

# Chas Farquhar community hub consultation

## Feedback summary

We asked the community to tell us about their experience of the Richmond Kindergarten, The Cubby House and The Stables, collectively called the Chas Farquhar complex.

We asked the local community to share their feedback and ideas about the services, facilities and activities held at the Richmond Kindergarten, the Stables and the Cubby House. Community members were able to share their feedback online from Monday 23 October to Monday 20 October.

We promoted the consultation opportunity to the community through:

- An online landing page on our Your Say Yarra site which provided information on the project.
- A flyer which was dropped in about 330 letterboxes in the local area.
- The flyer was also distributed at the RCLC and through the kindergarten.
- An SMS was sent to kindergarten families via Whispir which included a link to the consultation page.
- A link to the consultation page was sent via email to individuals and groups who had previously booked The Stables community rooms, and similar facilities in the area.
- An email link was shared with the RCLC, Richmond MCHC and Yarraberg Children's Centre to share with their networks

The consultation page was viewed 464 times during the consultation period (according to Google Analytics) and we received 36 responses to the online feedback form.

### What do you like about the services, activities and community facilities at the Chas Farquhar complex?

Some of the most popular services, activities and facilities at the complex were:

- Hiring for children's birthday parties and events.
- The large outdoor space at the facility with grassed area.
- The playgroups and occasional care, including the friendly and helpful staff.
- The community feel of the facilities.

Feedback	Number of responses
Party hire	10
Outdoor space	9
Playgroup	8
Occasional care	5
The Kindergarten	4
Affordable venue hire	4
The Cubby House staff	3
Community meeting place	3
Messy play at the Cubby House	1

Feedback	Number of responses
Mothers group	1
Proximity of Kindergarten to the Cubby House and RCLC	1
Easy online booking for space	1
The Stables hire facilities	1
The Stables management	1

### How could we improve the services and facilities?

There were a broad range of ideas for new services and activities to be held at the hub, as well as a strong desire for current activities to be continued.

Some of the most common feedback provided was:

- Continue currently running services, including the party hire, playgroups, occasional care and kindergarten.
- Upgrade and improve the buildings and facilities.
- Ensure there is still a large outdoor space for children's activities.
- Extending hours of services that are already available at the complex.
- A broader range of activities specifically for young children (babies and toddlers).
- Ensuring that the outdoor space remains and it's natural feel is retained.

Feedback	Number of responses
Upgrade/revamp existing buildings	8
Continue party hire	5
Continue playgroup	4
Continue occasional care	4
Extended hours of services	3
More activities for 6-12 month old children	3
Keep the outdoor space/keep space natural	3
Incorporate MCH services	2
Space for a toy library	2
Offer language classes	1
Children's gardening sessions	1
Better promotion of space at the Stables for community hire	1
More availability for community hire at the Stables	1
Better promotion of occasional care	1
More messy play days at the Cubby House	1
More educational play options for young children	1
Ensure the space remains not-for-profit	1

Feedback	Number of responses
Option to use space for free	1
More shade in the outdoor play area	1
Information sessions/parenting classes at the Kindergarten	1
Recycling program at the RCLC	1
Ensure a broad range of activities are facilitated	1
Keep the cubby house	1
Add a stage in the children's space for performances	1
Counselling services for families	1
Exercise classes for all ages	1
Music and drama classes	1
Martial arts classes	1
Adult education classes	1
Classes for older people	1
Incorporate services for people of all ages	1
Community composting	1
After school classes	1
Regular meeting space for mothers groups	1
Dads playgroup	1
More activities on weekends	1
Keep the same staff for playgroups, childcare and kindergarten	1
Update outdoor equipment	1

### Next steps

Based on community feedback, we will be considering how to best incorporate the services and facilities the community want as part of an integrated community hub. We will also consider the best management model for the facility in order to deliver this.

In the first half of 2020, we will be developing a draft design for the upgrade of the facilities at the hub which will be available for community feedback.