Engagement Summary Report

The City of Ballarat Community Infrastructure Design Guidelines

Prepared by CoFutures, January 2024

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Engagement Summary Report
City of Ballarat: Community Infrastructure Design Guidelines

1. Executive Summary

1.1   Overview of engagement

The City of Ballarat is currently preparing Community Infrastructure Design Guidelines (the Guidelines) that will guide the planning and design of community facilities across the municipality. The Guidelines will provide an agreed set of functional requirements and specifications that will inform the design of Council owned and managed community facilities. They will assist in the future planning and design of community infrastructure across the City of Ballarat, such as evaluating the fitness for purpose assessments of existing infrastructure for service delivery. The Guidelines will also outline key considerations that will assist The City of Ballarat to improve the accessibility and inclusivity of Council owned and managed community buildings, informed by community and stakeholder consultation.

Community engagement was undertaken between November 2023 – December 2023. In addition, extensive engagement with internal Council staff and departments was also undertaken in parallel.

During the consultation period a range of engagement activities were undertaken including:

- 2 x workshops with young people;

- An online survey on MySay Ballarat;

- Website contents and Frequently Asked Questions on MySay;

- 12 site visits and eight informal walk and talk interviews with facility operators;

- Storybooks, an interactive activity for participants to write, draw, record or upload stories about their lived experiences in community facilities in Ballarat;

- Internal engagement with Council staff (led by The City of Ballarat);

- Social media promotional activities on Facebook and Instagram;

- E-mail/phone outreach, reaching out to disability providers to invite participation and raise awareness about the project; and

- A two-page summary explainer document, used to communicate the project to community.

Key headline statistics of engagement participation and reach include:

- 45 online and hardcopy surveys completed.

- 326 website visits to the MySay page.

- The Community Infrastructure Planning Policy was downloaded 52 times

- The two-page summary explainer document was downloaded 13 times.

- 25 internal Council teams provided feedback on the Draft Community Infrastructure Design Guidelines

- 12 participants involved in 2 x workshops with young people.

- 8 participant 'walk and talks' (informal tours with facility managers, operators and staff).

- 5 place stories completed.

- 3 storybooks completed.

1.2   Summary of headline feedback

Draft Community Infrastructure Design Guidelines

General feedback to inform the Draft Guidelines found:

- Accessible and inclusive facilities are the most important community priority when thinking about the future planning and design of community facilities.

- Libraries were frequently cited as locations that were most visited, loved and valued by community members.

- The majority of participants use or visit a community facility at least once per week.

- The majority of participants felt that the existing Social Infrastructure Planning Principles are still relevant and important when planning for community facilities.

Young people with disabilities

Feedback from the dedicated engagement program with young people with disabilities found:

- The human connection through programming and activities was the most important factor to people feeling safe, welcome and included.

- Universal accessibility should be considered across all aspects of design and planning for community facilities.

- A mixture of spaces is important however not every space needs to be 'multi-purpose'.

- The acoustic environment of spaces is an important consideration when thinking about how people experience a space.

- The relationship between indoor and outdoor spaces plays a key role in people's experience and use of buildings and spaces.

2. Project context

2.1 Introduction

The City of Ballarat is currently preparing Community Infrastructure Design Guidelines (the Guidelines) that will guide the planning and design of community facilities across the municipality. The Guidelines will provide an agreed set of functional requirements and specifications that will inform the design of Council owned and managed community facilities. They will assist in the future planning and design of community infrastructure across the City of Ballarat, such as evaluating the fitness for purpose assessments of existing infrastructure for service delivery. The Guidelines will also outline key considerations that will assist The City of Ballarat to improve the accessibility and inclusivity of Council owned and managed community buildings, informed by community and stakeholder consultation.

A four-week program of stakeholder and community engagement was undertaken between November 2023 – December 2023 to understand people's perspectives and experiences in community facilities across the City of Ballarat.

A central theme of this engagement focused on how buildings are designed to help make people feel safe, welcome, and included. This thematic approach to the engagement program builds on feedback received during community engagement undertaken in developing the Community Infrastructure Planning Policy (August 2020).

2.2 Project stages

The development of the CIDGs is being undertaken in five project stages as follows:

- Stage 1: Project inception and engagement planning.
- Stage 2: Background review and community and stakeholder engagement.
- Stage 3: Development of Draft Design Guidelines.
- Stage 4: Internal Council Staff on the Draft Design Guidelines *(current stage)*.
- Stage 5: Final Design Guidelines.

2.3 Purpose of this report

This report provides a summary of findings from the community and stakeholder engagement program. The report is structured in six chapters:

- **Project overview:** context and scene setting.
- **Methodology:** engagement activities and communication / promotion.
- **What we heard:** community engagement findings.
- **What we heard:** engagement with young people with disabilities.
- **Evaluation:** evaluation and reflections on the engagement process.
- **Conclusion:** key insights to inform the Guidelines.

2.4 Engagement objectives

Engagement objectives provide structure to engagement processes, and ensure that findings remain relevant, impactful, and meaningful. The engagement objectives of this project were:

- To understand what the community value about community facilities;

- To seek community feedback on the Community Infrastructure Planning Principles, which will be used to guide the planning and design of community infrastructure in conjunction with the Guidelines; and

- To increase awareness about community facilities, their role, and the importance of planning for them, across the City of Ballarat.

In addition to the general community engagement, a dedicated engagement program was designed to capture the experiences and perspectives of young people with disabilities. This was done to ensure that the perspectives of these key user groups are embedded in the Guidelines, and in the future planning and design of community facilities.

The purpose of this parallel engagement program was:

- To elevate the voices of young people with disabilities, as users of community facilities, and ensure their perspectives are reflected in the Community Infrastructure Design Guidelines;

- To better understand what makes young people with disabilities feel included, safe and welcome in community infrastructure; and

- To share with the broader community the importance of community facilities for young people with disabilities.

As part of the VicHealth Local Government Partnership Connected and Supported Communities module, VicHealth suggests best practices and strategies to make sure programs, services, and events are inclusive and accessible for young people with disability.

While engaging with young people with disabilities, this project sought to address the recommendations of the module, within the project scope. This project addressed the 'step up recommendation' to *Conduct a disability inclusion audit from a children and young people perspective.* It also achieve the objective of:

- *'Meet with young people with lived experience of disability to hear their experience and understand what inclusion means to them'.*

A high-level evaluation of how this project met these recommendations is outlined in 6.2 Youth engagement. A further detailed assessment and response to the VicHealth module will be undertaken by The City of Ballarat.

3. Methodology

Community engagement was undertaken from November 2023 – December 2023. In addition, extensive engagement with internal Council staff and departments was also undertaken in parallel.

There were many ways for people to engage and provide feedback across the consultation period. During the four-week period, more than 70 unique contributions have been recorded, broken down as:

• 45 online and hardcopy surveys completed.

• 12 workshop participants (youth engagement).

• 8 participant 'walk and talks' (informal tours with facility managers, operators and staff).

• 5 place stories completed.

• 3 storybooks completed.

In addition, the project website was viewed 326 times across the engagement period.

Table 1 provides an overview of the community and stakeholder engagement program, including the number of participants, by activity.

Table 1 – Community and stakeholder engagement participation summary

Activity	Date	Number of participants
Survey A short survey asking 11 around key topics, preferences and priorities around community facilities.	• Live between 16 November – 15 December, 2023	• 40 total online surveys received • Five hard copy surveys received
Youth engagement workshops Two In-person workshops involving a range of activities with young people, through a disability and inclusivity lens.	• Monday 11 December, 2023 • Wednesday 13 December, 2023	• Workshop 1: Six participants and one staff member • Workshop 2: Six participants and two staff members
Facility visits Involving site visits to 12 community facilities across the Ballarat municipality.	• Wednesday 20 September, 2023 • Thursday 21 September, 2023	• 12 site visits and eight informal walk and talk interviews with facility operators

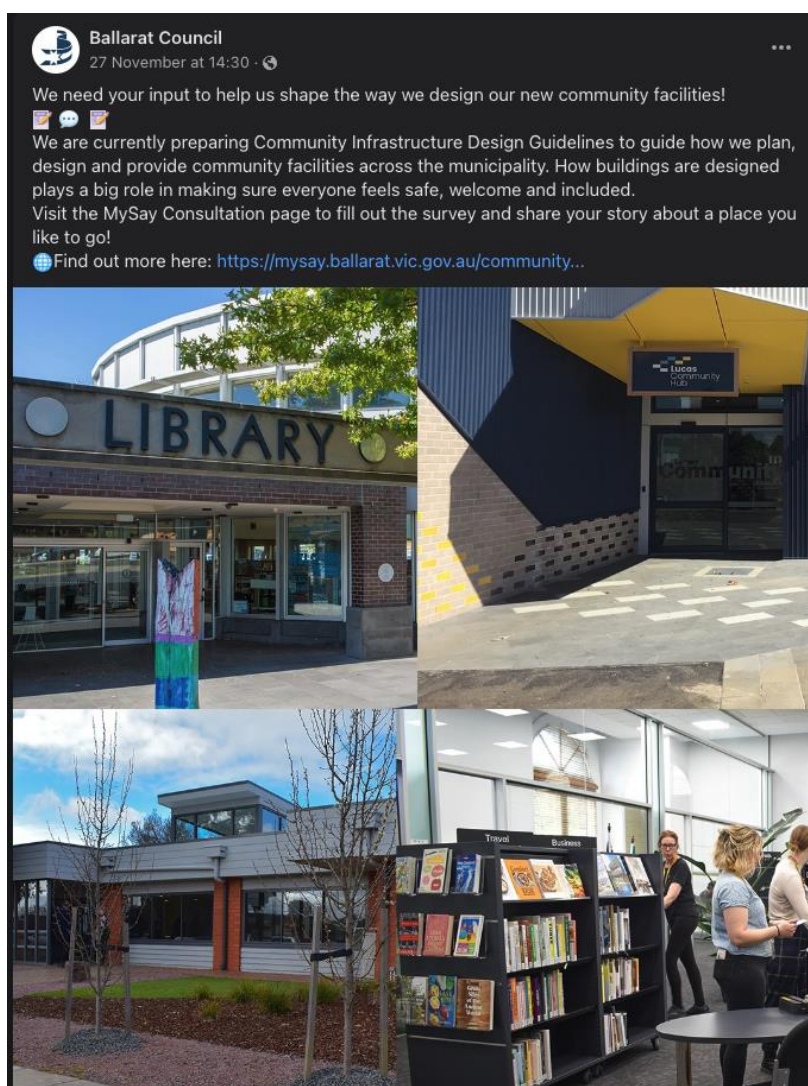| Storybooks		
An interactive activity for participants to write, draw, record or upload stories about their lived experiences in community facilities in Ballarat.	• Online activity • Hard copy storybooks also distributed on Monday 11 December 2023 to participants at Parents Place and Girrabanya.	• Five storybooks completed (online) • Three storybooks completed (hard copy)

Table 2 – Summary of communication and promotion

Activity	Description
MySay Ballarat	An online project page was established on Council's engagement platform, MySay Ballarat. The MySay page included an overview of the project which defined community infrastructure and introduced the Design Guidelines, and the Community Infrastructure Planning Policy. The MySay page served as the primary method for community members to share their feedback on the project. It hosted the online survey, and 'Share Your Story' tool. The MySay page also included FAQs, a project timeline, and document library. Using the document library, community members could download a graphically designed two-page summary document, and the Community Infrastructure Planning Policy in full. During the engagement period: • The MySay page was viewed 326 times. • The Community Infrastructure Planning Policy was downloaded 52 times. • The two-page summary document was downloaded 13 times.
Summary explainer document	A two-page summary document was prepared and graphically designed, to explain the project and raise awareness of the engagement program in a relatable way for community members. The explainer documents were provided to City of Ballarat's Library Services, Early Years, Aging Well and Engaged Community teams for distribution to their contact lists. These documents were also used as posters and were displayed at branch libraries by the Library Services team.
Email/phone outreach (youth engagement)	A series of organisations, including disability service providers, were contacted via phone or email. This was done to promote the project, and to invite participation in the engagement activities as part of the young people with disabilities engagement program. Representatives of eight organisations were contacted and invited to participate in the engagement: • Ballarat Specialist School • Scope • Special Olympics Ballarat • Ballarat Regional Industries (BRI) • West End Support Services • Melba Support Services • PINARC

	• Social Skills Plus
Social media post	On 27 November 2023 the City of Ballarat posted on Council's Facebook page. The post announced the engagement program for the project and invited community members to participate online. As of the writing of this report: • The post was reacted to 38 times • The post received 16 comments (9 original comments) • The post was shared 3 times

4. What we heard: community engagement findings

4.1 Summary of headline feedback

Draft Community Infrastructure Design Guidelines

General feedback to inform the Draft Guidelines found:

- Accessible and inclusive facilities are the most important community priority when thinking about the future planning and design of community facilities.

- Libraries were frequently cited as locations that were most visited, loved and valued by community members.

- The majority of participants use or visit a community facility at least once per week.

- The majority of participants felt that the existing Community Infrastructure Planning Principles are still relevant and important when planning for community facilities.

Young people with disabilities

Feedback from the dedicated engagement program with young people with disabilities found:

- The human connection through programming and activities was the most important factor to people feeling safe, welcome and included.

- Universal accessibility should be considered across all aspects of design and planning for community facilities.

- A mixture of spaces is important however not every space needs to be 'multi-purpose'.

- The acoustic environment of spaces is an important consideration when thinking about how people experience a space.

The relationship between indoor and outdoor spaces plays a key role in people's experience and use of buildings and spaces.

4.2 Survey questions

A total of 45 people completed the survey. The survey questions were shaped around key considerations relating to how participants use community facilities, and what they value about them. Survey participants were also asked questions about their opinion on the Community Infrastructure Planning Policy Planning Principles.

A total of 11 survey questions were asked, as follows:

- What types of community facilities have you or your family visited in the past 12-months?

- How often do you visit the City of Ballarat community facilities?

- What is important to you when you use community facilities?

- What is your favourite community facility in the City of Ballarat? What makes it great?

- Do you have any feedback about what the City of Ballarat Community Infrastructure Design Guidelines should include to provide facilities that make you feel safe and welcome?

- Do you feel the current guiding principles of the Community Infrastructure Planning Policy are still relevant and important to the community infrastructure design? Why did you choose your answer?

- Do you feel there are any other principles that should be considered in the review of the Community Infrastructure Planning Policy? What are they?

- Do you have any other comments for the review of the Community Infrastructure Planning Policy that you would like to include?

- What is your gender?

- What is your age?

- Please select which demographic cohort applies to you.

All questions were not compulsory, except for the demographic questions. It is noted that not every participant provided a response to all questions asked.

4.3   Demographics

Gender

As shown in **Figure 1,** the majority of survey participants (28) were women, 11 were men and one participant was non-binary. Five participants preferred not to say.

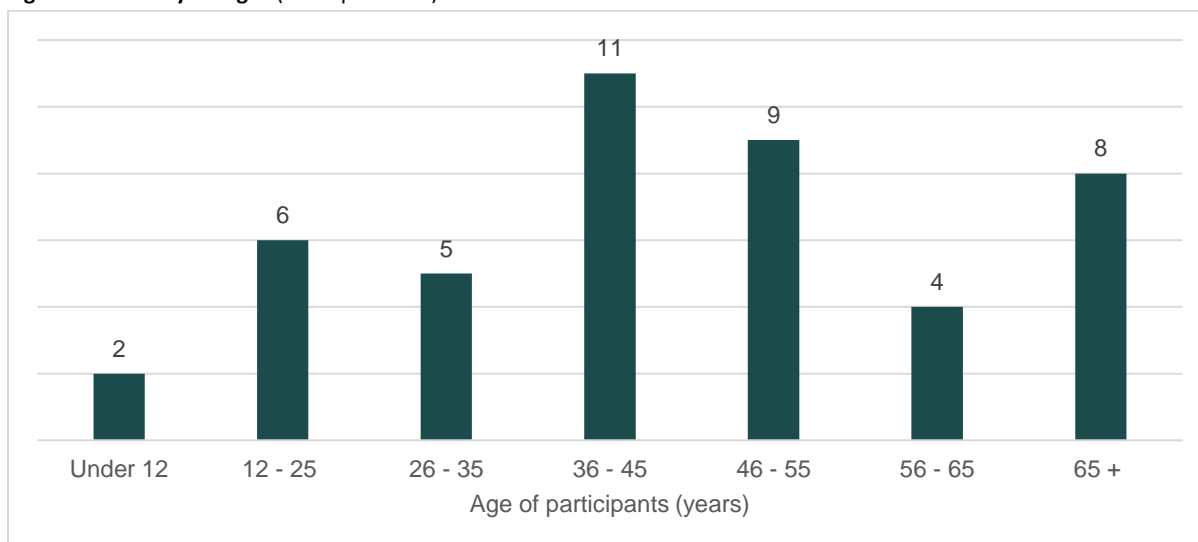**Figure 1: What is your gender?** (45 respondents)
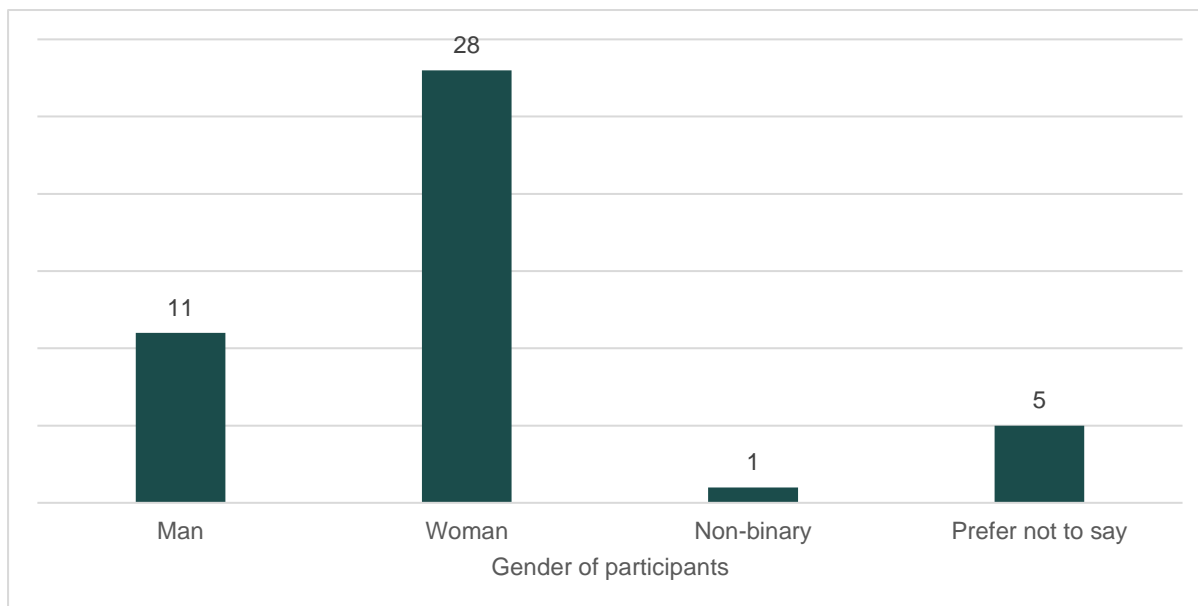
Age

As shown in **Figure 2,** the majority of survey participants (11) were aged between 36 – 45 years old or 46 – 55 (nine) years old. Eight participants were aged over 65, and six were between 12 and 25. Four participants were aged between 56 – 65, and only two participants were aged under 12 years.

Figure 2: What is your age? (45 respondents)

Priority demographic cohorts

As shown in **Figure 3,** most survey participants (20) did not select as identifying within one or more of the City of Ballarat's priority groups.

Of those that did, 10 participants were LGBTIQA+, and eight have a disability. Five survey participants were financially vulnerable. Three people were from culturally and linguistically diverse groups, and two were First Nations people.

Figure 3: Do you identify as any of the following groups? (45 respondents)

Participants of one of City of Ballarat's priority groups

4.4 Current use

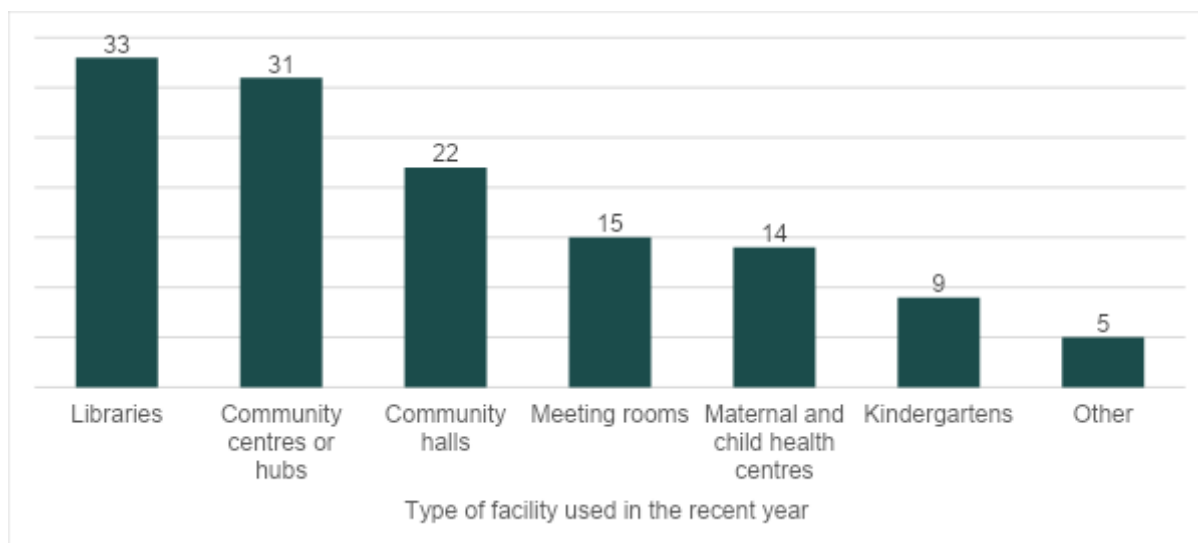### What types of community facilities have you or your family visited in the past 12-months?

To understand how residents of the City of Ballarat currently use community facilities, survey participants were asked which community facilities they have used within the past year.

As shown in **Figure 4,** libraries and community centres / hubs were the mostly visited community facilities, with 33 participants having used these facilities within the past year. Community halls, meeting rooms, maternal and child health centres and kindergartens were among other community facilities that were reported by participants.

Participants who responded 'Other', cited:

- (Ballarat) Town Hall

- Ballarat Aquatic and Leisure Centre (BALC)

- Sporting facilities

- Green spaces, community gardens, or parks or gardens.

Figure 4: What type of community facility have you or your family visited in the past 12-months (44 respondents, 129 selections)

Type of facility used in the recent year

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How often do you visit these City of Ballarat facilities?

To understand how frequently community members visit community facilities, survey participants were asked to indicate how often they visited community facilities in the recent year.

As shown in **Figure 5**, most participants (18), used the community facilities at least once per week, followed by 13 participants who visited the community faculties once every few weeks. Seven participants used the community facilities once every few months and three participants were daily users of the facilities.

Figure 5: How often do you visit these City of Ballarat facilities? (43 respondents)
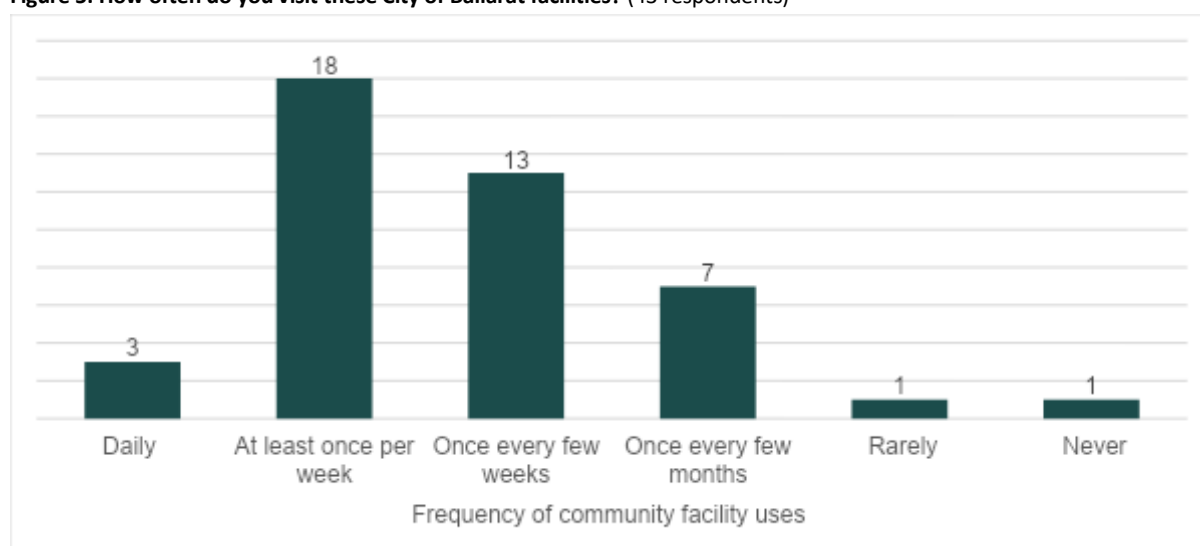
4.5   Views and values

Tell us in a few words what is important to you when you use community facilities?

To better understand what community members value in community facilities, survey participants were asked what is important to them when they used community facilities. This was an open-ended question.

The findings of this question have been summarised and coded into 12 themes:

- **Accessibility and inclusiveness:** relating to physical accessibility and sense of inclusiveness.
- **Location:** where a facility is located**.**
- **Quality of design:** relates to design choices, considerations, and physical materials of a community facility. It also relates to the design and appearance of buildings in general.
- **Access to parking:** ease of access to car parking, pick up and drop off.
- **Safety**: overall sense of safety.
- **Friendly and knowledgeable staff:** face to face connection with staff members, as well as their knowledge and training.
- **Facility amenities:** the types of services and spaces provided in the community facility.
- **Signage and wayfinding:** including directional signage, inside and outside.
- **Child and family friendly:** features or experiences that are child friendly.

- **Maintenance:** the level of upkeep and condition of facilities.

- **Opening hours:** how long a facility was open each day.

- **Sense of community:** general sense of connection to and with people.

As each response was summarised under as many themes as it corresponded to, the total number of responses per theme does not equal the total number of surveys completed.

As shown in **Figure 6,** 'accessibility and inclusiveness' was the mostly cited value that survey participants considered as important when they used a community facility. Other values included 'location', which was cited by 14 participants, followed by 'quality of design', which was cited by 12 participants. Access to parking, safety, friendly staff, signage and wayfinding and other features were also important for participants.

Participants who responded 'Other', cited:

- Having choices

- Clear information

- Respecting the history of the City of Ballarat

- Flexibility of spaces.

Figure 6: Tell us in a few words, what is important to you when you use community facilities? (44 respondents)

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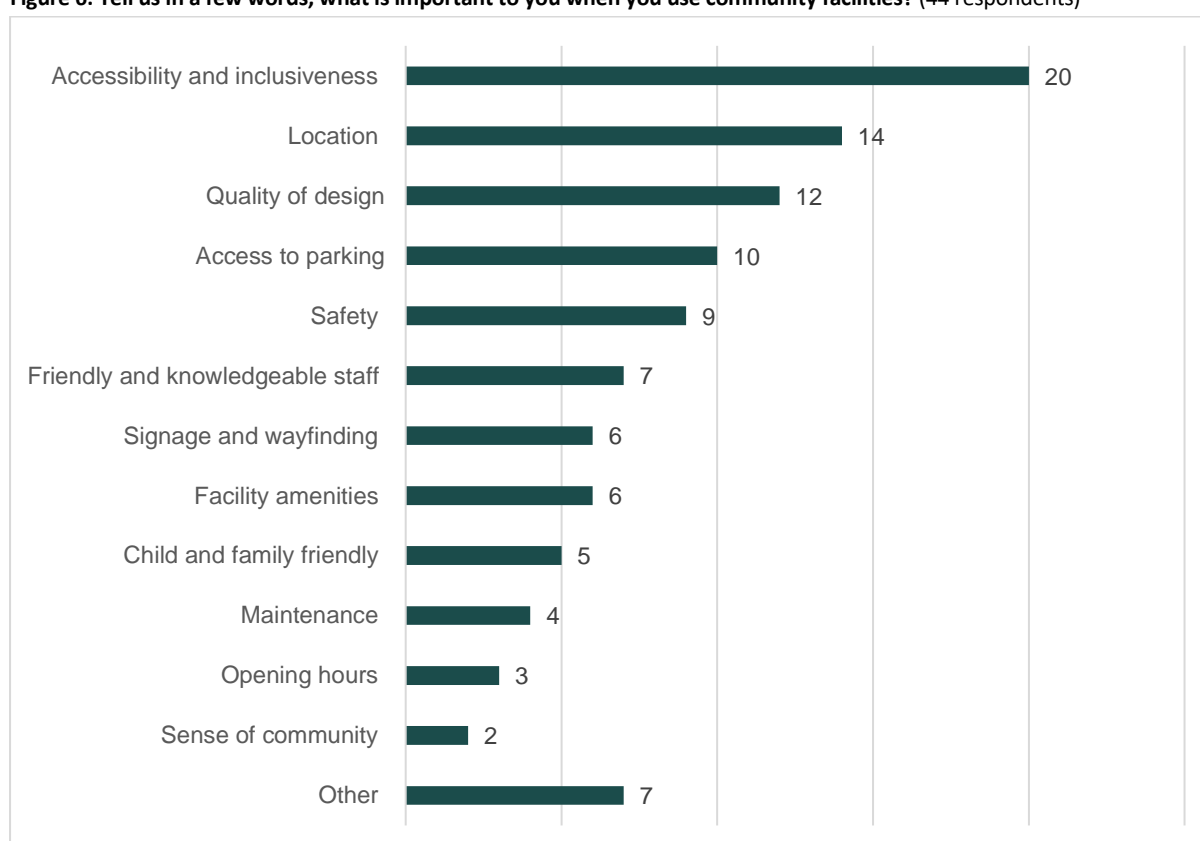
In a few words, what is your favourite community facility in the City of Ballarat and what makes it great?

To further understand the strengths of City of Ballarat's community facilities, survey participants were asked about their favourite community facility in the City of Ballarat, what about what them makes it great.

Table 3 illustrates the community facilities that were most cited by the participants. As shown below, The Sebastopol Library, followed by the Ballarat Town Hall and other libraries, were amongst survey participants' favourite facilities. They reported accessibility and inclusiveness, events and activities, location, child and family friendly, friendly staff as key factors that make these facilities great.

Table 3 – List of most frequently cited locations

Location	What participants said
Sebastopol Library (9 responses)	• Participants highlighted that the Sebastopol Library was inclusive to community members with different needs, including people with disabilities and small children. • Participants shared their appreciation for the library's change table and kitchenette, as well as areas for children to play. • Participants value the friendly staff at this library. • The variety of events and activities in the library for different groups such as reading groups, storytime, free events, and food for families with children, was valued by some participants. • The building's modern design, protection from weather, spaces for children, and outdoor spaces were other reasons participants loved this facility. • The safety and security of the precinct for children to play around, and ease of access from the car park, was also appreciated.
Town Hall (Library) (6 responses)	• Participants referred to the inclusiveness of the space, which includes spaces for breastfeeding, changing rooms, and the bathroom. • Access to the library, including its entrance, and convenient location, were cited as reasons participants love this library.
Libraries (General) (7 responses)	• Most participants referred generally to libraries as their favourite community facility because they were open and free for anyone to use in the community. • Other participants appreciated the variety of events and activities that take place in the City of Ballarat's libraries.
Lucas Community Hub (3 responses)	• The participants referred to the comfortable spaces within Lucas Community Hub and the variety of services under one roof. • The adjacent playground was also valued by participants with children.

Ballarat Art Gallery (2 responses)	• The recognition of the City of Ballarat's history of First Nation's people was valued by participants. • The fact the space is modular and well-lit was also cited by a participant.
Green spaces (General) (2 responses)	• Participants loved the public, green spaces around the City of Ballarat, as they provided space for passive recreation. • Green spaces near day care centres and kindergartens provide a sense of feeling connected to the local community.
Eastwood Leisure Complex (2 responses)	• Friendly staff, and entrance wayfinding, were cited as reasons participants love this centre.

Participants also cited the following community facilities as their favourite (each receiving one mention):

- Burrumbeet Hall
- Sebastopol Community Centre
- Ballarat Neighbourhood Centre
- Ballarat Childcare Co-op
- Midlands Water splash park
- Ballarat Community Garden
- Invermay Park
- Maternal and Child Health Centres
- Lake Esmond
- Parent Place
- Eureka Centre
- Ballarat Aquatic and Lifestyle Centre
- Selkirk Stadium
- McCain Annex
- Shopping Centre (general)

While most characteristics that were reported by participants for the above facilities align with those in Table 3, other features also citied. For example, one of the participants referred to the importance of valuing the history and culture that was evident in Burrumbeet Hall:

> " I like Burrumbeet hall because it is a community run hall that does its best to preserve sight of the areas' history."

Some participants referred to the importance of multi-purpose spaces and co-location of facilities as the characteristics that made a community facility favourable for them. For example, one participant said:

> "I like Eureka Centre which includes Cafe and library run activities."

Do you have any other feedback about what the City of Ballarat Community Infrastructure Design Guidelines should include to provide community facilities that make you feel safe and welcome?

Survey participants were asked if they had any other feedback about what should be included in the Guidelines to help make people feel safe and welcome.

There were 33 responses to this question. A summary of the themes that arose in responses to this question is detailed below. As each response was summarised under as many themes as it corresponded to, the total number of responses per theme does not equal the total number of surveys completed.

Accessibility and inclusiveness (12)

Responses under this theme were varied. Many responses referred to accessibility or inclusiveness in a broad sense, or as a general consideration. Other responses included ensuring accessibility for certain demographic groups, including older people and people with disabilities.

Some responses made more targeted suggestions, including adult changing places, free spaces for young people to spend time in and desk heights.

Quality of design (10)

This theme referred to the overall nature of the design of facilities. Some responses referred to how the facilities interact with its surroundings. Some responses would like to see more creativity in design, while others would like to see design that incorporates greenery.

Child and family friendly (7)

Responses under this theme focused on facilities that that cater to children and young families. Responses ranged from programming for children, spaces to breastfeed, ensuring adequate for prams, and soft edges in kindergartens and maternal health care centres.

Sense of safety (7)

This theme referred to the elements of facilities that make survey participants feel safe. These included lighting, safe entrances and exits, and consideration of floor materials. Other responses included reference to CCTV, and community facilities being safe spaces for all.

Other themes and topics captured under this question included:

- Location (4)
- Access to parking (4)
- Adjacent greenery (4)
- Colocation of facilities (including café) (3)
- Maintenance (3)
- Facility amenities (2)
- Signage and wayfinding (2)
- Sense of community and connections (2)
- Events and activities (2)

Four responses captured under this theme were not related to the study or survey question.

4.6 Community Infrastructure Planning Policy

To assist with the review of the Community Infrastructure Planning Policy, do you feel the current guiding principles are still relevant and important to community infrastructure design for City of Ballarat?

The City of Ballarat's Community Infrastructure and Planning Policy (2020) outlines principles, definitions, and Council responsibilities, when planning for community infrastructure in the municipality. It also provides strategic direction for the planning of these facilities. There are six guiding principles outlined in the policy, providing the overall direction to decision-making for community infrastructure planning. These are:

• Strategic and integrated planning;

• People first approach;

• Access, inclusion, and equity;

• Sustainability;

• Innovation and adaptability; and

• Multi-purpose, flexible and safe.

Survey participants were asked if they feel the planning principles are still relevant and important to community infrastructure design for the City of Ballarat. This question was asked as a multiple choice.

As shown in **Figure 7,** the majority of participants (28) responded that the guiding principles are still relevant. 12 participants responded that only some are still relevant.

Participants who responded 'Only some' or 'No' were then asked to provide details about why they provided that answer. This question received eight responses. Table 4 summarises these answers, which have been analyses according to which principles they correspond to.

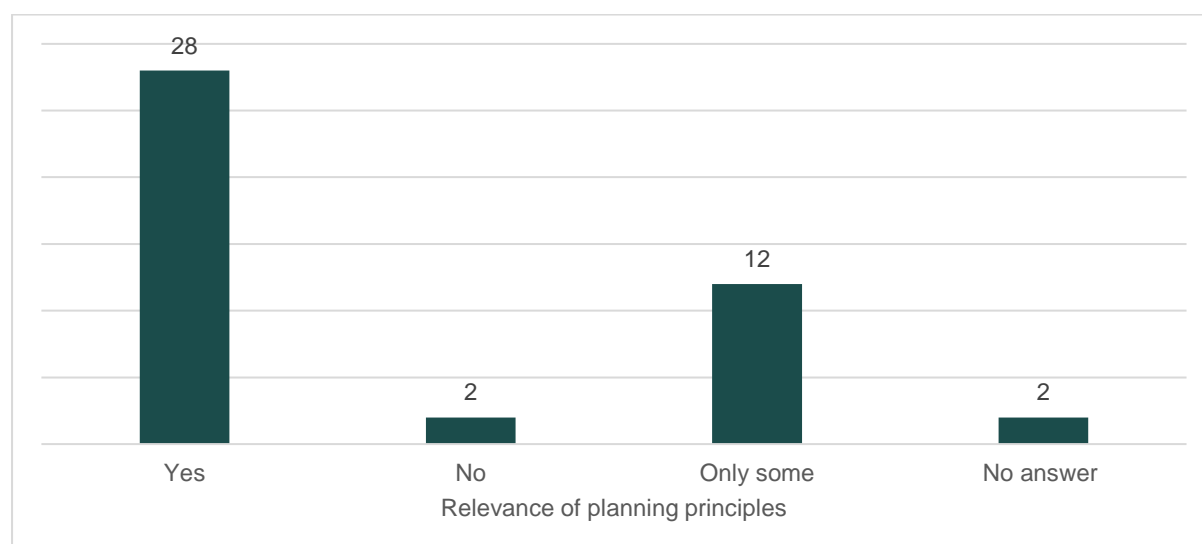**Figure 7: Do you feel the current guiding principles are relevant?** (44 respondents**)**

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Table 3 – Breakdown of 'Only some' and 'No' responses by principle (further feedback)

Principle	What participants said
Sustainability (3 responses)	• There is not enough focus on the environment. • 'Sustainability' and 'innovation' are often incompatible.
People first approach (2 responses)	• This principle could be reworded to prioritise interactions with the natural environment. • This principle should be more focused on community.
Access, inclusion, and equity (1 responses)	• This principle could be articulated to be more practical and inclusive of groups experiencing homelessness or financial stress.
Strategic and integrated planning (1 responses)	• This principle is non-specific, and that the policy could more clearly articulate what it is referring to.
Innovation and adaptability (1 responses)	• 'Sustainability' and 'innovation' are often incompatible.
Multi-purpose, flexible and safe (0 responses)	• No responses were received with regard to this principle.

Do you feel there are any other principles that should be considered in the review of the Community Infrastructure Planning Policy? What are they?

Survey participants were asked if they feel any other principles should be considered in the review of the Community Infrastructure Planning Policy. This question received 27 responses.

As shown in **Table 4** considerations regarding design and the appearance of facilities appeared most frequently in participant responses. Other topics that arose appeared less frequently across all responses.

Table 4 – Breakdown of 'other feedback' by topic

Theme	What participants said
Design (7 responses)	• Participants value the design and appearance of facilities. • Responses under this theme centred on ensuring facilities look attractive and welcoming.
Community engagement (4 responses)	• Responses under this theme would like to see increased community participation and engagement as a planning principle.
Accessibility and inclusiveness (2 responses)	• Responses under this theme would like to see greater consideration of City of Ballarat's communities who may face barriers to accessing services as a planning principle.
Respecting history (2 responses)	• Responses under this theme would like to see more consideration of history and heritage as a planning principle.
Co-location of facilities (2 responses)	• Responses under this theme would like to see the co-location of facilities as a planning principle. This included the co-location of libraries and schools.
Other (6 responses)	Other themes included: • Location. • Child and family friendly. • Signage and wayfinding. • Active transport. • Traffic considerations.

Do you have any other comments for the review of the Community Infrastructure Planning Policy that you would like to include?

Survey participants were asked if they have any other comments for the review of the Community Infrastructure Planning Policy. This question received 11 responses.

As the final question in the survey, some survey participants responded to this question generally, and not specifically regarding the Community Infrastructure Planning Policy. Responses included:

- Increased inclusion of indoor gardens in community facilities.

- Greater consideration of natural light in community facilities.

- Equal distribution of funding and resources across the municipality.

- Spaces for working from home-start ups.

- More 'people-focused' and relaxed management.

- Improved healthcare and public schools across the municipality.

- Expanding green space and planting across the municipality.

- Considerations of traffic.

4.7   Share your story

A 'Share Your Story' activity was delivered as part of the community engagement program to inform the Draft Guidelines. The activity involved an open channel for community members to share their stories and perspectives on places they like to go, and why. The activity could be undertaken in two ways; online via a 'Share your story' portal on MySay Ballarat, or in hardcopy via a pictorial storybook (designed and adapted specifically for younger people). The storybooks are provided in Appendix: Storybook.

The purpose of the activity was to:

- Provide an additional, open-ended channel to gather feedback about what people value about community facilities

- Encourage the involvement and perspectives of young people, especially children, into the project.

Eight participants shared their stories as part of the project, comprising five online submissions, and three hardcopy illustrated storybooks. The illustrated storybooks have been interpreted and summarised by the themes and places that they depict.

The stories found:

- A strong representation of parks and natural space. Larger open spaces, such as Lake Wendouree, were featured in participants' stories, as were smaller parks. The stories about parks referred to the kind of activities that take place in them (including fishing), maintenance of the parks, and what kind of equipment they offer.

- Despite being out of scope for the project, the participants expressed an appreciation for aquatic spaces. Some underlying values behind the stories about these places included their accessibility and availability to people across socio-economic status. The storybook submissions all referred to aquatic facilities, including splash parks, and the YMCA.

- In their stories, participants also shared about the activities that they undertook in the places they wrote about. These activities included swimming, fishing (in particular at Lake Wendouree Lake), and walking (including around Bridge Street Mall).

- Some other places that participants shared included, schools, rock climbing facilities, and McDonald's.

5. What we heard: Young people with disabilities

5.1 Workshops

Overview

In 2022 the City of Ballarat received funding by VicHealth to undertake an audit of community facilities, places and spaces that are used by young people with disabilities.

It was identified that this project (the development of the Guidelines) could be a potential opportunity to activate this funding and undertake additional and targeted engagement with young people to inform both the project outcomes and the VicHealth program.

As part of the engagement for the Design Guidelines, two workshops were held to target and elevate the perspectives of young people with disabilities. Each workshop was held with one community group representing people with disabilities in the City of Ballarat.

Recruitment method

A series of community organisations, including disability service providers, were contacted via phone or email to scope their interest in their participation in the workshops.

Representatives of eight local organisations were contacted:

- Ballarat Specialist School

- Scope

- Special Olympics Ballarat

- BRI

- West End Support Services

- Melba

- Social Skills Plus

- PINARC

Workshop format

The workshops were facilitated by CoFutures in person across two days. Each workshop was structured around two activities:

- Activity 1: Building tours and site visits (led by the participants)

- Activity 2: Responding to photographs of community facilities

A summary of each activity including its purpose and findings is provided below.

Findings: building tours and site visits

This activity involved participants moving around the building and sharing key aspects / features that make them feel safe, welcome and included. As part of this activity, participants were asked to direct the project team around the building, highlighting what they love about the building, and what could be improved. The building tours and site visits were designed to be led by participants, while the project team provided prompts to guide discussion and spark conversations, where needed.

Participants were given polaroid cameras to take photos of any elements of the building which they liked or valued. At the end of the activity, the polaroid photographs were collected and used as a reminder / prompt to summarise findings with the participants together.

Each of the tours took place at locations where the community groups regularly meet.

• Workshop 1 took place with the six participants from the Social Skills Plus Group at Eastwood Leisure Complex, 20 Eastwood Street, Ballarat Central.

• Workshop 2 took place with six participants from the My Voice Group, though PINARC, at PINARC Disability Support Golden Point, 120 English Street, Golden Point.

A summary of overall key findings from each workshop is provided below. **Table 5** also provides a summary of insights about different types of places and spaces, drawn from participant feedback across both workshops. Findings are categorised according to the facilities' features and spaces.

Workshop 1: Eastwood Leisure Complex – summary of key findings

Workshop 1 participants expressed a fondness of Eastwood Leisure Complex and its familiarity. Elements of the building that made them feel safe and welcome included:

• The large canopy tree at the front of the entrance, providing shade, greenery and visual appeal.

• The entrance to the building, providing a place to meet and wait, and the spaces where they have regular programming in.

• Participants also saw the mix of multipurpose and purpose-use spaces as positive.

• Narrow and dark corridors and connections made navigation difficult for participants, and made some rooms and spaces feel disconnected.

An example of one of the corridors and hallways. Participants remarked that it is dark, especially at night.

The entrance to the facility. Participants appreciated the benches placed undercover. The open space gave community groups room to meet before and after sessions.

Participants shared that Eastwood's kitchen felt small, particularly if it was being shared with strangers. The windows were closed for privacy concerns, and the floor was not at grade.

The results of Activity 2.

Workshop 2: PINARC – summary of key findings

Workshop 2 participants appreciated the array of spaces at PINARC Golden Point. Elements of the building that made them feel safe and welcomed included:

• The mix of open, multipurpose halls, and smaller rooms, gave participants choice and a variety of experiences.

• A feeling that carpeted spaces were softer and more welcoming.

• Participants particularly looked fondly on the 'boardroom', which served as the main meeting point for the My Voice group and provided a balance of spaciousness with soft furnishings and a feeling of being safe.

Some elements of the facility posed barriers to people who use wheelchairs and mobility aids:

• Including the width of bathroom doors.

• Uneven pathways and surfaces outside.

• Lack of parking space out the front of the building for accessible taxis.

For both groups, familiarity with spaces was a main contributing factor in making spaces feels safe and welcoming. This was encouraged by regular programming in rooms and spaces, and the involvement of familiar staff members.

This pathway connected the backyard area of PINARC to the workshop shed. The pathway is narrow and unpaved, which posed a barrier to people who use wheelchairs or other mobility aids.

The outdoors area to the side of the facility. Participants shared that they sometimes use this space for free activities. The ground is uneven and not at grade, which posed a barrier to people who use wheelchairs.

Engagement Summary Report
City of Ballarat: Community Infrastructure Design Guidelines

Participants shared that they enjoy meeting in the meeting hall space. The hall serves as a central point and host a variety of activities. Participants shared that the hard floors can make the room noisy during busy times,

Participants shared that they appreciate PINARC's multiple entrances. As the main entrance to the building, participants shared that the above entrance does get crowded in pick-up and drop-off times.

Table 5: Summary of general observations about particular spaces / places (from both workshops)

Feature / space	What participants said
Entrances	• Participants appreciated wide, automatic sliding doors as they allowed seamless movement for people who use mobility support devices and wheelchairs. They were also perceived as more hygienic compared to conventional door handles. • Outdoor seating and spaces around entrances contributed to the space feeling welcoming. Participants comments that open entrances (those without walls) did not provide cover from wind, but the roofing was appreciated as protection from rain and sun. • Canopy cover and trees connecting the indoors to outdoors created a welcoming entrance and provided guidance.
Lobby / reception areas	• Participants highlighted the importance of clear wayfinding and signage in lobby / reception areas. This particularly applied to community facilities with multiple branches and rooms. • Floor materials and acoustic considerations play a crucial role in making lobby / reception areas feel safe and welcoming. These areas can often experience high traffic, particularly when multiple groups use the facility at once.
Hallways and passageways	• Participants shared that the overflow of noises from rooms and program spaces impacts their feeling of comfort in hallways and passageways. • Lighting is a crucial consideration for participants' perception of safety and ease of navigation. This included a mix of natural light, and artificial light for evenings and night time. • Participants shared that they would like to see design considerations that reduce the sensation of confinement, including higher ceilings and wider corridors.
Large hall / meeting spaces	• For many participants, the large halls and meeting spaces in buildings are at the centre of community facilities and their programs. • Participants highly value these larger spaces because they foster opportunities for social interactions. • Echoing and load acoustics can mean that these spaces become difficult to hear in. • Despite this, participants shared that hard floors help the spaces remain multipurpose.
Small meeting spaces	• Small meeting spaces play a vital role in community facilities. • Participants shared that they like small meeting spaces with prescriptive and clear uses.

	• Soft furnishings and carpeted rooms soften acoustics and encourage a sense of safety in participants.
Kitchen	• In kitchens, it was important that fixtures and fittings do not impede movement across the space. • This principle also applied for flooring, which should be at grade. • Participants shared that kitchen areas may feel more enclosed when sharing the space with strangers, as opposed to friends or people they know. • Many participants shared their interest in joining cooking programs across the two workshops.
Carparking areas	• Carparking areas reach capacity in peaks and troughs, with peaks during busy drop-off times. • Multiple connections between carparks and building entrances were welcomed by participants. • Ground that is not at grade in carparks can pose a barrier to mobility for some participants with physical disabilities. • Participants commented on the lack cover and shade in carparks, which left them exposed to strong sun.
Backyard space **(PINARC only)**	• PINARC Golden Point has a 'Friendship Tree'. Serving as a point of connection and a place to meet, the 'Friendship Tree' was loved by participants. • Uneven and unpaved surfaces around the side and back of the building made navigating the space difficult for people with wheelchairs. • On Tuesdays, there is regular woodwork activities programmed, which take place in a shed in the backyard. Individual woodworks projects carry on for the extent of the year. • The gravel path connecting to the shed in unpaved and poses a barrier to people with wheelchairs. • Participants reported that the large basketball court well utilised when the weather permits.
Sensory room **(PINARC only)**	• The Sensory Room was well loved and appreciated by participants. It is a quiet room with bean bags and couches. • There is no way to see if the room is being used or not from the outside. Participants suggested a need for signage or booking system.
Classroom **(Eastwood only)**	• The location of this room in context to the building made it feel separate and detached. The signage to reach the room was printed and supplied by facility operators.

- Participants shared that this room 'felt like a classroom'. The use of this room being more prescriptive, and 'for-purpose' was seen as a positive by participants.

- Participants commented on the perceived unpleasant smell of this room.

- This room's walls are lined with numerous windows. The purpose of these windows was questioned by participants as they were all closed.

Responding to photographs of community facilities

The second activity of the workshops involved participants responding to images of other community facilities, from across The City of Ballarat, around Victoria, and internationally. The purpose of this activity was to better understand how young people with disability perceive different examples of other community facility designs, and if they would feel safe and welcomed in the spaces pictured.

The photographs and images were presented in a gallery-style across a room, and participants were invited to view and discuss the images freely.

Participants were encouraged to express if they could see themselves feeling positively or negatively in the community facility pictures, using green (like) or red (dislike) stickers, respectively. The project team facilitated and captured discussions.

The activity was not designed to be a voting activity rather, the stickers and images were used to act as a catalyst for discussion around what is working well, and what could be improved. The discussion and stickers are reported on across both workshops.

A summary of discussions is provided below.

A community hub, connecting to an open, grassy space being used by children and parents. There is also small playground.

Liked: 4 / Didn't Like: 0

What particpants said:

- Indoor, outdoor is well connected and covered
- Ramps are positive
- (Looks) easy to use and big

A large red ramp, in the centre of a university building.

Liked: 2 / Didn't Like: 2

What particpants said:

- (Ramp) good for accessibility
- (People could) accidentally fall

A library with an outdoor, open courtyard. You can see the outdoor space clearly from inside the library.

Liked: 5 / Didn't Like: 1

What particpants said:

- A great place to chill
- Connection with outdoors positive
- Open space: green, peace and quiet
- No ramp, indoors (between curve) feels cramped

Colourful, small open rooms, with seats around the outside, and a table in the middle.

Liked: 1 / Didn't Like: 1

What particpants said:

- Appears narrow and inaccessible
- Bright colours overwhelming
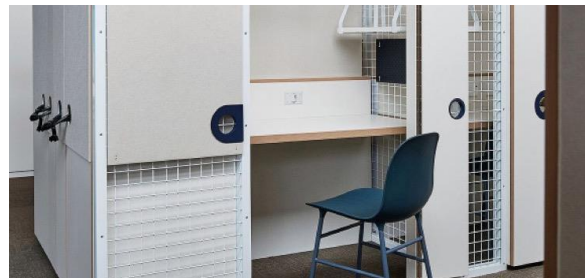- Having breakout space positive for peace, focus

An open, colourful space. On the left hand side are green couches and benches for sitting and relaxing. In the middle is a booth with powerpoints and a desk.

Liked: 4 / Didn't Like: 3

What particpants said:

- Use of colour felt warm and vibrant

- Like the different zones and spaces

- Could be noisy and hard to concentrate

A study nook. There is an enclosed desk with powerpoints. There are shelves in the nook for books or your belongings.

Liked: 2 / Didn't Like: 2

What particpants said:

- Some participants could imagine themselves using this space

- Other participants felt it was too cramped and congested

- Not accessible for people in wheelchairs

This library has a separate, semi-enclosed section in the middle where you can sit and relax.

Liked: 4 / Didn't Like: 1

What particpants said:

- Looked like a cosy and welcoming space

- Liked the design and use of wood

This historic library has a wide entrance and open space where people might like to relax.

Liked: 3 / Didn't Like: 1

What particpants said:

- Looked like an historic and important building

- Great to have places to sit and enjoy the sun outside

- Stairs are not accessible for everyone

The stairs in this library double as places to sit and read. They have couches and small desks.

Liked: 0 / Didn't like: 3

What particpants said:

- Not a space that participants would use

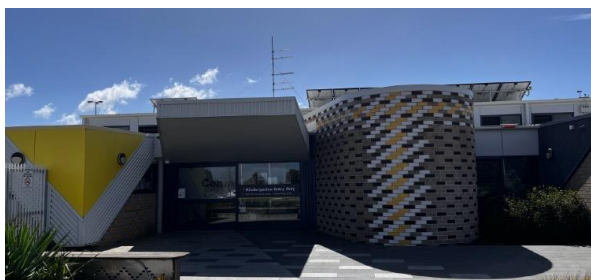- Different levels are not accessible

A multi-functional outdoor decking area as part of a library.

Liked: 1 / Didn't like: 2

What particpants said:

- Not enough space for people in wheelchairs

- Not clear what this space was

- Nice to have outdoor spaces to enjoy

This community hall has some plants and benches at the front, to encourage people to sit and spend time, or encourage it as a meeting spot.

Liked: 3 / Didn't like: 1

What particpants said:

- Need more community hubs in Ballarat

- Entrance looks welcoming

- Like use of brick

This is the inside of a community hub. There is a noticeboard to the right, and some signage to the top left.

Liked: 3 / Didn't like: 0

What particpants said:

- Use of carpet

- Rounded walls look inviting
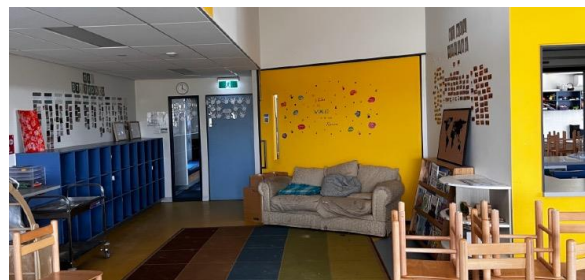
- Nice large foyer area

A multi-purpose meeting room as part of a community hub.

Liked: 2 / Didn't like: 1

What particpants said:

- Looks like a space you can do lots of activities

- Connection to outside and large windows are great

The inside of a kindergarten. There are places for children to put their belongings on the left and bright yellow walls.

Liked: 4 / Didn't like: 1

What particpants said:

- Looks like an inviting space

- Colour is welcome and makes space look bright

A kitchen in a community hub. The counter tops and splashback are stainless steel. The kitchen is open and uses the colours orange and blue.

Liked: 2 Didn't like: 1

What particpants said:

- Kitchen size is good, lots of space to move around

A community hall with two entrances. The gravel on the bottom right side is used for car parking.

Liked: 2 Didn't like: 1

What particpants said:

- This was a familiar building for some participants

- Ramps and accessibility good

This community hall's main entrance is connected to the second side of the building by a ramp.

Liked: 1 / Didn't like: 2

What particpants said:

- Looks dark, not a lot of plants

- Not enough space

The library uses shapes and colours in its signs to help people navigate the building.

Liked: 1 / Didn't like: 1

What particpants said:

- A larger hall

- Signs are easy to read

- The design of the signs are playful and fun

Some sections of this building's walls have places to sit next to a window. There is a light for reading, and cushioned seats.

Liked: 2 / Didn't like: 4

What particpants said:

- This space looks cramped and not accessible

- Some liked the window and connection to outside

This hallway also doubles as a study space. Students study on these desks by the building's window.

Liked: 2 / Didn't like: 1

What particpants said:

- Space looks enjoyable, nice to be connected to people

- Different types of indoor and natural light is good

- Could be noisy and busy

This community hall has large windows and bench surfaces just underneath. Small chairs can be moved around.

Liked: 3 / Didn't like: 1

What particpants said:

- Big windows are great

- Looks like a light space

For community halls like this one, it's important that the rooms are multi-use and flexible. This one has a small stage and a projector.

Liked: 3 / Didn't like: 0

What particpants said:

- A large, practical space

- Lots of circulation room

- Good lighting

- Stage is great for performances

This building is actually a hospital. There is lots of space to sit and wait. The low table is designed for children.

Liked: 5 / Didn't like: 3

What particpants said:

- Round, soft appearance (is positive)

- Green colour (is positive)

- Spacious

- Overwhelming

- Not enough open space

The main entrance to a kindergarten. There is a car park and fencing.

Liked: 4 / Didn't like: 1

What particpants said:

- Good to have lots of parking

- Looks like there's lots of places to pick up and drop off

6. Evaluation of Engagement Process

6.1 Evaluation against engagement objectives

A key aspect of measuring the impact and reach of an engagement process is to evaluate the levels of participation, the quality of information received and the ability of feedback to influence an outcome. This report evaluates this project's performance against the engagement objectives outlined in Section 2.5.

Overall, this evaluation indicates that this project has successfully achieved its engagement objectives established at the outset of the project. The evaluation has also identified further reflections and ongoing opportunities to draw learnings from this engagement process for future projects.

Objective	Actions taken	Achieved	Reflections
To understand what the community value about community facilities;	• A broad community engagement program was designed to better understand current use, and community values, about community facilities. • A short survey designed with Plain English descriptions, with questions designed to elicit community values. • The online engagement activities were designed to be relatable, easy to understand and not requirement a large time-commitment from participants.	Yes	Further, longer term engagement projects, utilising multiple channels, may seek to extend the breadth and depth of engagement touchpoints. Other methods to gather further insights and feedback from key users could include: intercept surveys, observational research and other in-person (and in-situ) engagement activities.
To expand the reach of engagement and seek community endorsement for the Community Infrastructure Planning Principles, which will be used to guide the planning and design of community infrastructure in conjunctions with the Design Guidelines	• Dedicated survey questions were incorporated to validate and receive feedback on how to further refine the current principles in the Community Infrastructure Planning Policy. • One page of the two-page summary documents was dedicated to explaining the importance and relevance of the Community Infrastructure Planning Policy.	Yes	Revisiting previous engagement projects to expand engagement reach is a highly recommended approach. Considerations of how project scope, and the 'community journey' across projects, may be considered in future projects, to explain the relationship between projects.

Objective	Actions taken	Achieved	Reflections
To spread awareness about community facilities, their role, and the importance of planning for them, in the City of Ballarat.	• Graphically designed collateral was prepared to communicate to the public the definition of community facilities, and the role the Design Guidelines will play in their planning and design. • Two-page summary documents and the Community Infrastructure Planning Policy was provided on the MySay website in full for community members to download.	Yes	Dedicated focus on collateral and promotion is key to expanding reach. Future opportunities to augment promotional activities, including on-site activities. High level of project awareness, including document documents, show this project's success in achieving this goal.

6.2 Youth engagement

As part of the VicHealth Local Government Partnership Connected and Supported Communities module, VicHealth suggests best practices and strategies to make sure programs, services, and events are inclusive and accessible for young people with disability.

In this module, this project corresponds to the 'Step Up' recommendation of: Conduct a disability inclusion audit from a children and young people perspective. It also related to the recommendation of: Meet with young people with lived experience of disability to hear their experience and understand what inclusion means to them.

Table 6 outlines the actions taken in response to the questions outlined in the Disability Audit Assessment by VicHealth. This high-level assessment responds to the aspects that were addressed during the scope of this targeted engagement program only.

Table 6 Disability Audit Assessment questions addressed during engagement.

Question	Actions taken	Addressed
Do you think that young people with disability have the same opportunities as other people to access the council's services and events?	Through engaging with young people with lived experience, this engagement project asked and sought to understand opportunities, and barriers, to equal access of council services and events.	Yes
Do you think that young people with disability have the same opportunities as other people to access the council's buildings and facilities?	Through engaging with young people with lived experience, this engagement project explicitly sought to understand opportunities, and barriers, to equal access of community buildings and facilities. It identified that there are ongoing opportunities to address barriers to access both generally and in the context of community facilities.	Yes
Do you think that young people with disability have the same opportunities as other people to participate in public consultation held by the council?	Through a tailored engagement process, this project consciously provided direct opportunities for young people with a disability to participate in public consultation.	Yes

VicHealth's disability audit template refers to other recommended questions to ask young people with lived experience. These questions were not specifically asked within the current scope of the project, however may present an opportunity for further engagement and collaboration. They include:

- Do you think that young people with disability receive the same level and quality of service from the council staff as other people?

- Do you think that young people with disability have the same opportunities as other people to make complaints to the council?

- Do you think that young people with disability have the same opportunities as other people to receive information from your council in an easily accessible and inclusive format?

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- Do you think that young people with disability have the same opportunities as other people to be employed by the council?

- If you experience barriers when accessing local businesses, what are the barriers?

- What accessible or inclusive initiatives for young people with disability have you seen or heard about that our council can learn from?

7. Conclusion

7.1 Key insights to inform the Design Guidelines

A summary of key findings and insights from the engagement program is presented below.

Accessible and inclusive facilities are the most important community priority when thinking about the future planning and design of community facilities.

Participants would like to see community facilities designed in a way to improve accessibility for all community members. This included physical considerations, such as the design of facilities, to ensure older people, parents, and people with disabilities, do not encounter barriers to visiting and enjoying community facilities.

Libraries were frequently cited as locations that were most visited, loved and valued by community members.

The finding that libraries are highly used and loved by survey participants aligns with the findings and direction of the City of Ballarat's Libraries and Learning Strategy (2022 – 2027). Across all engagement touchpoints, libraries were commonly identified as places that people feel safe and welcome. Many participants expressed positive associations and experiences with both the library building itself as well as the staff and people within.

The majority of participants use or visit a community facility at least once per week.

Community facilities across The City of Ballarat are highly valued. Most participants use or visit a community facility between once per week and once per month. The frequency of use of facilities may be explained by the schedules, activities on offer, and opening hours of facilities that participants visit.

The majority of participants felt that the existing Community Infrastructure Planning Principles are still relevant and important.

The majority of feedback received through the survey expressed support / satisfaction with the existing principles guiding community infrastructure planning. The feedback received from those who believed that only some or none were still relevant was primarily concerned with expanding or refining definitions of the principles, and not with the principles themselves.

7.2   Young people with disabilities

A summary of key findings and insights from the engagement undertaken with young people is presented below.

The human connection through programming and activities was the most important factor to people feeling safe, welcome and included.

In many conversations undertaken throughout the youth workshops, participants shared that what makes them feel safe and welcome is less about the physical spaces and more about the people and activities that fill them. Many participants associated the rooms and spaces with certain activities and programming, which builds a sense of familiarity and comfort over time.

Consideration for the integration of programs, services, people and activities should be taken into account when planning and designing community facilities. The early consideration of the types of activities planned for key spaces encourages advance deliberation for the role that certain spaces may play in supporting community connection and cohesion.

Universal accessibility should be considered across all aspects of design and planning for community facilities.

In the conversations undertaken across both workshops, universal accessibility for all abilities featured prominently. Many participants felt that larger spaces that were at grade and with generous circulation space were preferable over smaller, more intimate spaces.

When planning for community facilities, consider universal access in and across all buildings and spaces. Where possible, consultation with people with lived experiences and diverse needs should be undertaken to inform design decisions and outcomes. The accessibility of community facilities impacts everyone – not just those with physical disabilities. Universally accessible community facilities make people feel welcome and included, supporting positive health and wellbeing outcomes.

A mixture of spaces is important however not every space needs to be 'multi-purpose'.

Larger, multipurpose spaces were appreciated by workshop participants. They often served as meeting points and also provided opportunities for 'chance encounters' and socialisation. A mix of smaller spaces with clearly defined uses, however, were also highly valued. These smaller spaces encouraged a sense of safety in participants, who felt certainty about what the room is used for and why.

When planning for community facilities, not all spaces within a building need to be 'multi-purpose'. While flexibility of spaces is encouraged and welcome by some people (particularly venue operators and staff), the comfort of familiarity can also be a factor that helps people feel safe and welcome.

The acoustic environment of spaces is an important consideration.

Community facilities are shared spaces and may comprise of multiple activities taking place in a facility at any time. Participants shared that some spaces can quickly become noisy, including open meeting spaces and corridors. In contrast, smaller spaces and rooms with soft furnishings were welcome because they were associated with quiet time. The hard floor surfaces of larger meeting spaces were valued because they enable these spaces to be multipurpose and facilitate a mix of programming and activities.

The auditory environment of a space significantly contributes to a person's experience within that space. In larger multi-purpose spaces, distinct 'zones' or quiet areas can provide areas of comfort or respite. Where possible, a mixture of sound mitigation and buffering measures (e.g. carpet and soft furnishings) for larger spaces should be taken into consideration when designing and fitting out community facilities.

The relationship between indoor and outdoor spaces plays a key role in how people experience and use buildings and spaces.

From facility entrances to backyard spaces, participants valued outdoor spaces. The inclusion of plants and landscaping and consideration of canopies can foster a sense of safety and calming, while also beautifying the area and providing passive protection from the sun. Covers and shades were also appreciated for their protection from the elements.

The ground surface is also important when considering the relationship between the indoors and outdoors. Uneven and unpaved surfaces, and ground that is not at grade, can pose barrier to participation in people with disabilities.

Participants also highly valued facilities that incorporate outdoor elements, and those that connect the indoor to the outdoor. They reported these design considerations promote a sense of peace, which was particularly welcome in libraries. Alcoves, atriums, and internal gardens, create connecting points to nature. These connections are welcomed by facility users, particular those with limited access to greenery in their homes and personal lives.

Connection to greenspace and incorporation of greenery was also identified as an important aspect of design in the general community engagement.

When planning for community facilities, covered entryways and seating creates intermediary spaces that bridge the interior and exterior of buildings. The provision of passive shade cover outside buildings can further protect users from the elements and make facilities more welcoming.

7.3 Next steps

The findings of this report will inform the finalisation of the Community Infrastructure Design Guidelines.

All feedback recorded during this engagement project will be submitted to Council for their further consideration. This feedback will help enrich Council decision making by providing insights into community values around community facilities. These findings may also provide an evidence base for decision making around the future design and planning of community facilities across the City of Ballarat.

Overall, this project has met its engagement objectives, which were established at the start of this project in collaboration with the project team. This report has made some additional reflections on how these objectives may be broadened in the future, and suggests some actions to meet these objectives.

This project has also addressed some best practice recommendations outlined in the VicHealth Local Government Partnership Connected and Supported Communities module. In doing so, it the engagement project has answered three recommended Disability Audit Assessment questions.

Finally, the feedback summarised in this report will also inform the development of a 'Guide to Safe, Inclusive, and Welcoming Facilities'. This resource will connect the findings of this with the functional Community Infrastructure Design Guidelines.
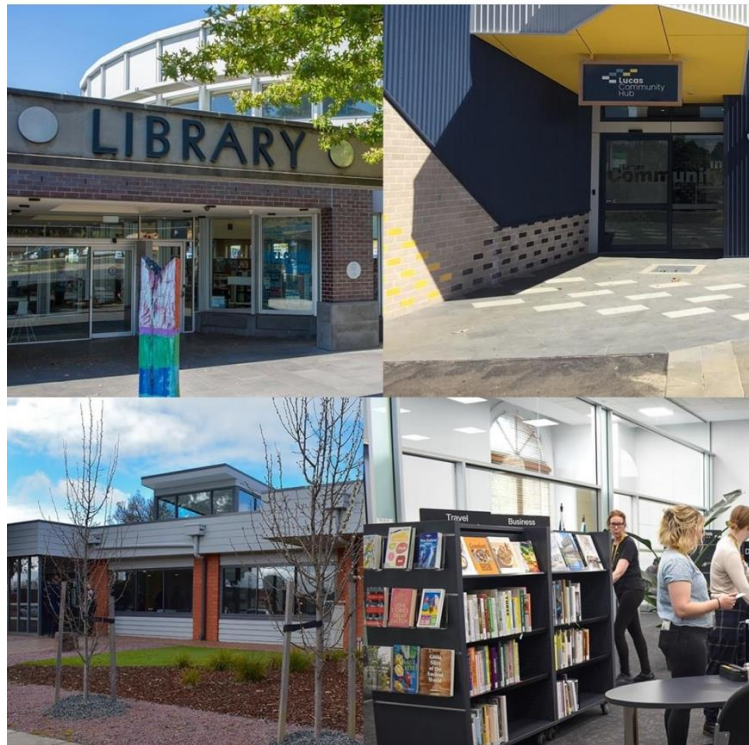
8. Appendix

8.1 Polaroid images from the community facility site tours

PINARC (left) and Eastwood (right)

8.2   Social media post

Ballarat Council
27 Nov · 🌐

We need your input to help us shape the way we design our new community facilities!
📝 💬 📝

We are currently preparing Community Infrastructure Design Guidelines to guide how we plan, design and provide community facilities across the municipality. How buildings are designed plays a big role in making sure everyone feels safe, welcome and included.
Visit the MySay Consultation page to fill out the survey and share your story about a place you like to go!
🌐 Find out more here: https://mysay.ballarat.vic.gov.au/community-infrastructure-guidelines-engagement

8.3   Storybook

Now it's your turn…
Tell us a story!

Tell us a story about a place you like to go to…

It might be a place to play, to learn, and to grow…

It might be a place to read like a **library**…

It might be a kindergarten…

or a place to help babies and their parents to be healthy and happy.

It might be a place to meet like a hall…

Part of what we do at the City of Ballarat is provide people places where they might like to go

You can tell your story In many different ways…

My name is _____
I am ____ years old

8.4   Two page summary document

Community Infrastructure Planning Policy

In partnership with the development of the Community Infrastructure Design Guidelines, the Community Infrastructure Planning Policy is being reviewed to ensure the guiding principles are still current and provide the best direction for decision-making for community infrastructure planning.

The following six guiding principles in the Policy have played an important role when planning and designing community facilities.

01 Strategic and integrated planning

03 Access, inclusion, and equity

05 Innovation and adaptability

Do you feel the current guid... to community infrastructu...

The Community Infrastructure Plan... and community feedback will inforr... Infrastructure Design Guidelines. P... short survey that will help inform th... Planning Policy and the developme... Design Guidelines.

To complete a short survey or for r...

mysay.ballarat.vic.gov.au/commu...
engagement

CITY OF
BALLARAT

Ballarat Community Infrastructure Design Guidelines

The City of Ballarat is currently preparing Community Infrastructure Design Guidelines to guide how we plan and design community facilities across the municipality. How our buildings are designed plays a big role in making sure everyone feels safe, welcome and included.

To help us shape the way we plan and design our new community facilities, it is important for us to hear your thoughts and experiences on facilities you visit or what you would like to see in the design of new facilities.

The design guidelines will consider the following community facilities:

Libraries

Kindergartens

Community hubs

Community halls

Meeting rooms

Maternal and child health centres

Have your say

Your feedback will provide valuable information around what makes our community facilities great places to visit.

Please scan the QR code to fill out a short survey or share your story which will help inform the development of the Community Infrastructure Design Guidelines.

For more information, please visit:

mysay.ballarat.vic.gov.au/community-infrastructure-guidelines-engagement

CITY OF
BALLARAT

8.5   MySay Ballarat Landing page (Mobile View)