

Warriewood Valley Community Centre

Community Engagement Report – April 2019

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1. Background

Warriewood Valley is as a growing community located between North Narrabeen and Mona Vale. The recent land release in the area has driven a need for an improved range of quality facilities and programs across all generations to replace the existing facilities, which are at capacity and at the end of their usable life.

As part of Council's ongoing commitment to providing quality facilities for the community, we are proposing to build a new multi-use community centre on the existing site of the Nelson Heather Centre.

Funding for this project is from Council's renewal budget and from developer contributions under the *Warriewood Valley Development Contributions Plan Amendment 16, Revision 3*, whereby addressing the growing community and increased demand for facilities in this specific area.

To develop the community needs for this proposed facility, Council undertook community consultation for the period of 24 days, from 4 March until 24 March.

The engagement was targeted to the Warriewood area and included a random intercept and online survey.

The survey findings will inform the architect design brief for the initial concept design of the new centre.

2. Engagement Objective – Stage 1

Identify the needs of the centre users, hirers, lessees and the general community, and ascertain how they envisage using the multi-use centre in the future.

3. Engagement Approach

This project has been on Council's schedule for some months and key stakeholder discussions were held with groups to keep them informed on the project, prior to the official engagement period, which commenced early March.

Stage 1 Engagement, carried out between 4 and 24 March, was targeted specifically to those who might benefit from the new centre within the Warriewood Valley area.

A short survey was developed (11 questions) to establish how the centre was currently used, and how the community envisage using a new centre.

The random survey intercepts were carried out on five occasions at Warriewood Square Shopping Centre between 7 and 10 March 2019.

The same survey was also available online via Council's Your Say project page¹.

The survey data collected provided additional information needed to inform the architects design brief.

Engagement methods - written notification

Engagement notification was carried out via written notification to the following groups:

- 3129 residences and businesses in the catchment area for the Warriewood Valley Contributions Plan.
- three schools in the local area – Mater Maria Catholic College, Narrabeen Sports High School, and Narrabeen North Public School.
- current lessees and hirers of the existing Nelson Heather Centre.

Promotional material directing people to Council's Your Say page was distributed at the Nelson Heather Centre (*See Attachment 1*).

¹ https://yoursay.northernbeaches.nsw.gov.au/Warriewood_Community_Centre

Key Findings

Survey

A total of 707 surveys were completed; 446 online and 261 intercept interviews. A snap shot of the survey results are as follows:

Intercept	Online
36% of respondents were 65+ years 28% were 45-64 25% were 25-44 11% were 15-24	69% of online respondents were 65+ years 23% were 45-64 7% were 25-44 1% were 15-24
87% believe a functional design is important/very important	90% believe a functional design is important/very important
80% believe a large indoor space is important/very important	89% believe a large indoor space is important/very important
24% are members of a group/club that use the Centre	86% are members of a group/club that use the Centre
Sustainable design was the highest importance – 93%	Functional design was the highest importance – 90%
67% respondents were female 33% of respondents were male	71% of respondents were female 29% were male
8% had visited the Nelson Heather Centre in the last 12 months.	83% of respondents had visited the Nelson Heather Centre in the last 12 months
24% were members of a group/club that currently use the centre.	86% were members of a group/club that currently use the Nelson Heather Centre

The full survey results can be viewed at *Attachment 3*.

Written Submissions

Nineteen written submissions were received during Stage 1 consultation. A summary of the submissions are included in *Attachment 4*.

All but one of the submissions spoke in support or in neutrality of the project, with the one submission against it based on the chosen location due to its proximity to the Warriewood wetlands.

Information Briefings

Following conclusion of the engagement period, information briefings were held to provide feedback to the community and stakeholders on the survey results. Three sessions were held:

1. Stakeholder meeting - The Peninsula Bridge Club (current lessee)
2. Groups with existing hire agreements
3. General public and community

An overall summary of the survey results was provided and attendees were asked to participate in an activity to provide insight and understanding of what they needed from the future centre.

Activity Summary – Information Briefing

Attendees were asked to workshop their interpretation of what the following included:

- Functional design
- Passive Recreation
- Health and wellbeing activities
- Activities for seniors or people with a disability
- Community learning
- Arts activities
- Music activities
- Charity and not-for-profit meetings
- Self-help activities
- Performance space
- Party hire
- Study/quiet space
- Business conference/trade show
- Other

For a full breakdown and summary of the outcomes from the information briefings, please see *Attachment 2*.

4. Evaluation and Next Steps

The overall feedback from Stage 1 consultation reflected community support of a new community centre.

Concerns were raised over the accommodation of existing users during the construction period. The Manager Community Centres confirmed we would work with these groups to find the most suitable alternative accommodation for this period.

Next Steps

- Prepare design brief and request for tender for architectural services
- Prepare concept design
- Stage 2 consultation – exhibition of concept design
- Develop design and lodge Development Application
- Prepare request for tender for construction
- Construction of centre

Project contact:
Katie Kirwan, Community Liaison Officer
Capital Projects
9942 2176

Attachment 1 Promotional Material



Warriewood Valley Community Centre

Open for comment

As part of our ongoing commitment to providing quality facilities for the community, we are seeking to design and build a new multi-use community centre on the site of the Nelson Heather Centre in Warriewood.

We're seeking your thoughts and ideas on design and functional requirements for the future centre.

Learn more and have your say

Online: northernbeaches.nsw.gov.au

Enquiries: Capital Projects team on 1300 434 434
Comments close Sunday 24 March



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Warriewood Valley Community Centre

Information Briefing – Current Hirers

Venue: Banksia Room, Nelson Heather Centre
Date: 4 April 2019
Time: 4:30pm

Council Officers:

Caroline Psaltis:	Manager, Community Centres
Michael England:	Manager, Major Building Projects
Katie Kirwan:	Community Liaison Officer, Capital Works
Lisa Trewin:	Community Engagement Officer

Apologies:

Kylie Walshe:	Executive Manager, Community Arts & Culture
Simon Gray:	Project Officer, Major Building Projects

Attendees: 6 current hirer's attended the session.

Briefing Objective

To discuss the outcomes of Stage 1 of the community consultation for the re-development of the Warriewood Valley Community Centre.

Discussion

Council Officers presented attendees with a brief overview of the project and discussed the following points:

- Project background
- Stage 1 consultation process and findings
- Needs brief
- Why the Nelson Heather Centre
- Program of works
- Next steps, including opportunities for community feedback

A brief summary of survey outcomes was presented, noting the following highlights:

- A total of 707 surveys completed:
 - 261 intercept
 - 446 online

Key Findings:

- A high proportion of respondents (>85%) believe functional design is either 'important' or 'very important'
- Over 80% of respondents weighted large indoor space as 'important' or 'very important'
- A large proportion of online respondents (>85%) are already users the existing centre

The survey sought to understand the level of importance the community put on different types of activities that could be facilitated at the new centre. This information was presented and an activity held to further understand what these activities might look like.

To view the full breakdown of survey results please go to the [project page](#).

Workshop Activity

Attendees participated in an activity whereby they provided more in depth information on their interpretation of the following activities and uses:

- Passive Recreation
- Health and wellbeing activities
- Activities for seniors or people with a disability
- Community learning
- Arts activities
- Music activities
- Charity and not-for-profit meetings
- Self-help activities
- Performance space
- Party hire
- Study/quiet space
- Business conference/trade show
- Other

Interpretation of Functional Design	<ul style="list-style-type: none"> • Decent acoustics • Good lighting • Walls that can utilised for exhibition space • Disabled toilet access • Flexible space like the PCYC • Good ceiling height • Storage for all • Ping pong, exercise space • Counter for parking/traffic noise from Jacksons Road • Parking
Passive recreation	<ul style="list-style-type: none"> • Card games • Bridge Club
Activities for seniors or people with a disability	<ul style="list-style-type: none"> • Probus Club • Exercise classes • Meals on wheels • Dancing activities

Health and wellbeing activities	<ul style="list-style-type: none"> • No feedback provided
Community learning	<ul style="list-style-type: none"> • U3A • Language classes
Arts activities	<ul style="list-style-type: none"> • Elanora Players • Folk dancing • Exhibition space – need for good acoustics
Music activities	<ul style="list-style-type: none"> • Peninsula Music Club
Charity and not for profit	<ul style="list-style-type: none"> • Northern Beaches Interchange • Committee meeting rooms in varying sizes
Self-help activities	<ul style="list-style-type: none"> • No feedback provided
Performance space	<ul style="list-style-type: none"> • No feedback provided
Party Hire	<ul style="list-style-type: none"> • Children’s parties with outdoor play space
Study/quiet space	<ul style="list-style-type: none"> • No feedback was provided
Business conference/trade	<ul style="list-style-type: none"> • No feedback was provided
Other	<ul style="list-style-type: none"> • No feedback was provided

Questions and Feedback

Attendees raised questions in relation to the points outlined below. We are currently preparing responses to the questions asked a these will be available on our project page

- Budget
- Use of the centre
- Developer contributions collection
- Consultation and engagement

Meeting closed: 5:30pm

Project contact:
Katie Kirwan, Community Liaison Officer
9942 2176

Warriewood Valley Community Centre

Information Briefing – General Public

Venue: Banksia Room, Nelson Heather Centre
Date: 4 April 2019
Time: 6:00pm

Council Officers:

Campbell Pfeiffer: Executive Manager, Property
Caroline Psaltis: Manager, Community Centres
Michael England: Manager, Major Building Projects
Katie Kirwan: Community Liaison Officer, Capital Works
Lisa Trewin: Community Engagement Officer

Apologies:

Kylie Walshe: Executive Manager, Community Arts & Culture
Simon Gray: Project Officer, Major Building Projects

Attendees: 11 community members attended the session.

Briefing Objective:

To discuss the outcomes of Stage 1 of the community consultation for the re-development of the Warriewood Valley Community Centre.

Discussion

Council Officers presented attendees with a brief overview of the project and discussed the following points:

- Project background
- Stage 1 consultation process and findings
- Needs brief
- Why the Nelson Heather Centre
- Program of works
- Next steps, including opportunities for community feedback

A brief summary of survey outcomes was presented, noting the following highlights:

- A total of 707 surveys completed:
 - 261 intercept
 - 446 online

Key Findings:

- A high proportion of respondents (>85%) believe functional design is either 'important' or 'very important'
- Over 80% of respondents weighted large indoor space as 'important' or 'very important'
- A large proportion of online respondents (>85%) are already users the existing centre

The survey also sought to understand from respondents the level of importance they placed on activities that might be undertaken at the new centre.

To view the full breakdown of survey results please go to the [project page](#).

Workshop Activity

Attendees participated in an activity to provide more in depth information on the types of activities they foresaw taking place in the centre. The categories were aligned as identified below:

- | | |
|--|---------------------------------------|
| • Passive Recreation | • Charity and not-for-profit meetings |
| • Health and wellbeing activities | • Self-help activities |
| • Activities for seniors or people with a disability | • Performance space |
| • Community learning | • Party hire |
| • Arts activities | • Study/quiet space |
| • Music activities | • Business conference/trade show |
| | • Other |

The outcomes of the activity are as follows:

<p>Interpretation of Functional Design</p>	<ul style="list-style-type: none"> • Kitchen • Tea room • Bar • Showers • Solar panels • Defined entrance to the centre – reception area • Natural light • Plants/garden • Practical and changeable walls for graffiti – designed so they can be spray painted and repainted multiple times • Internal spaces that can be flexible (room dividers, screens) • Soundproof • Temperature controls suitable for various activities (is sedentary activity – warm, etc) • Area to leave wet gear like umbrellas and boots • Sprung floor • Segregated parking • Boom gates
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Passive recreation	<ul style="list-style-type: none"> • Garden club • Board games • Trivia • Chess • Mahjong • Bridge Club dedicated area • Spinning and weaving • Knitting guild • Meeting rooms • Rooms that open up to outdoor space • Youth groups and children • Check demographics of Warriewood Valley
Activities for seniors or people with a disability	<ul style="list-style-type: none"> • Bridge Club • Other recreational activities
Health and wellbeing activities	<ul style="list-style-type: none"> • Table tennis • Space for 6 tables required due to high number of people • Sporting floor – not parquet • High ceiling • Yoga & Pilates • Storage space for tables • Cooking classes and good kitchen • Space for Narrabeen Sports Club
Community learning	<ul style="list-style-type: none"> • No feedback provided
Arts activities	<ul style="list-style-type: none"> • Movie nights • Graffiti art • Pottery
Music activities	<ul style="list-style-type: none"> • U3A Orchestra • Peninsula Music Club • Storage for grand piano • 100/200 people space
Charity and not for profit	<ul style="list-style-type: none"> • Bridge Club • Access for all • Play groups and family groups • Council events and talks
Self-help activities	<ul style="list-style-type: none"> • Youth forums • Suicide prevention forums • Youth hub
Performance space	<ul style="list-style-type: none"> • Theatre – retractable seats to leave an open space at other times making a multi-use space • Peninsula Music Club concerts for 100-200 people
Party Hire	<ul style="list-style-type: none"> • No feedback provided
Study/quiet space	<ul style="list-style-type: none"> • Meeting rooms • Discussion hubs

Business conference/trade	<ul style="list-style-type: none"> • Current space not big enough for this
Other	<ul style="list-style-type: none"> • Consider needs for youth (12 -24 yrs) • Research into activities for teenagers • Graffiti art/music/fashion/make-up classes • Survey didn't provide an opportunity to provide ideas for a person's ideas for their future use

Questions and Feedback

Attendees raised questions in relation to the following points. We are currently preparing responses to the questions asked a these will be available on our project page.

- Engagement timeframe
- Engagement demographics
- Construction timeframe
- Alternative site
- Budget
- Technology and facilities
- Parking
- Youth facilities

Meeting closed: 7:10pm

Project contact:
Katie Kirwan, Community Liaison Officer
9942 2176

Attachment 3

Survey Results



Northern Beaches Council

Warriewood Valley Community Centre –
Online vs Face-to-Face Comparison

Prepared by: Micromex Research
Date: March 2019



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The information contained herein is believed to be reliable and accurate, however, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information, opinions or commentary contained herein, or for any consequences of its use, will be accepted by Micromex Research, or by any person involved in the preparation of this report

Background



Methodology & Sample

Research Objectives

Following on from the face-to-face survey conducted by Micromex Research for Northern Beaches Council (see separate report), an online version of the face-to-face survey was promoted by Council in order to allow greater participation from the community. Key objectives of the research included identifying the difference of preferences and needs of residents in the Warriewood area from the face-to-face and online survey.

Sample

N=446 interviews were completed.

Interviewing

446 respondents were recruited online, this was conducted at between the 4th – 24th March 2019.

As this is an opt in approach, this sample is only representative of those that contributed to the survey.

Data analysis

The data within this report was analysed using Q Professional.

Percentages

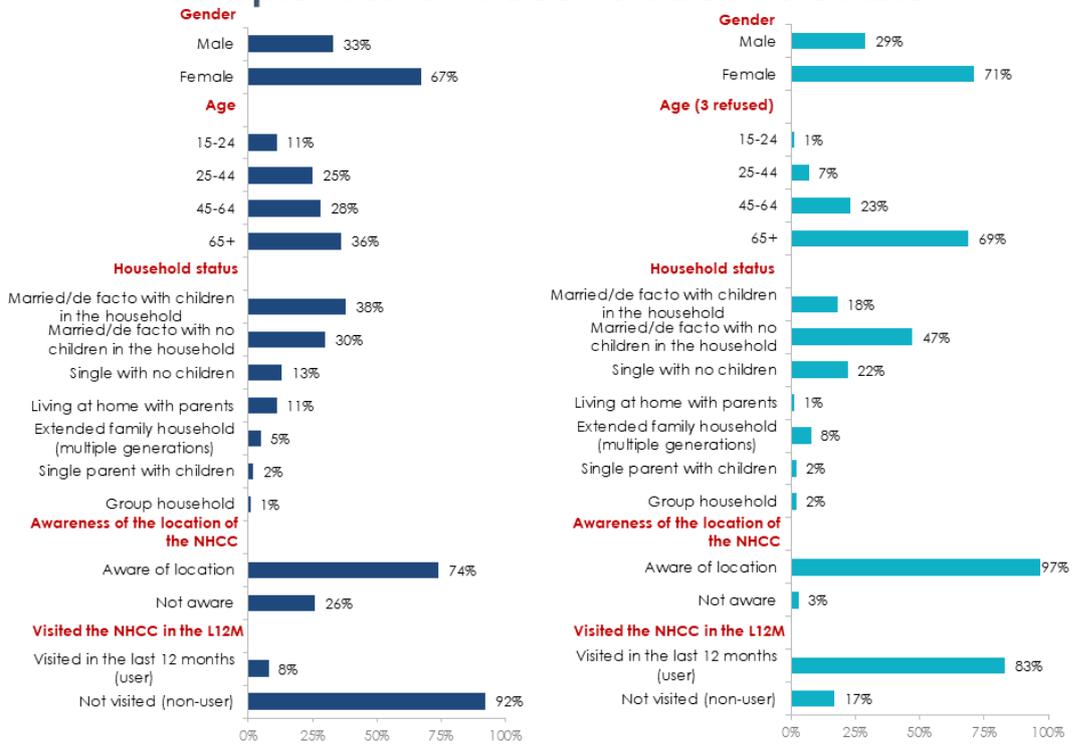
All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.



Sample Profile



Sample Profile – Face-to-Face vs Online



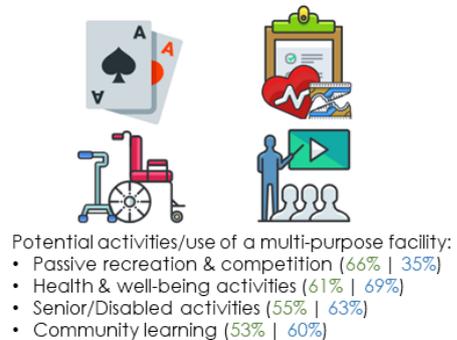
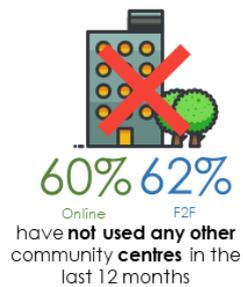
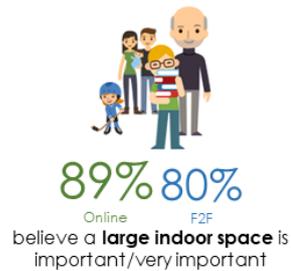
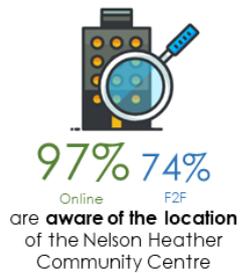
Key Findings



Key Findings

As online is an opt in approach, the online sample is only representative of those that contributed to the survey. When comparing the online and face-to-face (F2F) survey, we can see that the online respondents are primarily users of the Centre.

Both online and F2F respondents identified similar needs and produced fairly similar outcomes in terms of what they deem important.



Results



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Awareness and Visitation

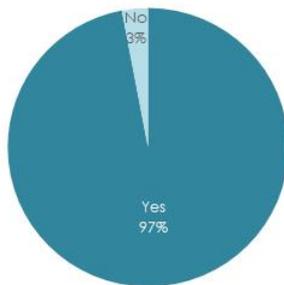


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Awareness of the Nelson Heather Community Centre

Q1. Do you know where the Nelson Heather Community Centre is?

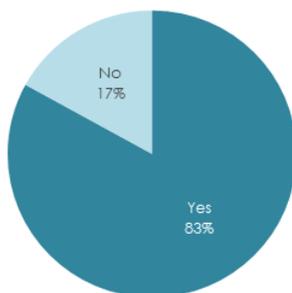


▲ ▼ = significantly higher/lower percentage

97% of online respondents knew where the Nelson Heather Community Centre is, significantly more than those interviewed face-to-face (74%).

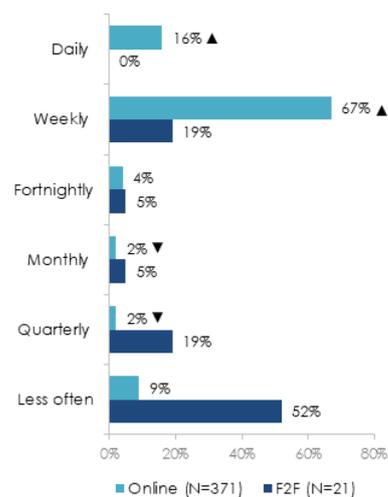
Visiting the Nelson Heather Community Centre

Q2a. In the last 12 months, have you visited the Nelson Heather Community Centre?



	Online (N=446)	F2F (N=261)
Yes	83%▲	8%
No	17%	92%

Q2b. How frequently have you used, or visited, the Nelson Heather Community Centre in the last 12 months?



▲ ▼ = significantly higher/lower percentage

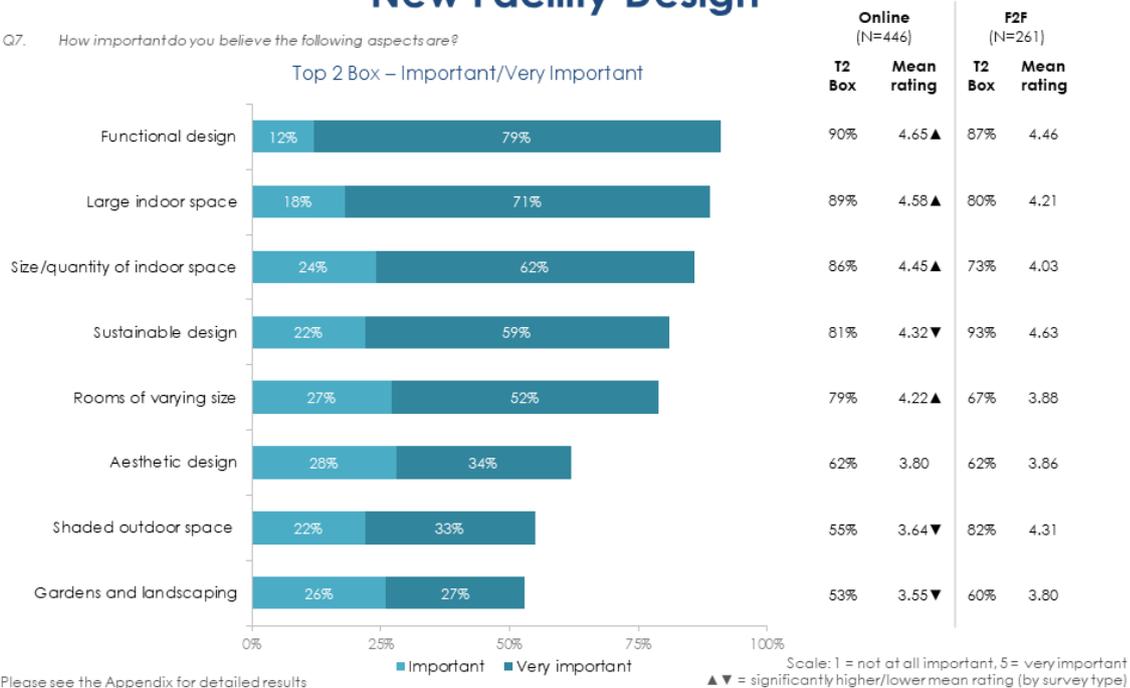
83% of online respondents have visited the Nelson Heather Community Centre in the last 12 months, significantly more than face-to-face respondents (8%). Of those that have visited, 83% visit at least weekly (19% for F2F respondents).

New Facility Features/ Attractions



New Facility Design

Q7. How important do you believe the following aspects are?



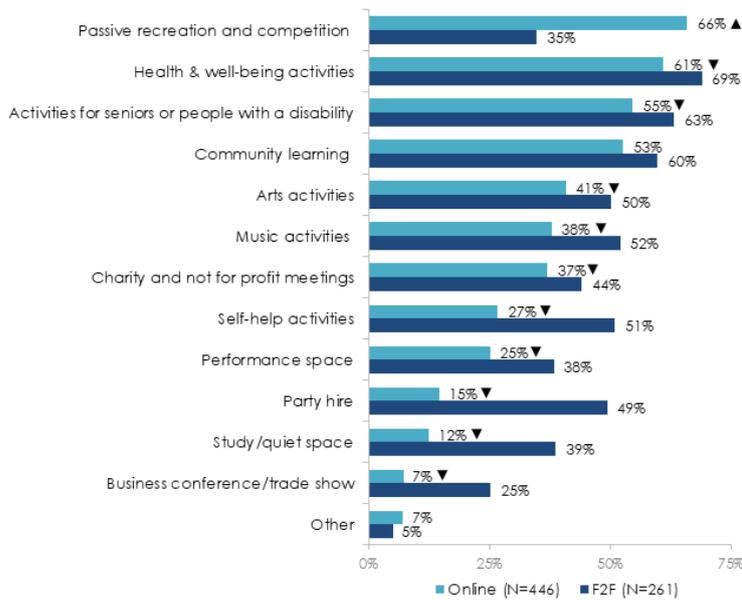
Please see the Appendix for detailed results



'Functional design' was the most valued aspect for online respondents, while face-to-face respondents rated 'sustainable design' highest in importance.

Potential Activities/Use of the New Centre

Q6a. Which of the following types of uses/activities would you like to see catered for in a new multi-purpose community centre located in Warriewood?



▲ ▼ = significantly higher/lower percentage (by survey type)

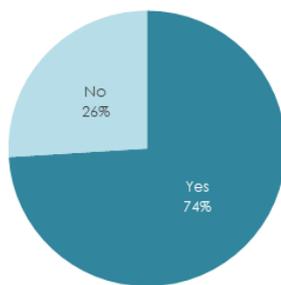
Please see the Appendix for Other specified

Two-thirds (66%) of online respondents would like to see the new facility cater for passive recreation and competition (bridge in particular, see Q6b and Q3a), significantly more than face-to-face respondents (35%).

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Potential Groups/Clubs to Use the Facility

Q6b. Are there any specific groups/clubs that you think might want/need to use a facility like this?



	Online (N=446)	F2F (N=261)
Yes	74% ▲	39%
No	26%	61%

Groups/Clubs/Activities	N = 329
Bridge clubs	61%
Exercise classes	17%
U3A	5%
Activities for seniors	4%
Current users	4%
Dance groups/schools	4%
Drama school/theatre group	3%
Elanora Players	3%
Health & well-being e.g. yoga, Pilates, weightwatchers	3%
Table Tennis	3%
Art groups	2%
Choir groups	2%
Music groups	2%
Warriewood Residents Association	2%
Youth/teenage groups	2%

▲ ▼ = significantly higher/lower percentage (by survey type)

Please see the Appendix for responses <2%

74% of online respondents had a specific group or club in mind for use in a new facility, with bridge clubs being the most commonly mentioned group/club (61%).

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Current Behaviour



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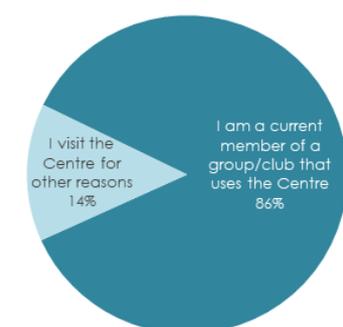
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Group/Club Membership

Q3a. Please identify which of the following most reflects you.

Q3b. Which group/club are you a member of?

Asked of those that have visited the Centre in the last 12 months



	Online (N=371)	F2F (N=21)
Current member	86%▲	24%
Visitor	14%	76%

▲ ▼ = significantly higher/lower percentage (by survey type)

Group/Club	N=319
Peninsula Bridge Club	72%
Exercise for over 55's	19%
U3A	4%
Healthy Lifestyle	3%
Narrabeen Senior Citizens	3%
Mona Vale Garden Club	2%
Table Tennis	2%
Tai Chi	2%
Weight Watchers	2%
Hummingong	1%
Knitters Guild	1%
Northern Beaches Interchange	1%
Scottish Dancing	1%
Warriewood Residents Association	1%
AA - Sunday Banksia	<1%
Dee Why RSL Camera Club	<1%
Karinya Choir	<1%
Lungs in Action/Maintenance Class	<1%
Northern Beaches Creative Leisure & Learning	<1%
Peninsula Physical Culture	<1%
Permaculture Northern Beaches	<1%
Saturday Sewers	<1%



86% of those who have visited the Centre in the last 12 months are a member of a group/club that uses the centre, of those, 72% are members of the Peninsula Bridge Club.

Activities Undertaken at the Centre by Non-Members

Q4. What type of activities do you use this facility for?

Asked of those that have visited the Centre in the last 12 months for other reasons

Online Survey - activity type	Count
Utilising meeting space	12
Events/functions	12
Hobbies and recreation	8
Exercise class	8
Charity work	6
Education and training	5
Connecting socially	4
Lifeline bookfair	3
Meals on Wheels	3
Attending U3A talk	1
Employment	1
Escorting my grandchildren to activities there	1
Netball registration	1
Pilates	1
Soccer registration	1
Voting	1

Face-to-Face Survey - activity type	Count
Exercise class	6
Hobbies and recreation	4
Events/functions	3
Utilising meeting space	2
Connecting socially	1
Education and training	1
Junior indoor soccer game	1
Manage other community centres from this location	1

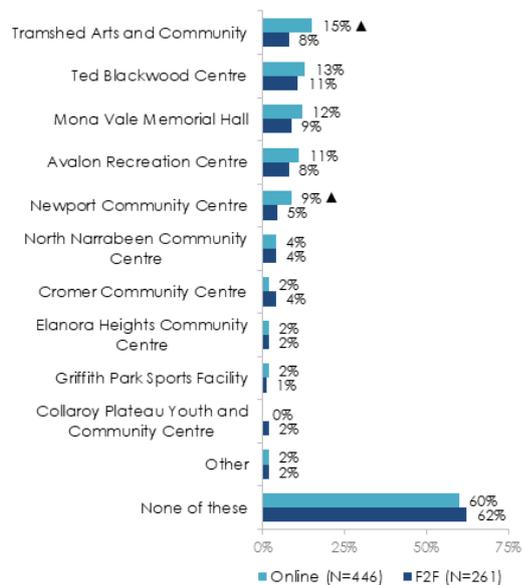
Base: Online N = 52, F2F N = 21



The most common activities for online respondents that visited the Centre for reasons other than being a club/group member were 'utilising meeting space' and 'events/functions', while the most common activities for face-to-face respondents were 'exercise class' and 'hobbies and recreation'.

Use of Other Community Centres

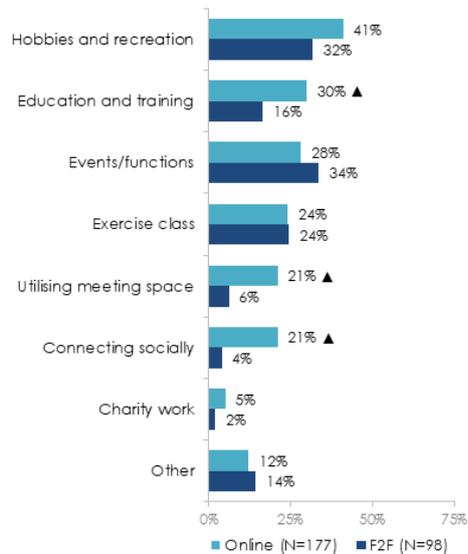
Q5a. Have you used any of the following community centres in the last 12 months?



▲ ▼ = significantly higher/lower percentage (by survey type)

Q5b. What type of activities do you use that/these other facility/facilities for?

Asked of those that have used other community centres in the last 12 months



Please see the Appendix for Other specified



40% of online respondents have used another community centre in the last 12 months (38% for face-to-face respondents), with the 'Tramshed Arts and Community Centre' being the most common.

Appendix



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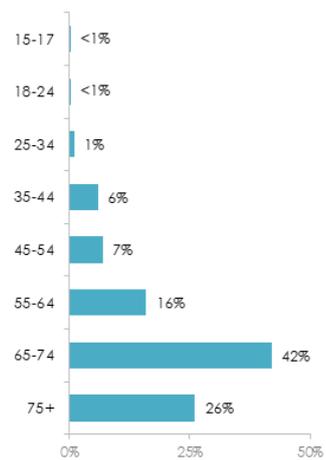
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Demographics

Q8. Which suburb do you live in?

Suburb	N = 446	Suburb	N = 446
Warriewood	21%	Bilgola	<1%
Mona Vale	13%	Bilgola Plateau	<1%
Newport	7%	Castle Cove	<1%
Narrabeen	6%	Clareville	<1%
Bayview	5%	Clontarf	<1%
Avalon	4%	Cremorne	<1%
Collaroy	4%	Curl Curl/South Curl Curl	<1%
North Narrabeen	4%	Davidson	<1%
Belrose	3%	Elvina Bay	<1%
Cromer	3%	Forestville	<1%
Elanora Heights	3%	Gordon	<1%
Fairlight	3%	Great Mackerel Beach	<1%
Frenchs Forest	3%	Ingleside	<1%
Allambie/Allambie Heights	2%	Lane Cove	<1%
Beacon Hill	2%	Narraweena	<1%
Balgowlah	1%	North Manly	<1%
Brookvale	1%	North Turramurra	<1%
Church Point	1%	Queenscliff	<1%
Collaroy Plateau	1%	Roseville	<1%
Dee Why	1%	Scotland Island	<1%
Freshwater	1%	Seaforth	<1%
Manly	1%	South West Rocks	<1%
North Curl Curl	1%	St Ives	<1%
Palm Beach	1%	Whale Beach	<1%
Terrey Hills	1%	Wingala	<1%
Wheeler Heights	1%	Woolloomooloo	<1%
Balgowlah Heights	<1%	Refused	<1%

Q9. Please stop me when I read out your age group.

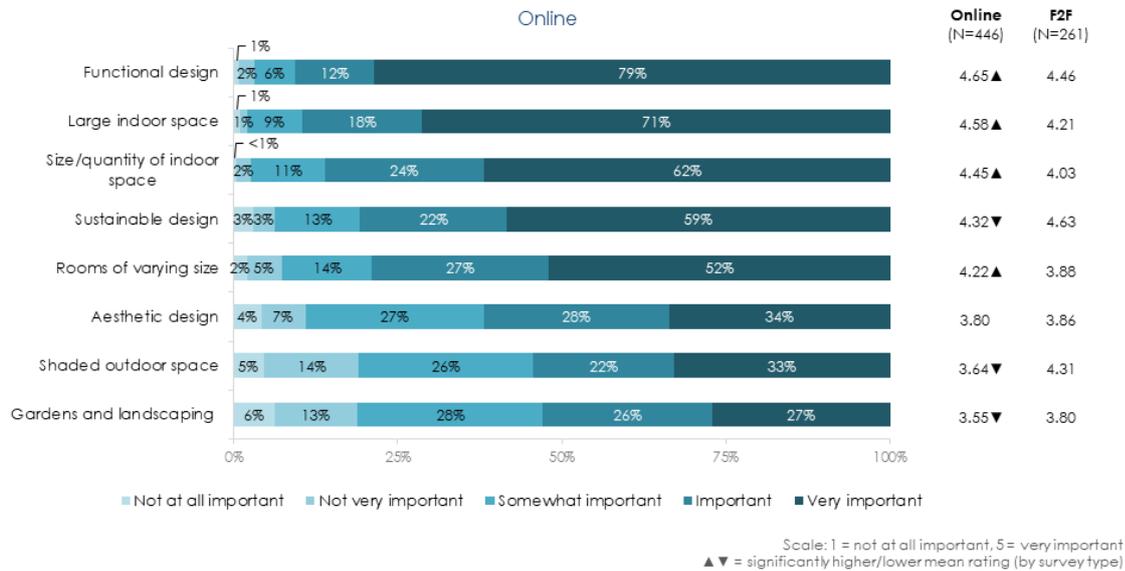


Base: N = 443



New Facility Design

Q7. How important do you believe the following aspects are?



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Potential Activities/Use of the New Centre

Q6a. Which of the following types of uses/activities would you like to see catered for in a new multi-purpose community centre located in Warriewood?

Other specified	Count
Lungs in Action class	6
Netball/basketball court	3
Table Tennis	3
Community centre/hub	2
Dog training	2
Indoor soccer	2
Swimming pool	2
Art Exhibitions	1
Centre is perfect as is	1
Ceramics with kilns	1
Children's activity groups (art, craft and drama etc.)	1
Community gatherings, like sports presentations	1
Community theatre	1
Exhibitions	1
Garden club	1
Meals on wheels	1
Meetings	1
None	1
Outdoor cafe	1
Outdoor exercise space	1
Printing press for print making	1
Space with water and sink access for dyeing yarn workshops	1
Youth centre	1

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Potential Groups/Clubs to Use the Facility

Q6b. Are there any specific groups/clubs that you think might want/need to use a facility like this?

Groups/Clubs/Activities	N = 329	Groups/Clubs/Activities	N = 329
Board games	1%	Community education/learning groups	<1%
Book Club	1%	Exhibitions	<1%
Camera Club	1%	Guilds	<1%
Children groups/playgroups/care groups	1%	Gymbaroo	<1%
Community assistance groups e.g. meals on wheels, helping those less fortunate	1%	Gyuto Monks	<1%
Computer groups	1%	Historic societies	<1%
Disability groups	1%	Kung Fu	<1%
Discussion groups	1%	Mahjong groups	<1%
Gardening club	1%	Manly-Warringah Basketball	<1%
Knitting	1%	Mens groups	<1%
Mother's groups	1%	Northern Beaches Interchange	<1%
Netball clubs	1%	Northern Beaches Roller Girls	<1%
Northern Beaches Community College	1%	Not for profit groups	<1%
Probus groups	1%	Organisations needing meeting rooms	<1%
Rotary	1%	PCYC	<1%
School groups/after school activities	1%	Permaculture	<1%
Swimming groups/classes	1%	Playgroups	<1%
Tai chi	1%	Pre-school classes	<1%
AA groups	<1%	Scouts	<1%
Association for Brazilian Bilingual Children's Development	<1%	Sports clubs for function room hire	<1%
Badminton	<1%	Sydney Wildlife	<1%
Bike groups	<1%	Unemployed people	<1%
Carers group	<1%	WRA	<1%
Church groups	<1%		



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Use of Other Community Centres

Q5a. Have you used any of the following community centres in the last 12 months?

Other specified	Count
Curl Curl Sports Centre	2
Nelson Heather Centre	2
Curl Curl art space	1
Curl Curl community centre	1
Forestville community centre	1
Forestville tai chi	1
Warriewood Senior Citizens Centre	1

Q5b. What type of activities do you use that/these other facility/facilities for?

Other specified	Count
Booksale	2
Library	2
Singing group	2
Toilet facilities at Avalon	2
U3A talks	2
Art and craft exhibitions	1
Cafeteria	1
Children's art activities	1
Coffee and cake at Tramshed Cafe	1
Community speakers and meetings Mona Vale	1
Craft and Balance classes at Tramshed	1
Dance classes for children	1
Elanora Players theatre group	1
Exhibitions	1
Northern Beaches Church	1
Outdoor play area	1
Play bridge	1
Playgroup	1
Sports	1
Table tennis	1
Toddlers Playgroup	1
Work	1



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Questionnaire



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**Northern Beaches Council
Warriewood Valley Community Centre Engagement Survey Questions
March 2019**

Northern Beaches Council is proposing to build a new multi-purpose community centre on the existing Nelson Heather Community Centre site. We're seeking your feedback as to what the new centre might look like and how you would use it.

Q1. Do you know where the Nelson Heather Community Centre is?

- Yes
- No

Please look at this map.

Q2a. In the last 12 months, have you visited the Nelson Heather Community Centre?

- Yes
- No (Go to Q5a)

Q2b. How frequently have you used, or visited, the Nelson Heather Community Centre in the last 12 months?

- Daily
- Weekly
- Fortnightly
- Monthly
- Quarterly
- Less often

Q3a. Please identify which of the following most reflects you.

- I am a current member of a Group/Club that uses the centre
- I visit the Nelson Heather centre for other reasons (Go to Q4)

Q3b. Which group/club are you a member of? Please select all that apply.

- AA - Sunday Bankia
- Benevolent Society
- Dee Why RSL Camera Club
- Exercise for over 55's
- GRR Karale
- Healthy Lifestyle
- Hummingsong
- Kniffrs Guild
- Mona Vale Garden Club
- Narrabeen Senior Citizens
- Northern Beaches Creative Leisure & Learning
- Northern Beaches Interchange
- Pitches 4 You
- Precise Property
- Saturday Sewers
- Scottish Dancing
- Tai Chi
- The Link Church
- U3A
- Weight Watchers
- Peninsula Bridge Club
- Other (please specify)

Q4. What type of activities do you use this facility for? Please select all that apply.

- Utilising meeting space
- Education and training
- Hobbies and recreation
- Events/functions
- Exercise class
- Charity work
- Connecting socially
- Other (please specify)

Q5a. Have you used any of the following community centres in the last 12 months? Please select all that apply.

- Avalon Recreation Centre
- Elnora Heights Community Centre
- North Narrabeen Community Centre
- Ted Blackwood Centre
- Mona Vale Memorial Hall
- Collaroy Plateau Youth and Community Centre
- Cromer Community Centre
- Griffith Park Sports Facility
- Newport Community Centre
- Tramshed Arts and Community
- Other (please specify)
- None of these (Go to Concept statement)

Q5b. What type of activities do you use that these other facility/facilities for?

- Utilising meeting space
- Education and training
- Hobbies and recreation
- Events/functions
- Exercise class
- Charity work
- Connecting socially
- Other (please specify)

Concept statement

It has been identified that there is a need for an improved range of facilities and programs for residents in the Warriewood Valley area.

Northern Beaches Council is responding to this need and is currently investigating the requirements for a new multi-purpose community centre located on the site of the existing Nelson Heather Centre.

Q6a. Which of the following types of uses/activities would you like to see catered for in a new multi-purpose community centre located in Warriewood? Please select all that apply.

- Community learning (e.g. language or computer classes)
- Arts activities (e.g. crafts, painting, sewing)
- Music activities (e.g. dance, band practice)
- Performance space
- Health & well-being activities (e.g. yoga, meditation, pilates, tai chi)
- Activities for seniors or people with a disability
- Passive recreation and competition (chess, bridge)
- Self-help activities (e.g. counselling groups)
- Charity and not for profit meetings
- Business conference/trade show
- Party hire (e.g. children's parties, weddings, engagements)
- Study/quiet space
- Other (please specify)

Q6b. Are there any specific groups/clubs that you think might want/need to use a facility like this?

- Yes (please specify)
- No

There are many options and trade-offs that need to be considered when designing a new facility. Council would like to understand what you think should be important.

Q7. On a scale of 1 to 5, where 1 is not at all important, and 5 is very important, how important do you believe the following aspects are?

	Not at all important					Very important
	1	2	3	4	5	
Functional design	<input type="radio"/>					
Gardens and landscaping (planting, lawns, etc.)	<input type="radio"/>					
Shaded outdoor space (balconies, terraces, courtyards, etc.)	<input type="radio"/>					
Large indoor space	<input type="radio"/>					
Rooms of varying size	<input type="radio"/>					
Size/quantity of indoor space	<input type="radio"/>					
Aesthetic design, i.e. look of facility	<input type="radio"/>					
Sustainable design (energy efficiency, water storage and reuse, passive solar design, etc.)	<input type="radio"/>					

Demographics

Q8. Which suburb do you live in?

- Alambie/Alambie Heights
- Avalon
- Balgowlah
- Balgowlah Heights
- Bayview
- Beacon Hill
- Berone
- Bilgola
- Bilgola Plateau
- Brookvale
- Careel Bay
- Church Point
- Clareville
- Clontarf
- Coasters Retreat
- Collaroy
- Collaroy Plateau
- Cottage Point
- Cramer
- Curl Curl/South Curl Curl
- Currawong Beach
- Davidson
- Dee Why
- Duffys Forest
- Barons Heights
- Elyra Bay
- Fairlight
- Forestville
- Frenchs Forest
- Freshwater
- Great Mackerel Beach
- Ingleside
- Killarney Heights
- Lovett Bay
- Manly
- Manly Vale
- McCarrs Creek
- Mona Vale
- Morning Bay
- Narabeen
- Namaweena
- Newport
- North Balgowlah
- North Curl Curl
- North Manly
- North Narrabeen
- Oxford Falls
- Palm Beach
- Queenscliff
- Scotland Island
- Seaford
- Temey Hills
- The Basin
- Warriewood
- Whale Beach
- Wheeler Heights
- Other (please specify)

Q9. Please select your age group.

- 15 - 17
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75+
- Refused

Q10. Which of the following best describes your household status?

- Living at home with parents
- Single with no children
- Single parent with children
- Married/de facto with no children in the household
- Married/de facto with children in the household
- Group household
- Extended family household (multiple generations)

Q11. Please select your gender.

- Male
- Female
- Other

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. The research has been conducted by Micromex Research (02 4352 2388) on behalf of Northern Beaches Council (contact - Katie Kirwan - Community Liaison Officer 02 9942 2176).



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Attachment 4

Written Submissions

No.	Submission
1	<p>I tried to do the survey but could not get to it. My wife and I (both retirees) have used this centre for bridge (current) exercise, and table tennis. The beauty of the current building is that it is on the ground level giving easy access for all. The age for those playing bridge can be up to 100 years old and many use walking aids. Bridge because of its popularity and its requirements for card tables, chairs, kitchen and storage, needs at least the current space if not more and tables etc. need to be left in readiness for each days play. Whilst I can appreciate that maybe the centre could do with an update and that the space could cater for more as the population increases I cannot see any suitable area for the housing of the Bridge Club anywhere nearby during the demolition and rebuilding. And the proposal seems big. Some use this nearly every day and it is their main source of socialising and mental stimulation. This would be a devastating loss if the Club cannot be rehoused with easy access and plenty of immediate parking areas. A shared area where tables could not be left set up would not work.</p>
2	<p>I am one of the 600 members of this Bridge Club and I play at the Nelson Heather premises in Warriewood three times a week. There has been a lot of discussion about the proposed demolition of the building with plans in place to rebuild. I would just like to state my disappointment if our much loved bridge club was not included in the proposal for the new building. I understand that this has been discussed at length, but I'm under the impression that the council would prefer shared use of all the rooms. If someone were to visit our current premises, they would quickly realise that sharing the rooms would never be feasible. The bridge club currently runs sessions 6 days and 3 nights a week, which doesn't include the education program. We currently have approximately 36 tables, and it would be impossible to pack it all away at the end of a session, and put it all back together the next morning. We have members looking around the district for alternative accommodation, but realistically the perfect premises is where we are now.</p> <p>The bridge club is growing annually with the comprehensive education programs, and I can't imagine how disappointed members will be if we have no premises!! Unlike bowls which sadly seems to be attracting less and less participants, bridge is quite the opposite as retirees decide that mental stimulation is the best way to avoid the decline of faculties! I realise that the demolition and rebuilding will take some time, and understand that during the process, alternate arrangements will have to be made, but at the end of the day we just want to be able to return to Warriewood. The centre is geographically perfect for our members who come from Balgowlah to Palm Beach, and many suburbs to the west. I know I'm just one person, but Peninsula Bridge Club has given me a life in retirement that I never dreamed I could have, and a group of new friends that I would probably never have met, and the thought that it might have to fold makes me incredibly sad.</p>
3	<p>I have just completed the survey for the proposed new Warriewood District facility at Nelson Heather. I am a member of Peninsula Bridge Club and attend the centre two or three times a week. As you possibly know our club is almost certainly the largest user of the site by far. I have the following observations:</p> <ol style="list-style-type: none"> 1. In the survey where you asked people to nominate the groups or clubs that they visit the centre for I was not able to see Peninsula Bridge Club anywhere. As we are the major user of the site I just want to ask whether this is an oversight, and one that you will correct, or is there some reason for not including our club. 2. In the things that are important for the new site you have nominated a lot of options but you have not mentioned parking, which is currently a problem. I know that councils like to dream about worlds without cars, where everyone cycles, but I urge you to plan adequately for parking for

	visitors to the centre. We have many participants who would be unable to attend without adequate parking facilities. I expect that council has been approached by some groups in the community and asked to provide facilities. Are you able to advise me which groups have approached council to get the centre redeveloped and how many participants they represent. My concern is that a vocal minority might take precedence over the silent majority who use the centre well at the moment. If you need help in ensuring that the centre is optimal for residents and groups, I would be pleased to help.
4	My husband and I have been playing bridge at the Nelson Heather Centre for about 3 years. We came from Avalon every week. Now we live at Narrabeen and must tell you how important the Bridge club is to so many people. It is still growing since we first started and is the most important weeks activity for so many older people who cannot do other activities. I know people who also go to the singing group, so they get to sing all the old tunes that are no longer on the radio. Many of the people who play bridge find it a chance to meet other single souls who live in their own home and do not have much social outings. I implore you to consider these facts when you are designing this new building.
5	I understand that you are considering the uses to which the new community centre might be put. I'd like to be counted as one of the many bridge players who enjoy the use of the current premises. The Peninsula Bridge Club provides great pleasure to many senior citizens – particularly of the Northern Peninsula. I myself travel from Castle Cove to play once a week and find the present environment so very appealing. As a widowed pensioner, this meeting place provides me with a great deal of pleasure. I'd like you to please consider the vital part the bridge club plays in the lives of so very many citizens of retirement age, enhancing their quality of life with social and mental stimulation. Please make sure the new facility provides a comparable dedicated and accessible space for the Club to continue to thrive and grow.
6	This Centre is vital to my health and well-being. I play bridge there at least 5 times a week. The bridge club provides me with the connection I need with other people that I lost when I retired a year ago. After working for 42 years, I felt very anxious about retiring. Bridge is the anchor I need for retirement to be enjoyable. For the bridge club to be available for all the players we need a ground floor space, an abundance of parking, several rooms for sessions and lessons to occur at the same time but the flexibility for these separate spaces to be opened up and form one larger space for large events catering to 60+ tables. We should have a full kitchen with multiple ovens, fridges and sinks/dishwashers for those large events of 300 people. If it were not for this Centre and the bridge club, I would have to stay home and not see anyone for weeks on end. Many of our members are monitored by other members in a socially responsible manner that ensures they will not be the elderly person who dies and is not found for months. Bridge also keeps us active and engages in learning and mental stimulation. I can not emphasize enough the value I place on what others see as 'just a game' but I see as a reason to get out of bed some days.
7	Peninsula Bridge Club is one that I have patronised for many years. It has many past and present attendees. It gives many people - particularly retired people - an interest. It is vital in keeping people engaged and of course, such intellectual pursuits help to keep their minds active and delay dementia. The Bridge Club is a vital social outlet for the community. Its location is very central for not just those who drive, but also for those reliant on public transport. I believe that council is assessing the Nelson Heather site. I hope that there is no inconvenience or interruption to this very important institution.
8	I wish to give feedback regarding the New Warriewood community Building and that is no matter what you build you really need to make sure there will be enough parking. Try to think expansively. You want people to use the facilities without having to fight for a park because the car spots are taken by the sport field users.

9	<p>I am a member of Peninsula Bridge Club (PBC). I have used the Club's facilities several times a week since I retired in 2002. I am guessing that over 90% of the Club's 600 odd members live in the Council's area. Most of them are retirees using the facility several times a week. I strongly support PBC being provided with permanent space in the new Centre. The current facility is in use 7 days a week. It has been recognised that playing bridge keeps the brain active. The Australian Bridge Federation provides financial support to the Neuroscience Foundation for its research into Alzheimers. The Club is an important part of my life, not only providing mental stimulation but also social interaction that I would not otherwise have. One matter which the Council should bear in mind in designing the new facility, is the adequacy of parking. The current space is inadequate and used by many motorists who are not using the facility.</p>
10	<p>I am writing to you in regards to the Nelson Heather Centre rebuild. There did not seem to be any space in your survey to leave comments but I and my music colleagues wish to remind Council that this is one of the very rare venues on the Northern Beaches where a grand piano is in use. The existing one is well and truly past its use-by date and has not been acceptable for performance for quite a few years now. A replacement grand piano is craved for and would be greatly used in the community. Purchase of a new instrument would have to be in conjunction with highly knowledgeable persons in the field, such as concert pianists followed by consultation with a superior provider as the market is flooded with misinformation and retail outlets quite happy to push their product with their own agenda. Whilst it would be a dream for those involved in music to have the standard of a Steinway, at the very minimum Council would be looking at either Yamaha or Kawai brands with the importance of it being a grand piano. This would necessarily have to be kept covered and locked when not in use. Of course the other consideration would be suitable acoustics. Much monies are poured into sporting facilities, and as a representative of the performing and teaching music community we ask that this uncommon music facility remain and the above considerations be examined.</p>
11	<p>My husband and myself are currently involved in the senior table tennis group at the existing community centre at Warriewood, Jackson Road. We have read with interest your email regarding the newly proposed community centre at Warriewood Valley. Our table tennis groups are rapidly expanding, as we have more senior players coming to play at the community centre. We therefore would like to propose that a bigger and more spacious room is made available for the T/T group in the forthcoming building. The present room is very small and limited in space which makes it very difficult for the players to exercise during the game. We would appreciate if you could keep us advised about the development of this coming project.</p>
12	<p>I have completed the Survey seeking community feedback regarding the proposed new Warriewood Community Centre but would like to add the following points: I participate in activities at the Centre 5-6 times a week - Yoga (Monday), Bridge (regularly on Monday, Wednesday, Friday, irregularly on Saturday and occasionally on Sunday for special competitions), and Scottish Dancing (Thursday). The centre therefore plays a very large part in my life, and while I appreciate the building is run-down and a new facility is desirable, I feel some trepidation towards the upcoming dislocation and potential loss of amenity that, in particular, the Peninsular Bridge Club provides to me and so many other members of our local community. With around 600 mostly senior aged members, the Club facilitates daily social and intellectual interaction which I believe is not duplicated by any other activity on the Northern Beaches. For many very elderly members it is the reason they get out of bed, dress and leave their homes. The large dedicated space allows the club to run bridge activities 7 days a week, sometimes 3 times a days. A reduction in the amenity of the new facility - such as a smaller or shared spaces resulting in reduced access - would significantly affect members and be detrimental to their social and intellectual health. I am 67 and took up bridge following my retirement and subsequent return to the Northern Beaches after many years working in Canberra. I had no social network and although I joined a number of groups such as dance, gym, tennis, book clubs and community volunteering I found the first few years here difficult. Through the bridge club I now have a group of wonderful friends and our activities together extend beyond the</p>

	<p>club. They and the game of bridge have enriched my life considerably. Mine is just a small story but it is repeated many times over within the club membership.</p> <p>I would like to thank you for considering our submissions during your planning process. I hope I have communicated to you the unique and valuable contribution the Club provides to its Northern Beaches membership and stress to you the importance of providing a comparable, dedicated space in the new facility for the club and its members to continue to thrive</p>
13	<p>I've just completed the Survey for the proposed Warriewood community centre, which covered many areas of potential uses for the community. There was however, no mention of lack of parking. I tried to attend the recent Lifeline book sale on a Saturday morning and there was absolutely no parking. Being a Saturday morning, the Warriewood Square parking was difficult. May I respectfully suggest that more parking be made available, perhaps one or two storeys similar to Warriewood square with a disabled elevator/lift.</p>
14	<p>I am writing to say I will be playing bridge at the new facility and that our Bridge Club is important and needs to be catered for. As a widow this solo activity provides an interesting outlet and is good for meeting new people.</p>
15	<p>As a resident of the Northern Beaches for 52 years and a regular user over many years of the Community Centre at Warriewood, I wish to congratulate Council for its consideration to provide an updated and modern community facility. I am a member of the peninsula Bridge Club who are tenants of the Council, utilising the facility for six (6) and sometimes seven (7) days a week and for which we pay an occupancy fee. It is my understanding our lease agreement expires in 2021. Our Club has over six hundred (650 approx.) members with an average age of 75. Our average age demography well demonstrates we are a community seniors group established in 1965 and who have been utilising the community centre for well over 20 years. I am sure you understand the importance of groups like ours to have the ability to meet and enjoy each other's company in a relaxing and friendly atmosphere. The camaraderie generated for groups like ours is an extremely important part of our lives given health and mobility problems which prevent us from participating in more active social activities. The physiological benefits provided by the game of Bridge to our age group are well documented. The current facilities provide us with approximately 350 square metres of floor space catering for in excess of 150 members at peak times. Because of our large numbers and daily usage it is critical the area be dedicated as it would be impossible to dismantle and store over 37 playing tables and chairs. Kitchen facilities are extremely important considering many with disabilities would be unable to bring and store their own beverages. Parking has always been an area of contention and in particular those with disabilities such as myself who to this day experience mobility problems with having to wear callipers on both legs as a result of Polio 69 years ago. I understand Council always considers the amounts of disabled parking that should be provided, but given the high numbers of disabled persons using the current Centre I respectfully ask you to consider increasing those spaces. While I am neither an architect or a traffic engineer I hope consideration could be given to a multi storied building with lifts as it would allow for the entire ground floor to be utilised for parking thus overcoming this major difficulty which has plagued the Centre for so long. In concluding, I respectfully ask Council when adopting future plans to consider our security of tenure and accommodation in a room that will allow for the continuance currently experienced by our Club Members. Northern Beaches Senior residents/rate payers deserve the support of Council and to enjoy their retiring years with whatever times are available to them. Please do not dilute or takeaway what is essentially my only form of social and community interaction.</p>
16	<p>Following your 'phone call re. the proposed demolishing and re-building of the Nelson Heather Centre, Jacksons Road, Warriewood, kindly note the following: "A 'wetland' is an area that is regularly saturated by surface water or groundwater and is characterized by a prevalence of vegetation that is adapted for life in saturated soil conditions - e.g. swamps, bogs, fens, marshes and estuaries. It provides habitat for wildlife, NOT HUMANS, in an ecosystem consisting of plants and animals." I ask that you take this definition into serious consideration, because previous Consultants have already</p>

	reached the conclusion that this parcel of land is definitely NOT suitable for building on (and a report in Records would show that), therefore to repeat the cost of more consultants would be a further waste of our ratepayers' money - the \$11million spent on garbage bins without community consultation when the roads are as poorly maintained as they are since the merger of councils is sad enough and totally unjustified, we don't need to repeat such a disgrace.
17	As the survey didn't have a space to write any specific comments, I'd like to write to you. I'd like to see improvements in facilities of course, but I don't want to see that happen while sacrificing the environment. There are beautiful mature trees in the vicinity of the centre, and it's sad if you have to chop them down to make way for the new centre. We should find a way to work around the current mature trees, like having a garden in the middle of the centre, or make it an open plan centre. I think we should spend more time on the design of the new centre so not sacrificing these trees and also to keep the garden/building ratio the same as now, or perhaps a bit more. Indoor gardens can be associated with the reading or yoga rooms, for example. There are already too much tree felling in the area in the name of progress, but I believe progress can incorporate a good design while protecting the environment. Anyway trees are the only efficient converter of carbon dioxide which cause greenhouse effect, global warming, and poor air quality, to oxygen which all human take for granted. That is all I want to say. I hope that can be a useful input to your planning team.
18	I look forward to a new and updated community centre on the site of the Nelson Heather building. I presently use the centre twice a week for table tennis. This is a very enthusiastic group of seniors who enjoy table tennis at the community, currently available three times a week. There are 4 table tennis tables in use at any one session and there is always a queue to play another game, so a space which would take eg. 6 table tennis tables, ie. another 2 more than we presently have, would be well patronised. I have also attended seniors' exercise classes at this community centre and would wish that these classes will continue.
19	This sounds great but not it adds to already bad car parking in area. I moved here 9 years ago – tried to find staff to ask about seniors parking but no luck since.