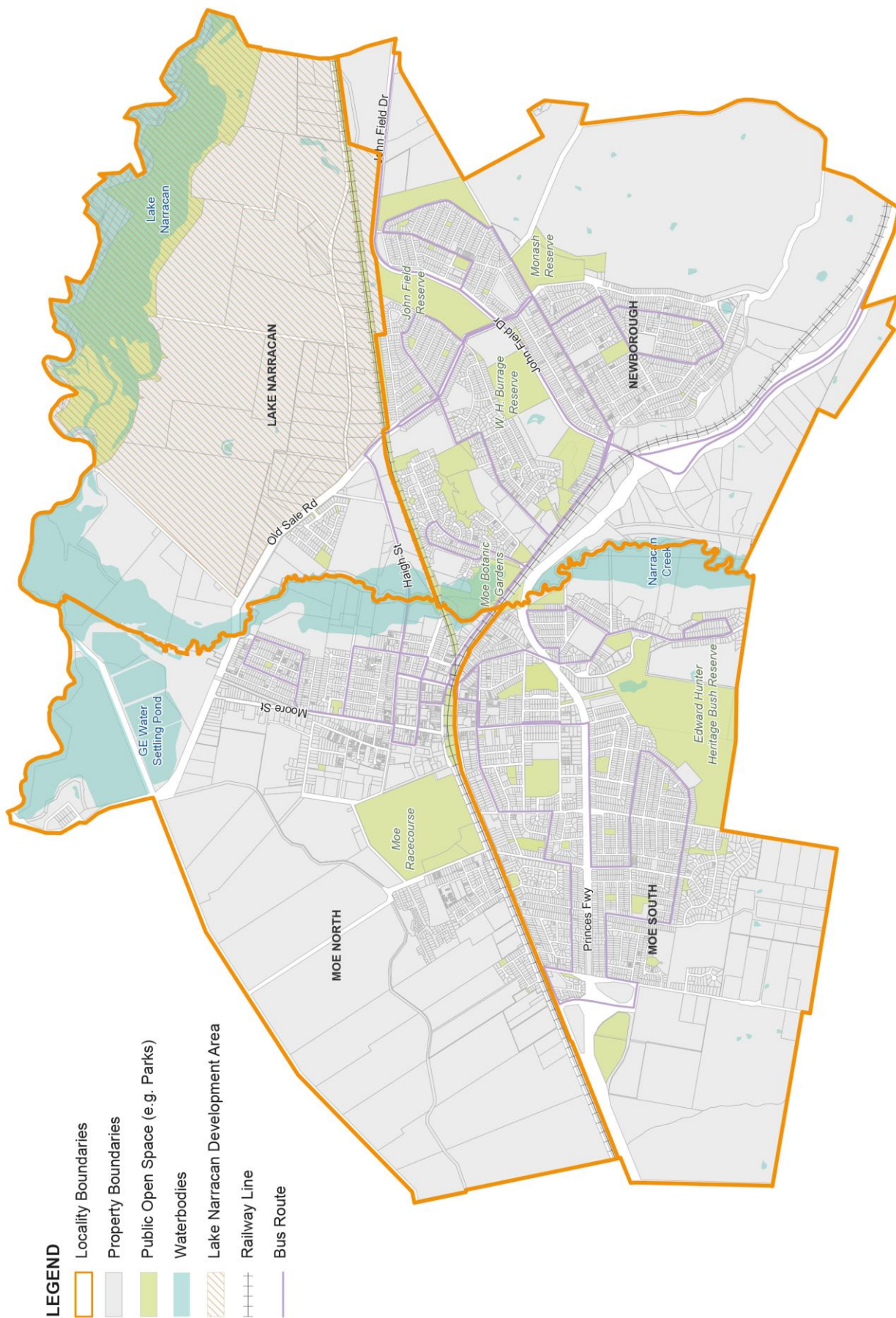
The neighbourhood areas were defined through analysis of physical attributes (e.g. train line, natural features). In addition, each neighbourhood area contains approximately 2000-3500 residential lots and therefore has similar sized populations.

The boundaries of the four neighbourhoods are outlined on the following map (Figure 7).



Moore Street, Moe

Figure 11 – Neighbourhoods



6.4 North Moe

The North Moe Neighbourhood is bound by the railway line to the south, Old Sale Road to the north, Narracan Creek to the east and the municipal boundary to the west. The Neighbourhood contains Moe’s Town Centre and Train Station. Figure 7 illustrates the extent and distribution of existing social infrastructure provision in the Moe North Neighbourhood.

Residents living close to the town centre have a high level of service through the provision of a wide range of facilities and services. Social infrastructure provision is more limited in the outer-northern and western extents of the neighbourhood, however, the population density towards the edges of the neighbourhood also reduces. It is also noted that there is some industrial and commercial development concentrated in these areas.

6.4.1 Current Social Infrastructure

The following table summarises the existing supply and capacity of social infrastructure in the North Moe neighbourhood. Refer to Section 3.3 (Consideration of Benchmarks) and Section 4.4 (Application of Benchmarks) for a detailed assessment of infrastructure against industry benchmarks.

INFRASTRUCTURE	PROVISION	SERVICE PROVIDER	COMMENTS/ FEEDBACK
Maternal and Child Health	✓	Council	<ul style="list-style-type: none"> Services are predominantly operated from Moe Heights Maternal and Child Health Centre (in the South Moe neighbourhood area) Space available for Maternal and Child Health services to be provided within the new Library building (no current demand for services to be moved from existing facility)
Preschool	✓	Council-run facility: Moore Street Preschool	<ul style="list-style-type: none"> Moore Street Preschool has capacity to accommodate more children in existing sessions There is potential to accommodate more enrolments in the existing facility by changing the current delivery model
Playgroup	×	<p>Albert St Primary School currently runs a playgroup (in partnership with Good Beginnings)</p> <p>Koorie Playgroup runs from the Moe Heights Maternal and Child Health Centre</p>	<ul style="list-style-type: none"> Not a Council-run service There are a number of Council-owned meeting spaces available throughout the area that could host this activity
Long day care	✓	Two Council-run facilities in Moe: Moe Early Learning Centre and Moe Heights	<ul style="list-style-type: none"> Two (2) centres both with capacity to accommodate more children.
Primary school	✓	Government primary school	<ul style="list-style-type: none"> Albert Street Primary School

INFRASTRUCTURE	PROVISION	SERVICE PROVIDER	COMMENTS/ FEEDBACK
Out of school hours care	✓	Privately run facility (non-government)	<ul style="list-style-type: none"> • The Bluebird Child Care currently provides an out of school hours care service. • Feedback from providers and community surveys has indicated parents often comment that they would like more opportunities for out of hours preschool and school care at their local preschool/school • This service is partly provided by a Council-run 'Family Day Care' program
Health services (where feasible)	✓	Privately (non-government) run facilities (other than Council-run Maternal and Child Health Care, as above)	<ul style="list-style-type: none"> • Range of general and specialist health services • GP is at capacity and new patients have challenges getting appointments • Home and Community Care (HACC) and health services have limited capacity, and some are not taking new appointments • It is difficult to attract and retain GPs locally
Local community space	✓	Council-run general facilities such as the Community Groups Hub Some privately-operated facilities also offer hireable meeting rooms	<ul style="list-style-type: none"> • A range of private and Council operated meeting spaces that offer outreach services as well as spaces for hire • Moe Community Groups Hub is generally busy during the day, with space for casual bookings available most days and in the evenings
Local notice board	✓	Council-run at new Library/ Service Centre	<ul style="list-style-type: none"> • A noticeboard is currently provided at the Moe Library and Service Centre on George Street, but is not very visible unless specifically visiting the library or service centre

As highlighted above and illustrated at Figure 8 (below), the North Moe neighbourhood supports a wide range of local-scale services to residents in the area.

The Moore Street Preschool has capacity to accommodate additional students, in existing sessions as well as by modifying the service delivery model within the existing building.

Local GPs, some specialist health services and the local community space provided at the Moe Community Groups Hub (former Moe Library and Service Centre) reported that they have the capacity to accommodate more demand. Based on community feedback, it can be difficult to get appointments with GPs (especially for new patients), while some services are currently at capacity and not accepting new patients. This is a common challenge for regional communities, in attracting and retaining highly skilled and specialised labour.

Other higher order facilities and services available in the neighbourhood include:

- Two (2) Retirement and aged care facilities, with a third currently under construction on Albert/Haigh Streets, including Querencia Latrobe City which has proposed to build independent living units in Mena Street, Moe
- Adult education and skills training as well as a range of other programs, activities and groups are provided at the Moe Community Groups Hub.
- The new Frank Bartlett Memorial Library and Moe Service Centre.

The Frank Bartlett Library opened in 2016 and is a state of the art facility. The space contains consulting rooms, public meeting rooms, a community kitchen and a range of Council services.



Albert Street Primary School

6.4.2 Considerations for the Future

Based on the above and community values this Plan makes the following recommendations for social infrastructure:

Establish Local Information Space

A key gap in social infrastructure provision in the North Moe neighbourhood is a local information board. A key outcome from consultation, reflected in the community values developed for this Plan, relates to increasing community awareness of local facilities, programs and events to enhance local knowledge, participation and pride in the area.

A noticeboard is currently provided at the Moe Library and Service Centre on George Street, but is not very obvious unless specifically visiting the library or service centre. The noticeboard/information space should be highly visible and frequently updated. There is also potential that such a service could be digitised, enabling live updating via online content – people could then also access that database for more information.

During public consultation, there was strong advocacy from the local community for establishing a local information space at the eastern extent of the library building. This area is currently vacant and highly visible, especially to pedestrians accessing the train station. It is noted that the library is currently seeking a tenant for this space. Therefore, there is potential to establish a temporary pop-up community information resource in this area in the short term, while a longer-term tenant is being sought.

Explore Out of School Hours Care

Feedback received from community and stakeholder consultation indicate that families are seeking greater assistance with out of school hours care than in the past, even when one parent is working from home or fulfilling the role of primary carer. It is recommended that Council further explore the demand for this program and potential delivery models.

Expand Local Intergenerational Program

The population of Moe and Newborough is forecast to be the oldest of all the towns comprising Latrobe's networked city by 2031. As such there is a need to ensure older residents in Moe and Newborough are engaged and active into the future. This is reflected in the Plan's community value associated with promoting intergenerational facilities and services.

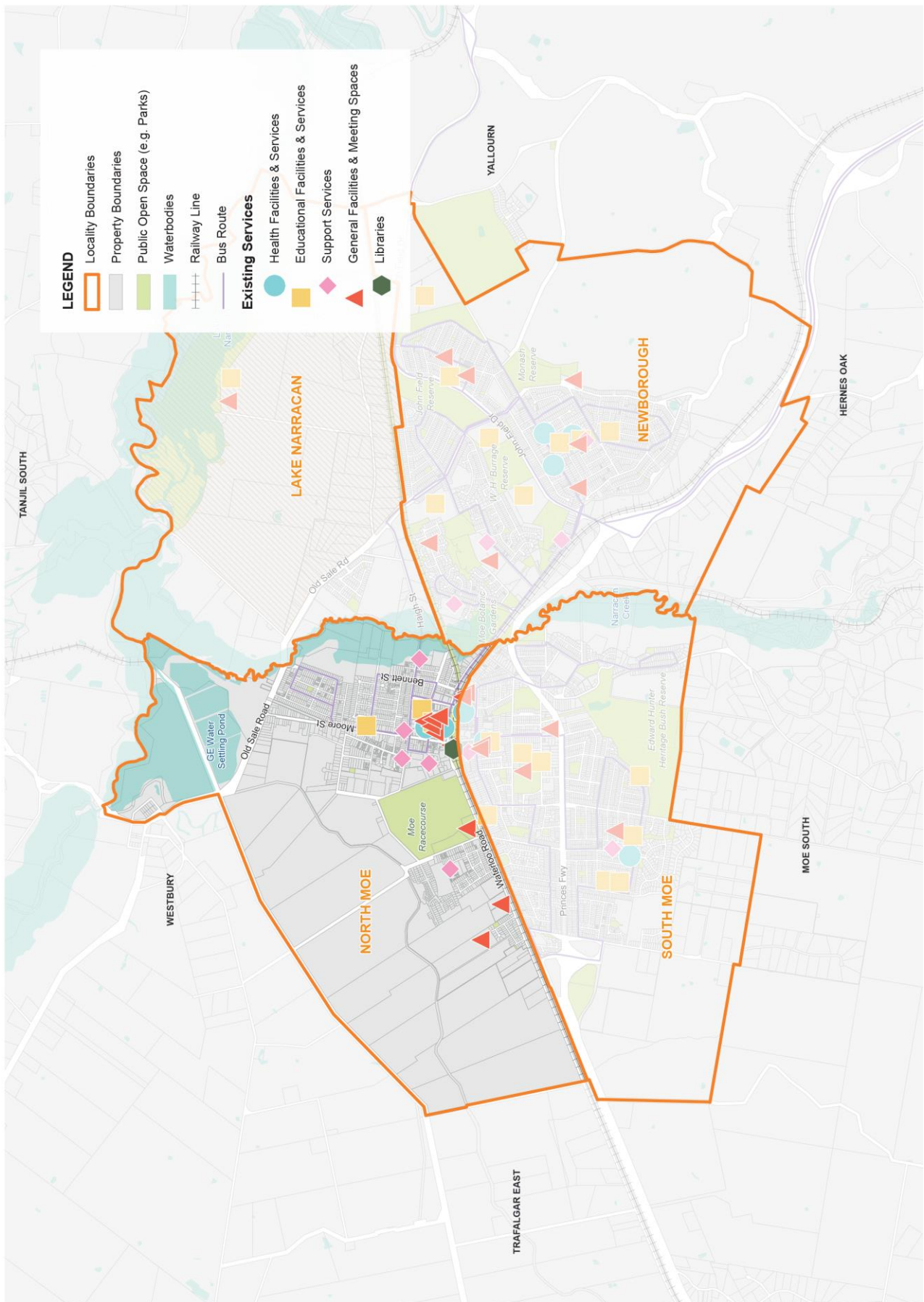
There are early years' services, a primary school and an existing and proposed retirement home and aged care facility clustered around Haigh and Albert Streets. Latrobe Community Health Service (Fowler Street, in the south Moe Neighbourhood) currently works with Albert Street Primary School in North Moe, whereby their clients support the Early Years' Oral Language Program. There is an opportunity to expand this program, capitalising on the proximity and walkability of nearby facilities and services. Suggestions for this program include an intergenerational community garden, arts program or song and story-time.

Explore Computer Literacy Program at the Library

A recurrent theme from consultation was the need for local residents to have access and education in technology. It is also understood that there is currently a high demand for digital literacy programs at the Moe Library and Service Centre. Library staff provide the service as part of their roles but there is enough demand for a full-time program to be run.

It is recommended that Council explore potential funding opportunities to deliver a low or no cost program locally. There may also be an opportunity to partner with existing Learn Local service providers who could run an outreach program using the Library's resources or offer the program from the Moe Community Groups Hub or High Street Community Hub. These facilities already provide a range of skills-building programs. Based on community feedback, affordability is a key factor that should be considered as part of any new program development at the library.

Figure 12 – North Moe Local Area, with Facilities as at November 2017



6.5 South Moe

The South Moe Neighbourhood is bound by the Edward Hunter Heritage Bushland Reserve to the south, Lloyd Street to the north, Narracan Creek to the east and the municipal boundary to the west. Figure 9 illustrates the extent and distribution of existing social infrastructure provision in the South Moe Neighbourhood.

In this neighbourhood, there are two key clusters of services and facilities; one on the southern side of the train station, towards Langford Street. The other is located around Elizabeth and Margaret Streets.

6.5.1 Current Social Infrastructure

The following table summarises the existing supply and capacity of social infrastructure in the South Moe neighbourhood. Refer to Section 3.3 (Consideration of Benchmarks) and Section 4.4 (Application of Benchmarks) for a detailed assessment of infrastructure against industry benchmarks.

INFRASTRUCTURE	PROVISION	SERVICE PROVIDER	COMMENTS/ FEEDBACK
Maternal and Child Health	✓	Council – Moe Heights Maternal and Child Health Care Centre Latrobe Community Health Service and other private GPs	<ul style="list-style-type: none"> • Moe Heights Maternal and Child Health Centre services residents across the District • Capacity based on annual births – at present no additional demand triggering expansion is anticipated
Preschool	✓	Council-run facilities	<ul style="list-style-type: none"> • Moe Early Learning Centre cannot accommodate additional students under the current delivery model. • Moe Heights Preschool has the potential to accommodate more children within existing programs. • Both facilities could accommodate greater overall enrolments by varying the current delivery model.
Playgroup	✓	Playgroup run by St Kieran's Primary School	<ul style="list-style-type: none"> • Not a Council-run service.
Long day care	✓	Council-run facility	<ul style="list-style-type: none"> • Moe Early Learning Centre can accommodate additional children.
Primary school	✓	Privately (non-government) or government-run	<ul style="list-style-type: none"> • St Kieran's Primary School, Elizabeth Street Primary School and Moe South Street Primary School.
Out of school hours care	✓	Privately (non-government) or government-run	<ul style="list-style-type: none"> • Moe South Street Primary School offers an out of school hours care program • This service is partly provided by a Council-run 'Family Day Care' program

INFRASTRUCTURE	PROVISION	SERVICE PROVIDER	COMMENTS/ FEEDBACK
Health services (where feasible)	✓	Privately (non-government) and Council-run	<ul style="list-style-type: none"> • Some general and specialist health services available • New patients have challenges getting appointments • Home and Community Care (HACC) and health services have limited capacity, and some are not taking new appointments • It is difficult to attract and retain GPs locally • There is currently no GP at the Latrobe Community Health Service (while the after-hours program is provided by local doctors from other local practices)
Local community space	✓	Some Council-run and hireable facilities in South Moe General facilities and meeting places such as the High St Community Hub (run as profit-for-purpose) also operate in this area	<ul style="list-style-type: none"> • Numerous private (i.e. non-government, not-for-profit or profit-for-purpose) and Council operated meeting spaces for hire, all with capacity.
Local notice board	×		

South Moe is well serviced by a range of local-scale social infrastructure. An existing gap in provision is in out of school hours care and a community information board. Based on community feedback, it can be difficult to get health care and in-home care appointments with GPs and specialists (especially for new patients), while some services are currently at capacity and not accepting new patients. This is a common challenge for regional communities, in attracting and retaining highly skilled and specialised labour.

The Moe Heights Preschool can accommodate additional children. The preschool program operated through the Moe Early Learning Centre is operating at capacity. There is the potential for these services to accommodate future demand by varying the delivery model in these facilities.

Other higher order facilities and services available in the neighbourhood include:

- Latrobe Community Health Service
- Moe Neighbourhood House
- Baringa Special School
- Moe P.L.A.C.E.
- Life Skills Disability Support and High Street Community Hub.

6.5.2 Considerations for the Future

Based on the above, coupled with analysis and community values this Plan makes the following recommendations for social infrastructure:

Establish Local Information Space

A key gap in social infrastructure provision in this neighbourhood is a local information board. A key outcome from consultation, reflected in the community values developed for this Plan, relates to increasing community awareness of local facilities, programs and events to enhance local knowledge, participation and pride in the area.

Potential locations for the establishment of this resource are Moe P.L.A.C.E.

Explore Out of School Hours Care

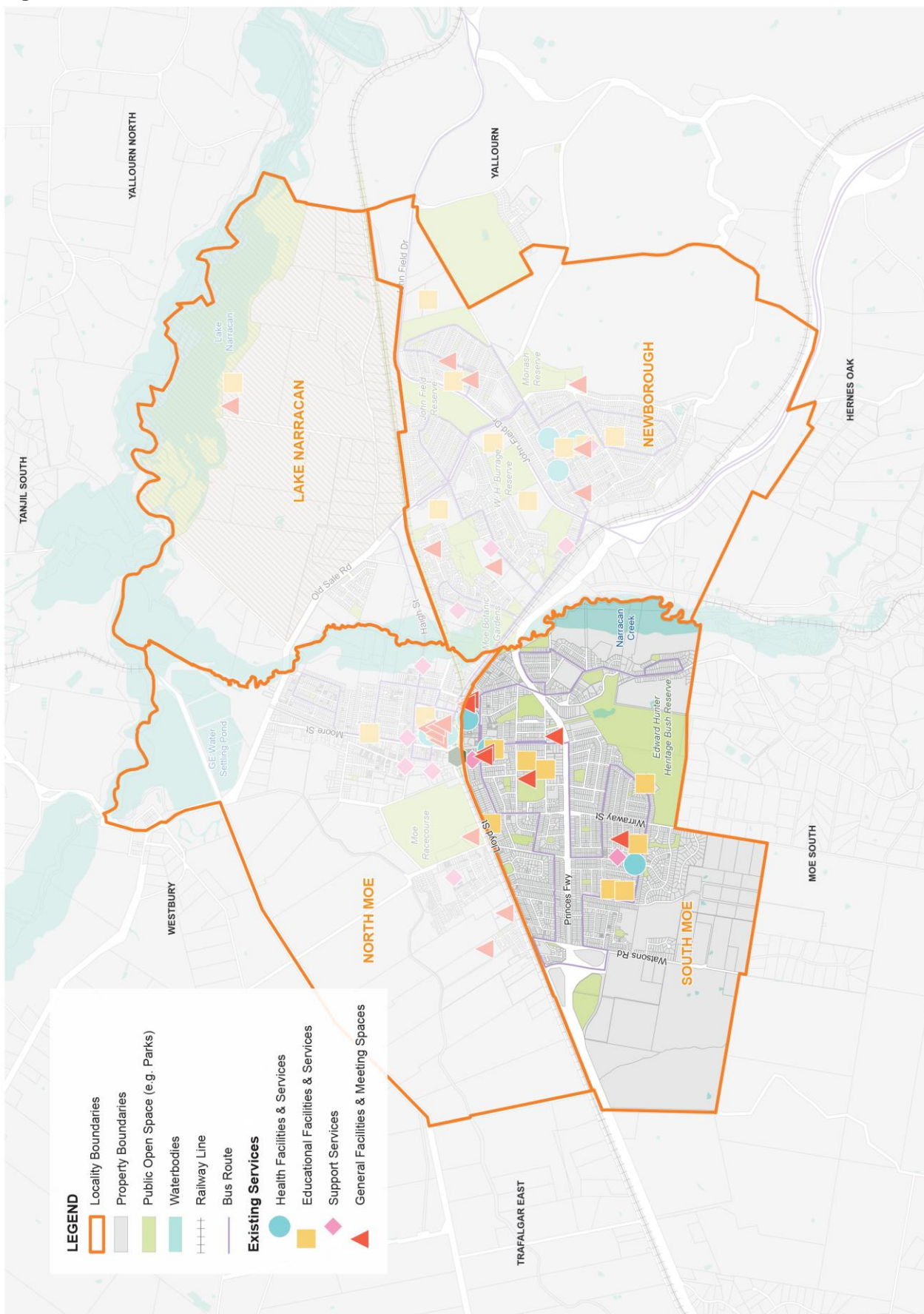
Feedback received from community and stakeholder consultation indicate that families are seeking greater assistance with out of school hours care than in the past, even when one parent is working from home or fulfilling the role of primary carer. It is recommended that Council further explore the demand for this program and potential delivery models.

Expand Local Intergenerational Program

The population of Moe and Newborough is forecast to be the oldest of all the towns comprising Latrobe's networked city by 2031. As such there is a need to ensure older residents are engaged and active into the future. This is reflected in the Plan's community values associated with promoting intergenerational facilities and services.

Latrobe Community Health Service (Fowler Street) currently works with Albert Street Primary School (in the northern part of Moe) whereby their clients support the Early Years' Oral Language Program. There is an opportunity to expand this program to this neighbourhood, capitalising on the proximity and walkability of nearby facilities and services. Suggestions for this program include an intergenerational community garden, arts program or song and story-time.

Figure 13 – South Moe Local Area, with Facilities as at November 2017



6.6 Newborough

The Newborough Neighbourhood is generally bound by the Railway Line to the north, Haunted Hills Road to the south, Monash Road and Monash Reserve to the east and Narracan Creek to the west. Figure 10 illustrates the extent and distribution of existing social infrastructure provision at Newborough Neighbourhood scale.

This neighbourhood has a central cluster of services and facilities focussed on Rutherglen Road.

6.6.1 Current Social Infrastructure

The following table summarises the existing supply and capacity of social infrastructure in the Newborough neighbourhood. Refer to Section 3.3 (Consideration of Benchmarks) and Section 4.4 (Application of Benchmarks) for a detailed assessment of infrastructure against industry benchmarks.

INFRASTRUCTURE	PROVISION	SERVICE PROVIDER	COMMENTS/ FEEDBACK
Maternal and Child Health	✓	Council-run facilities	<ul style="list-style-type: none"> Murray Road Maternal and Child Health Centre
Preschool	✓	Privately and Council-run facilities	<ul style="list-style-type: none"> Murray Road Kindergarten and East Newborough Preschool are not operating at capacity and could accommodate more children Little Saints Early Learning Centre (privately run) also offers vacation care
Playgroup	✓	Privately-run (non-government)	<ul style="list-style-type: none"> Privately run program operates from Newborough Primary School Not a Council-run service
Long day care	✓	Privately provided (e.g. Little Saints Early Learning Centre) (non-government)	<ul style="list-style-type: none"> No Council-run long day care in Newborough
Primary school	✓	Privately (non-government) or government-run	<ul style="list-style-type: none"> St Mary's School, Elizabeth Street Primary School, Newborough Primary School, Newborough East Primary School
Out of school hours care	✓	Currently run by Newborough Primary School (Trial)	<ul style="list-style-type: none"> A trial out of school hours care program is currently being provided by Newborough Primary School
Health services (where feasible)	✓	Privately (non-government) and Council-run	<ul style="list-style-type: none"> Some general and specialist health services available New patients have challenges getting appointments Home and Community Care (HACC) and health services have limited capacity, and some are not taking new appointments It is difficult to attract and retain GPs locally

INFRASTRUCTURE	PROVISION	SERVICE PROVIDER	COMMENTS/ FEEDBACK
Local community space	✓	Both privately-owned and Council-run facilities are available for hire in Newborough	<ul style="list-style-type: none"> Numerous private and Council operated meeting spaces for hire Newborough Public Hall is a very popular venue and is often booked by community members
Local notice board	✓	Noticeboard located on Rutherglen Road but limited visibility	

Newborough is well serviced by a range of local-scale social infrastructure. Based on community feedback, it can be difficult to get health care and in-home care appointments with GPs and specialists (especially for new patients), while some services are currently at capacity and not accepting new patients.

Murray Road Kindergarten and East Newborough Preschool have the capacity to support additional students. There is potential for these facilities to accommodate future growth by varying the current delivery model.

Other higher order facilities and services available in the area include:

- Federation Training, Yallourn Campus
- St Mary’s Primary School
- Lowanna College
- Lavalla Catholic College, Presentation Campus (this campus is currently not being used)
- ACSAG Narracan Gardens Nursing Home
- Moe District Meals on Wheels Inc.



Rutherglen Road, Newborough

6.6.2 Considerations for the Future

Based on the above, coupled with analysis of building condition data and community values this Plan makes the following recommendations for social infrastructure:

Improve Community Noticeboard

A community noticeboard is currently displayed on a shop wall on Rutherglen Road, however there may be opportunities to promote local activities in a more prominent way. This could include construction of a new noticeboard in a more visible location or through 'tactical urbanism'⁵ around the existing site. There is also potential to engage students from Lowanna College and/or Federation Training in the design and improvement of this space. This could include a public art project, seating area or low-cost gathering space that could feature the noticeboard and community information at its heart.

Improvements to Newborough's community noticeboard is recommended based on feedback received from community members throughout the project. Residents in Moe and Newborough felt there were lots of programs, events and services happening in local facilities but that it was difficult to find good, centralised information.

The community noticeboard is an opportunity to promote these opportunities and enhance local knowledge, participation and pride in the area.

Explore Out of School Hours Care

Feedback received from community and stakeholder consultation indicate that families are seeking greater assistance with out of school hours care than in the past, even when one parent is working from home or fulfilling the role of primary carer. Newborough Primary School is trialling an out of hours school care program.

Expand Local Intergenerational Program

The population of Moe and Newborough is forecast to be the oldest of all the towns comprising Latrobe's networked city by 2031. As such there is a need to ensure the areas older residents are engaged and active into the future. This is reflected in the Plan's community value associated with promoting intergenerational facilities and services.

Latrobe Community Health Service (Fowler Street) currently works with Albert Street Primary School (in the northern part of Moe) whereby their clients support the Early Years' Oral Language Program.

It is also noted that Café 65 at Narracan Gardens Aged Care Facility is currently run in partnership with Moe Life Skills, with an aim to operate the coffee bar as a training facility and expand training and employment options for participants with disabilities. Participants in Moe Life Skills gain an opportunity to apply skills in a work environment, while residents at Narracan Gardens can form, maintain and extend their social relationships and networks, and remain part of the community through integrating community activities, events and educational programs through the café.⁶

⁵ 'Tactical urbanism' refers to low-cost, temporary changes to the built environment that are aimed at improving local neighbourhoods and local gathering spaces.

⁶ Moe Life Skills: Information about Café 65 and local stories available from URL: <<https://moelifeskills.com/stories/justin/>>.

There is an opportunity to expand the intergenerational program in this neighbourhood, capitalising on the close proximity of nearby facilities and services. Suggestions for this program include an intergenerational community garden, arts program or song and story-time.

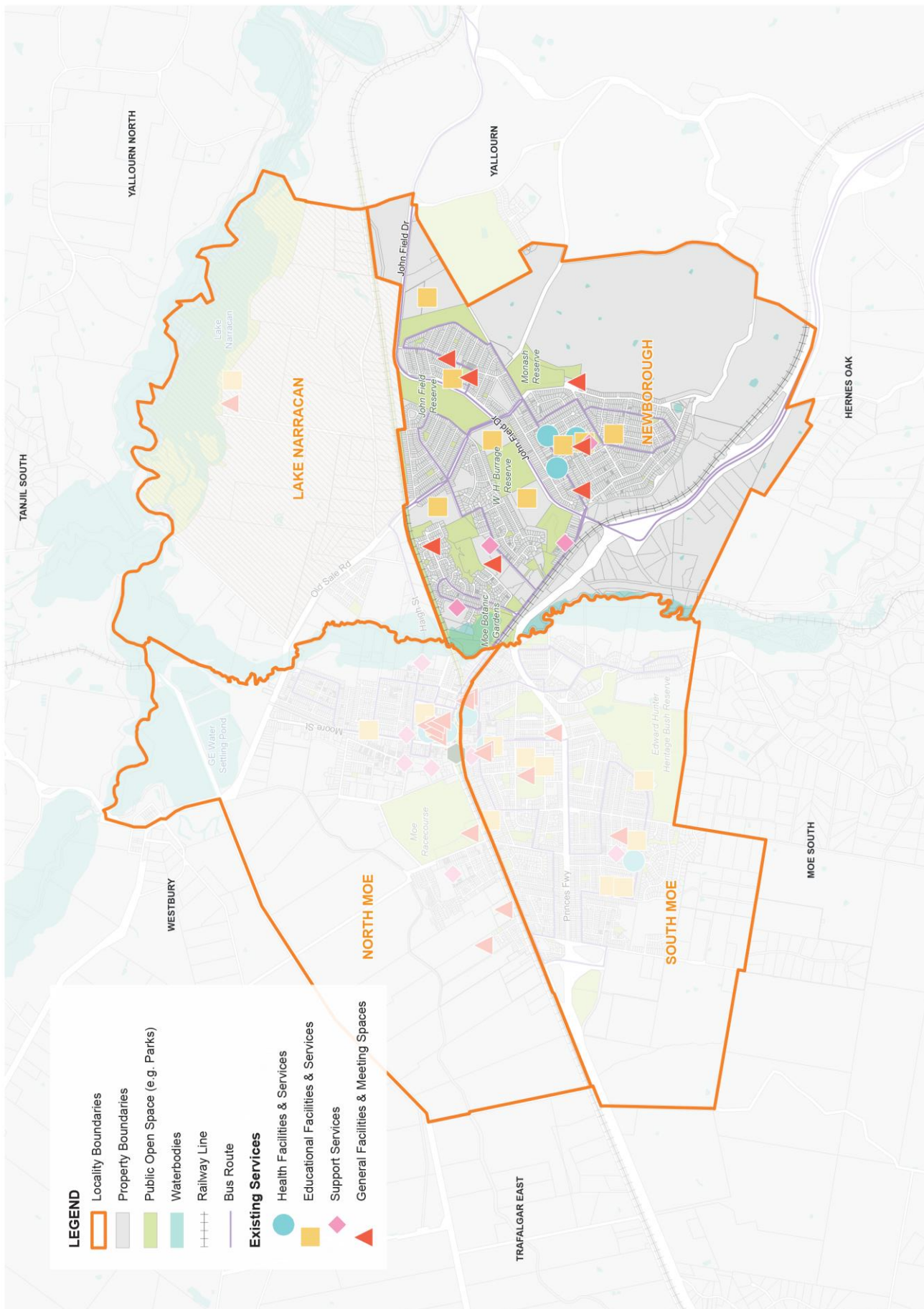
Explore opportunities for a community space in Newborough

There are a range of community facilities located around Henry White Reserve, near the intersection of Rutherglen Road and Balfour Road. This includes the Murray Road Maternal and Child Health Centre, Murray Road Preschool, Moe and District Meals on Wheels Inc and Newborough Public Hall, each of which is contained in a separate building.

Comments received during project consultation indicated that the Murray Road Preschool and Newborough Public Hall in particular are highly valued facilities that are getting outdated. Furthermore, feedback also indicated that the Newborough Public Hall is a very popular venue and is often booked by community members

In the longer term there is potential to explore opportunities for a community space in Newborough.

Figure 14 – Newborough Local Area, with Facilities as at November 2017



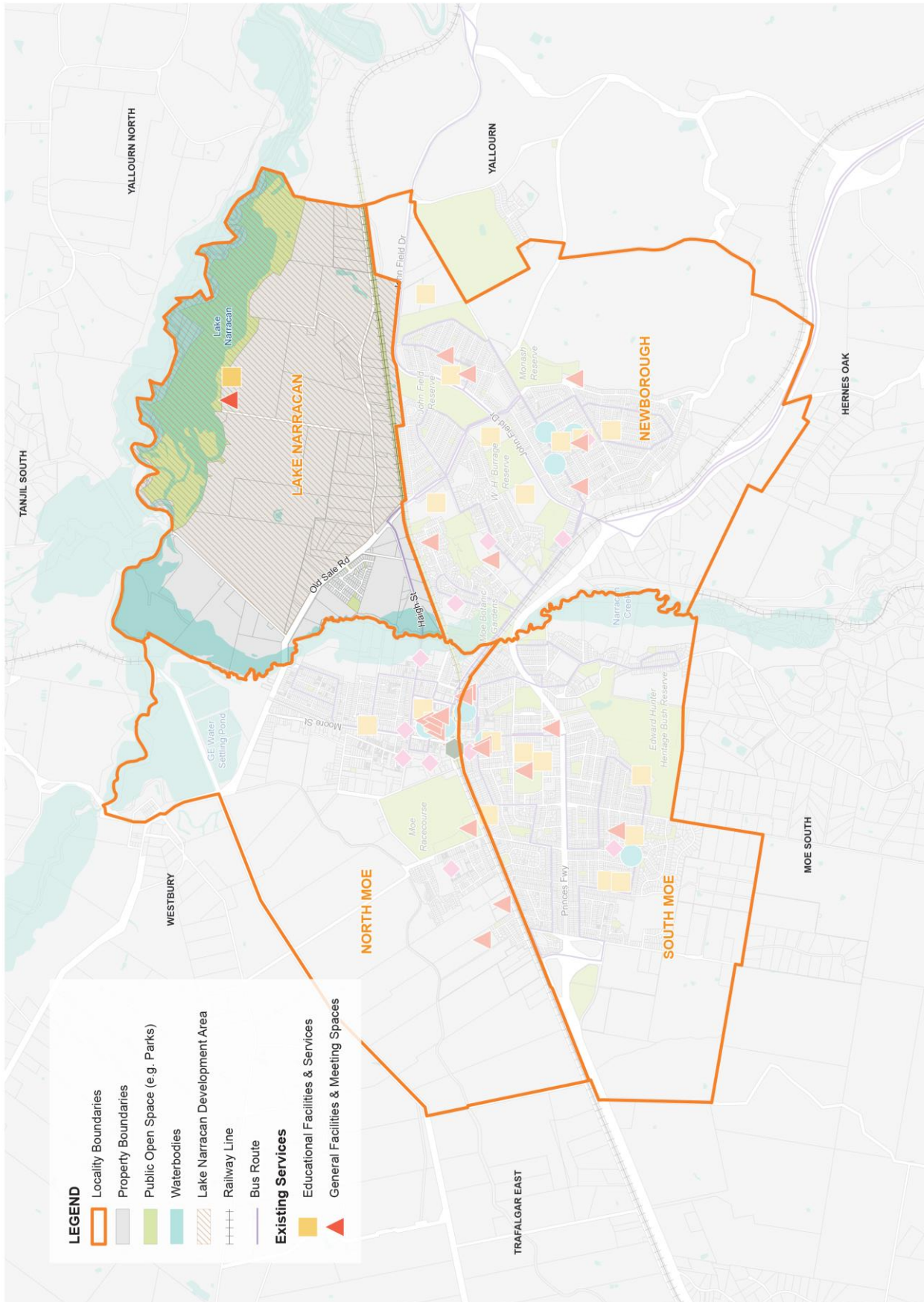
6.7 Lake Narracan

It is noted that the planning for Lake Narracan is being undertaken separately to this Social Infrastructure Plan, and therefore no additional recommendations are being made for the area as part of this Plan. Future social infrastructure to service this new community will be addressed through a separate process.

It is projected that the precinct structure plan (planned area) will have approximately 3,723 new lots when fully delivered, and a school and community facilities to service the new population have been proposed throughout the initial planning stages.⁷

⁷ Metropolitan (now Victorian) Planning Authority (2015), *Lake Narracan Precinct Structure Plan*.

Figure 15 – Lake Narracan Local Area, with facilities shown as proposed on the existing Precinct Structure Plan (PSP)



6.8 District

This Social Infrastructure Plan includes one district level catchment, comprising the townships of Moe and Newborough. Social infrastructure at this scale generally includes services people need to access less regularly or are accessed by only some members of the community (e.g. youth, older people). District level social infrastructure is a larger scale and used by a wider catchment of residents than the neighbourhood level.

District level social infrastructure will be provided at a walkable distance for some residents, while others may need to drive or use local public / community transport to access it.

6.8.1 Current Social Infrastructure Provision

The following table summarises the existing supply and capacity of social infrastructure at the district level. Refer to Section 3.3 and Section 4.4 for a detailed assessment of infrastructure against industry benchmarks.

INFRASTRUCTURE	PROVISION	SERVICE PROVIDER	COMMENTS/ FEEDBACK
Health services	✓	Private and not-for-profit sector	Includes general and specialist health services. <ul style="list-style-type: none"> • Many services are at capacity • Regional health services and specialists are in high demand, and according to community feedback many have long waiting lists
Secondary school	✓	Government	<ul style="list-style-type: none"> • Lowanna College
Independent primary school (where feasible)	✓	Private	<ul style="list-style-type: none"> • St Mary's Primary School • St Kieran's Primary School
Independent secondary school (where feasible)	✗		<ul style="list-style-type: none"> • Lavalla Catholic College has its 'Presentation Campus' in Newborough (currently not operating)
Occasional child care	✓		
Local youth space	✗		If provided in the future, such service or space could include: <ul style="list-style-type: none"> • Headspace (National Youth Mental Health Foundation) • Ladder (not-for-profit targeting youth homelessness) • Centre for Multicultural Youth (CMY).
Community space	✓		<ul style="list-style-type: none"> • Moe P.L.A.C.E. • MLS High Street Community Hub • Moe Town Hall - facility is currently underutilised and the layout is not conducive to multipurpose community uses
Neighbourhood house	✓		<ul style="list-style-type: none"> • Moe Neighbourhood House

INFRASTRUCTURE	PROVISION	SERVICE PROVIDER	COMMENTS/ FEEDBACK
Education / employment facilities (if feasible)	✓		<ul style="list-style-type: none"> GEST (Gippsland Employment Skills Training)
Residential aged care	✓		<ul style="list-style-type: none"> Three aged care facilities, with fourth currently under construction Narracan Gardens Nursing Home is nearing capacity Querencia Latrobe City has proposed to build independent living units in Mena Street, Moe, which would increase the overall offering of residential aged care services in the area Mitchell Grove, a residential estate in the North Moe local area, is currently being developed and includes retirement living ("Mitchell Views"). In future an aged care/retirement village facility will be located adjacent to the estate and there are plans to link this area to central Moe via local community transport services.
Home and community care	✓		

Moe and Newborough currently contain a broad range of district level social infrastructure, most of which have capacity to accommodate future growth.

The Narracan Gardens Nursing Home is nearing capacity, however there is scope to accommodate future demand in other aged care facilities within the area, noting that a new 144-bed facility currently under construction in Moe.

Many existing general and specialist health providers are nearing capacity and not taking on new patients. A recurrent theme from community consultation was the challenge Latrobe City encounters in attracting and retaining health care professionals.

A significant gap in current social infrastructure provision relates to a meeting and/or gathering space for youth. This was also a key message from community consultation.



Newborough East Primary School⁸

⁸Image source: Newborough East Primary School Facebook Page

6.8.2 Considerations for the Future

Based on the above and community values this Plan makes the following recommendations for social infrastructure:

Develop a Local Youth Space

The 'youth' population group (aged 10-19 years) currently makes up approximately 12% of the area's population and is forecast to comprise a similar proportion of the community in 2031.

At present, there is a lack of targeted local youth services and spaces to assist and engage young people in Moe and Newborough. This was consistently mentioned in community and stakeholder consultation. Youth Service providers are predominantly located in Morwell. Under this approach it can be difficult for young people without a car to access these spaces and services.

There are a range of opportunities to explore in determining what 'type' of youth space to provide in the district. The Master Plan for the Frank Bartlett Library included the development of a youth-oriented public open space next to the facility, which could be reinvigorated with the help of young people as an action arising from this plan.

Although beyond the scope of this strategy, it was noted during consultation that the existing skate park is in poor condition and not appealing for young people or adults to use. This space is centrally located and well serviced by public transport and retail. There is potential to redevelop this space to appeal to the area's youth.

Consultation should be undertaken with the young people of Moe and Newborough to determine the most appropriate type and location for a local youth space. Considerations need to include ongoing management and operational costs to build sustainability. This group should also be involved in determining the future design and longer-term ownership of any youth space(s). Examples of spaces or services that could be provided locally in the future include: Headspace (National Youth Mental Health Foundation), Ladder (not-for-profit targeting youth homelessness), or the Centre for Multicultural Youth (CMY) and link with the soon to be established State Government funded Youth Space in Morwell.

Create an Online Community Information Portal

Access to information emerged as a key message from consultation and initiative of this Plan. Consistent with the community values and in order to complement the neighbourhood level recommendations, it is recommended that an on-line community information portal is established to provide a centralised point of contact regarding local groups, facilities, courses and events.

Based on community feedback, the online information portal could be linked to digital noticeboards placed in key locations throughout the town – responding to the future consideration that local noticeboards be better maintained and located in each local area. Examples of key locations include at the Moe Service Centre and Library (North Moe), at the Elizabeth Street shops (South Moe) and Rutherglen Road (Newborough).

Explore Development of a Community Classroom

As highlighted in Case Study 2 (see Appendix A), there are opportunities for Latrobe to run a Community Classroom program within existing facilities, to support opportunities for education, training and skills development. Such a service could be provided in partnership with existing

educational providers (e.g. GEST, Moe Life Skills, Federation University or Federation Training) or new partners to provide such a service i.e. Morwell 3840 Project.

The community has expressed a strong desire for greater opportunities for adult education, training and skills development. The Classroom programs could be designed to respond to different needs in the community, tested in consultation with key groups, for example:

- Short courses,
- Business incubator and skills development
- Courses aimed at supporting parents to work from home/start businesses
- Computer lab and technology skills (e.g. computer literacy and beyond, such as coding or social media workshops).

The Community Classroom could be established within vacant shop fronts in central Moe and Newborough, or share existing facilities such as school computer labs after school hours or on weekends.

It is recommended that a scoping exercise be undertaken with different community groups to establish what key skills people in Moe and Newborough would like to develop in future. This should also consider current Learn Local capability and provision.

6.9 Municipal

Municipal scale social infrastructure comprises purpose-built facilities which service all residents of Latrobe City. In the future, some of these facilities may be located in Moe and Newborough, while others will be in other parts of the municipality.

Most people will have to drive to access these types of facilities, but public transport access, particularly to train stations, is important to encourage use by all.

At present Moe and Newborough do not contain any municipal scale social infrastructure. The future provision of such facilities and services should be determined through a municipal wide plan.

Examples of municipal scale social infrastructure include:

- Higher order community centre
- Community based health precinct (providing outreach)
- Youth space
- Civic centre
- Planned Activity Group facility
- Other independent schools.

6.10 Regional

Regional scale social infrastructure includes large state-of-the-art purpose-built facilities such as the Moe Library and Service Centre or Latrobe Performing Arts Centre, which service people from across the Gippsland region.

In the long term, some of these facilities may be provided in Moe and Newborough or other parts of Latrobe City, while others might be provided elsewhere in the Gippsland region. Public transport access, particularly by train, is important to connect people to these facilities.

Examples of regional scale social infrastructure include:

- High order performing arts facility
- University/ TAFE
- Hospital (community-based health services)
- Special education school.

At present the Federation Training Yallourn Campus as well as the Baringa Special School are located in Moe and Newborough, which both service a regional catchment.

The Baringa Special School is currently operating at capacity, it educates children aged five to 18 years from across Latrobe as well as surrounding municipalities.

Transport to regional scale infrastructure, particularly the Latrobe Regional Hospital (Traralgon) and Federation University (Churchill) has frequently been cited as an issue by community members in the development of this Plan; specifically, the lack of safe and efficient public transport and connectivity between trains and buses to and from these regional scale facilities.

6.10.1 Considerations for the Future

The future provision of regional scale facilities and services should be determined through a City-wide planning study, involving consultation with neighbouring municipalities.

Notwithstanding the following recommendation is made regarding regional scale social infrastructure in Moe and Newborough:

Investigate Potential Community Transport Program

Access to regional scale health and educational infrastructure is vital to support the health and vitality of local residents. It is recommended that Council consider working with related services and service providers to identify transport needs and solutions. The focus of this work should consider integrated transport systems to provide more direct and efficient access to/from key facilities and services.

There is potential for this program to be operated in partnership with key service providers / institutions, such as Federation University.



7.0

Conclusion

7.1 Where to From Here?

This Draft Social Infrastructure Plan includes a range of recommendations to improve and ensure ongoing access to quality social infrastructure across Moe and Newborough over the next 20 years, which are collated below. It is noted that there is likely to be further engagement and investigations required to implement some of these actions, including:

- Targeted consultation with existing service providers and facility operators
- Targeted consultation with particular population groups (e.g. youth)
- Scoping of potential delivery and/or funding partners.

This Plan also advocates that Council continue to investigate and monitor emerging and best practice approaches to community infrastructure delivery. This should include analysis of local, national and international examples and models, further to those presented at Appendix A. This ongoing analysis should seek to inform the development of contemporary and creative options for the future delivery of community infrastructure in Latrobe City, which support integrated and connected service provision, across sectors and ages.

7.1.1 Summary of Recommendations

This Draft Social Infrastructure Plan contains the following recommendations for social infrastructure in Moe and Newborough over the next 20 years. The key recommendations and their associated level of priority, being high (1-5 years), medium (6 - 10 years) and low (10 or more years) are outlined below.

Council plays a variety of roles in the delivery of social infrastructure, these include:

- Direct service providers
- Planner
- Advocate
- Partner – through the funding of services / provision of spaces for services, programs or activities to be undertaken by others

Action	Priority	Council's Role	Key Partners
Periodically review community meeting spaces to understand availability and utilisation	High (short term)	Lead	Service providers and facility managers
Integrate service planning with asset management across Council	High (short term)	Lead	
Develop a local youth space	High (short term)	Advocate	Youth groups; community
Establish Local Information Space in the identified neighbourhoods of Moe and Newborough	High (short term)	Lead	
Health care advocacy and promotion of partnerships for service delivery (to implement in	High (shorter term)	Partner	Local and regional service providers;

Action	Priority	Council's Role	Key Partners
line with Council's <i>Municipal Health and Wellbeing Plan</i>)			other levels of government
Investigate potential community transport program	High (shorter term)	Lead	
Explore feasibility for out of hours school care	Medium	Advocate	DEET and other schools
Expand local intergenerational program	Medium	Partner	Aged care operators, seniors' groups and early childhood service providers
Explore computer literacy program at the library	Medium	Partner	Library; adult education providers
Create an online community information portal	Medium	Lead	
Explore opportunities for a community space in Newborough	Low (longer term)	Lead	Local service providers and facility managers; community
Explore development of a community classroom	Low (longer term)	Partner	Local universities, education providers
Investigate potential community transport program	Low (longer term)	Lead	
Promote the <i>Emergency Relief and Client Support Services</i> pamphlet (containing local information about support services and emergency help) among the community to help build local knowledge about existing services and spaces	Ongoing (currently underway)	Lead	Local service providers and facility managers; community

7.2 Implementation and Monitoring

It is recommended that Council review the key assumptions, models and actions of this plan in line with the release of new Census data to ensure they are still relevant and reflect the future needs and aspirations of the local community.



Albert Street Primary School



Appendix A

Case Studies

MOE
SERVICE CENTRE
FRANK BARTLETT
MEMORIAL LIBRARY
1-29 GEORGE STREET

CASE STUDY 1: Providence Mount St. Vincent Intergenerational Learning Centre



The Intergenerational Learning Center (ILC), is located within the Providence Mount St. Vincent Retirement Centre in West Seattle, Washington. The ILC is owned and operated by Providence Health and Services, a private health care provider that combines several organisations under central administration. The centre is based on providing services, support and socialisation between the very old with the very young.

The Providence Mount St. Vincent Retirement Centre caters for people both living independently and needing assisted living services, nursing or in-home care. Uniquely, this facility also contains a licensed child care centre, with space for 125 children (aged between 6 months and 5 years old) which is owned and operated by the retirement home and Providence Health and Services. The centre operates five days a week, from 6am to 6pm and has 38 staff. One of the centre's six classrooms is based on the skilled nursing floor of the retirement home.

The residents and children within the ILC interact via intergenerational programming, with activities ranging from art, music, fun exercise, sing-a-longs and recreational games to small activities and engagement. Each class has six scheduled weekly visits planned with a group of residents.



The centre considers benefits of the program to be:

FOR CHILDREN	FOR OLDER ADULTS	FOR THE COMMUNITY
<ul style="list-style-type: none"> • Variety of role models • Positive and realistic portrayal of aging • Reduces fear of various abilities or disabilities • Reduces fear of older adults • Sees the aging process as normal • Broader perspective of family lives • Opportunity to give and feel needed • Have an adult “playmate” who is not responsible for the child’s behaviour • Broader perspective on change and growth • More knowledge about the elderly • Helps eliminate stereotyping • Young families are introduced to our community of older adults 	<ul style="list-style-type: none"> • Opportunity to be a role model • Reintegration into family life • Opportunity to give and feel needed • Sense of wonder and humour rekindled • Value renewed for past life experiences • Sense of purpose • Enhanced integration • Reminded of their children and grandchildren when they were little 	<ul style="list-style-type: none"> • Closer ties and friendships within community • Promotes partnerships among different groups/organizations • Breaks down stereotypes and barriers that exist between generations • Enhances traditions and culture of communities • Broadens professional network and enhances career opportunities • Broadens staff understanding of other age groups

For more information, visit:

- About the ILC: <http://washington.providence.org/senior-care/mount-st-vincent/services/child-care/>
- Information about the services offered: <http://washington.providence.org/senior-care/mount-st-vincent/services/child-care/about-child-care/>
- Media stories and videos about the ILC: <http://washington.providence.org/senior-care/mount-st-vincent/services/child-care/media-features/>

CASE STUDY 2: Yarraville Community Classroom

The Community Classroom is located in Yarraville, Melbourne and is powered by VU Hanger. VU Hanger is Victoria University's Start-up Stimulator and provides students, staff and local business with the expertise and networks of three *Entrepreneurs in Residence* at Victoria University.

The VU Community Classroom is devoted to developing and empowering forward thinkers through access to higher education short courses. The classroom offers a variety of highly practical programs and services to provide learners with information on modern business methodologies.

Example workshops include *SuperMum* which is aimed at mums and delivers the crucial elements needed to grow in the ever-changing business landscape. *SuperSocials* is aimed at any business that wishes to optimise their social media presence. Classes are either a day long or run as a morning (10am – 12pm) or night (6pm-8pm) session.

The Community Classroom considers benefits of their programs to be broad reaching as they accommodate to students, academics, staff members, local business owners as well as people who have no ties to the university of the West.

The classroom has been operating since May 2017 and will run until December 2017.



For more information, visit:

<http://www.vuhanger.com/community-classroom/>

CASE STUDY 3: Ryde (NSW) and Rockhampton (QLD) Online Community Platforms

Ryde, NSW and Rockhampton, QLD both use an interactive online web platform powered by OpenCities to highlight local facilities, see nearby events, parks, council venues and facilities. Accessible from any device, an interactive platform demonstrates the value that council returns to the community in a highly relevant way. In addition to updated local noticeboards in key places around Moe and Newborough, there is potential for an online platform to complement and enhance the sharing of local information about events, services and programs currently happening across Latrobe.

In Ryde, there is a 'My Neighbourhood' interactive map enables citizens to find services and information that relates specifically to their area. This includes local parks, events, waste collection and details on your local council. The 'Have Your Say' interactive map allows citizens to see all Council projects by neighbourhood, upcoming consultations and annual updates on where citizens 'Special Rate Variation' has helped improve the local area, for example road resurfacing or the installation of fitness equipment in parks.

The OpenCities interactive web platform operates similarly in Rockhampton where users can discover what is happening in and around their local area enhancing community engagement. Information on parks and facilities, events and projects and contact details for the local councillor is available. Visitors are also reminded of their weekly general waste collection time.

The interactive platform enhances local knowledge, collates and promotes interconnectivity and opportunities already existing locally, and provides Council with the opportunity to create a valuable, transparent hub for knowledge transfer.

For more information, visit:

- <https://www.rockhamptonregion.qld.gov.au/Council-Services/My-Neighbourhood>
- <http://www.ryde.nsw.gov.au/haveyoursay/Lets-Explore>
- <http://www.ryde.nsw.gov.au/System-pages/My-Neighbourhood>
- <http://blog.seamlesscms.com/2015/10/a-modern-engagement-platform/>
- <http://www.opencities.com/>

HAVE YOUR SAY

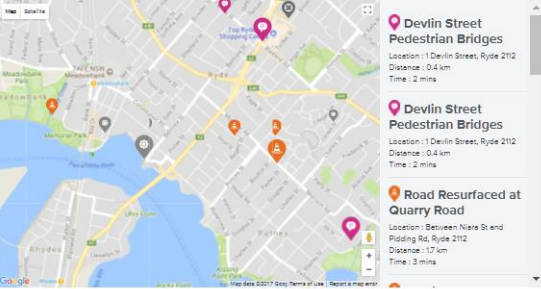
Let's Explore

By typing in your address below you can easily see on the map all Council projects by neighbourhood; upcoming consultations close to you as well as annual updates on where your 'Special Rate Variation' has helped to improve your City.

Street Address

Neighbourhood Categories

This address you entered is located in Central Ward



Devlin Street Pedestrian Bridges
 Location: 1 Devlin Street, Ryde 2112
 Distance: 0.2 km
 Time: 2 mins

Devlin Street Pedestrian Bridges
 Location: 1 Devlin Street, Ryde 2112
 Distance: 0.4 km
 Time: 2 mins

Road Resurfaced at Quarry Road
 Location: Between Niara St and Pidding Rd, Ryde 2112
 Distance: 17 km
 Time: 3 mins

City of Ryde

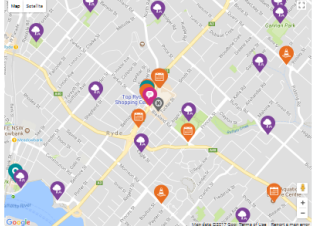
Home / My Neighbourhood

My Neighbourhood

Enter your location details and press Search to find services and information specifically for your area.

Street Address

Neighbourhood Categories



Heart and Move It in Ryde - Monday program
 Location: 1 Devlin Street, Ryde 2112
 Distance: 0.2 km
 Time: 1 min

Your Waste Adventure
 Location: 1 Devlin Street, Ryde 2112
 Distance: 0.2 km
 Time: 2 mins

Heart and Move It in Ryde - Wednesday program
 Location: 1 Devlin St, Ryde 2112
 Distance: 0.2 km
 Time: 2 mins

Waste Collection
 Enter street address to find your collection dates.

Household CleanUp Collection
 Each household can have up to 5 Household CleanUp collections per calendar year at the commencement of booking when it suits you. This service allows for the disposal of bulky items which can't be placed in the regular household garbage, recycling and garden organic bins.
 Note: Residents living in a unit or apartment complex (multi-unit) that share a bin service are to book with their strata manager.
[Book your Household CleanUp online](#) or phone 9952 0222.

Your Councillor
 Enter street address to find your local Councillors.

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**ETHOS
URBAN**

social fabric

