



Agenda

Council Meeting

Monday 24 February 2025, 7:00 pm

Dandenong Civic Centre, 225 Lonsdale Street,
Dandenong, Victoria 3175

greaterdandenong.vic.gov.au



Council Meeting Details

At the time of printing this Agenda, the Council Meeting to be held on Monday 24 February 2025, will be open to the public to attend in person but will be subject to venue seating capacity. This will be a hybrid meeting consisting of Councillors attending in person and remotely.

If we are unable to accommodate you indoors, you will still be able to watch the webcast live on the Urban Screen in Harmony Square. To view the webcast and stay informed about the status of Council Meetings please visit Council's [website](#).

The Civic Centre basement carpark will be opened to all members of the public during library opening hours. Any parking in this area will be subject to availability and time limits as notified by any signage posted.

Your Councillors

[Mayor Jim Memeti](#)

[Cr Bob Milkovic](#)

[Deputy Mayor Sophaneth \(Sophie\) Tan](#)

[Cr Sean O'Reilly](#)

[Cr Phillip Danh](#)

[Cr Loi Truong](#)

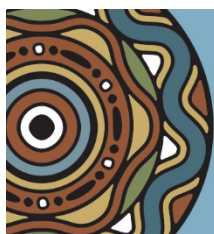
[Cr Isabella Do](#)

[Cr Melinda Yim](#)

[Cr Lana Formoso](#)

[Cr Rhonda Garad](#)

[Cr Alice Phuong Le](#)



We acknowledge the Traditional Owners and Custodians of this land, the Bunurong People, and pay respect to their Elders past and present.

We recognise and respect their continuing connections to climate, Culture, Country and waters.



(03) 8571 1000



council@cgd.vic.gov.au



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Online: relayservice.gov.au



TIS: 13 14 50



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Bunurong Country

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COUNCIL OBLIGATIONS AND AGENDA REPORTS

Council has several obligations in relation to its Community Vision, Council Plan, Instruments of Legislation and Council policy. These are summarily considered in each Agenda report and further details are added as required. The obligations are as follows:

Community Vision 2040 (Community Vision | Greater Dandenong Council)

After consultation with the Greater Dandenong community on what kind of future they wanted for themselves and our city, the Greater Dandenong People's Panel developed a new Community Vision for 2040:

*The City of Greater Dandenong is a home to all.
It's a city where you can enjoy and embrace life through celebration and equal opportunity.
We harmonise the community by valuing multiculturalism and the individual.
Our community is healthy, vibrant, innovative and creative.
Our growing city is committed to environmental sustainability.
Welcome to our exciting and peaceful community.*

Reports in this Agenda will identify when any of the above principles are relevant.

The Council Plan 2021-25 (Council Plan 2021-25 | Greater Dandenong Council)

The Council Plan describes the kind of future the Council is working for, and how Council will do this over four years. The Council Plan has the following key strategic objectives:

- *A socially connected, safe and healthy city*
- *A city that respects and celebrates diversity, our history and the arts*
- *A city of accessible, vibrant centres and neighbourhoods*
- *A green city committed to a sustainable future*
- *A city that supports entrepreneurship, quality education and employment outcomes*
- *A Council that demonstrates leadership and a commitment to investing in the community.*

Reports in this Agenda will identify when any of the above principles are relevant.

The Overarching Governance Principles of the Local Government Act 2020

Section 9 of the *Local Government Act 2020* states that a Council must in the performance of its role give effect to the overarching governance principles. These are:

- a) Council decisions are to be made and actions taken in accordance with the relevant law;
- b) priority is to be given to achieving the best outcomes for the municipal community, including future generations;
- c) the economic, social and environmental sustainability of the municipal district, including mitigation and planning for climate change risks, is to be promoted;
- d) the municipal community is to be engaged in strategic planning and strategic decision making;
- e) innovation and continuous improvement are to be pursued;
- f) collaboration with other Councils and Governments and statutory bodies is to be sought;
- g) the ongoing financial viability of the Council is to be ensured;
- h) regional, state and national plans and policies are to be taken into account in strategic planning and decision making;
- i) the transparency of Council decisions, actions and information is to be ensured.

Also, in giving effect to the overarching governance principles above, a Council must take into account the following supporting principles:

- a) the community engagement principles (section 56);
- b) the public transparency principles (section 58);
- c) the strategic planning principles (section 89);
- d) the financial management principles (section 101);
- e) the service performance principles (section 106).

Reports in this Agenda will identify when any of the above principles are relevant.



The Gender Equality Act 2020

The *Gender Equality Act 2020* came into operation on 31 March 2021 and requires councils to take positive action towards achieving workplace gender equality and to promote gender equality in their policies, programs and services. The objects of the Act are as follows:

- a) to promote, encourage and facilitate the achievement of gender equality and improvement in the status of women; and
- b) to support the identification and elimination of systemic causes of gender inequality in policy, programs and delivery of services in workplaces and communities; and
- c) to recognise that gender inequality may be compounded by other forms of disadvantage or discrimination that a person may experience on the basis of Aboriginality, age, disability, ethnicity, gender identity, race, religion, sexual orientation and other attributes; and
- d) to redress disadvantage, address stigma, stereotyping, prejudice and violence, and accommodate persons of different genders by way of structural change; and
- e) to enhance economic and social participation by persons of different genders; and
- f) to further promote the right to equality set out in the Victorian Charter of Human Rights and Responsibilities and the Convention on the Elimination of All Forms of Discrimination against Women.

Council is obligated to think about how its programs and services affect different people and different communities and how we can avoid reinforcing unintentional inequalities. Reports authors must consider the requirements of the *Gender Equality Act 2020* and Council's Diversity, Access and Equity Policy when asking Council to consider or review any issues which have a direct or significant impact on members of the Greater Dandenong community.

Victorian Charter of Human Rights and Responsibilities

Council, Councillors and members of Council staff are a public authority under the *Charter of Human Rights and Responsibilities Act 2006* and, as such, are all responsible to act in accordance with the *Victorian Charter of Human Rights and Responsibilities 2006* (the Charter). The Charter is founded on the following principles:

- human rights are essential in a democratic and inclusive society that respects the rule of law, human dignity, equality and freedom;
- human rights belong to all people without discrimination, and the diversity of the people of Victoria enhances our community;
- human rights come with responsibilities and must be exercised in a way that respects the human rights of others;
- human rights have a special importance for the Aboriginal people of Victoria, as descendants of Australia's first people, with their diverse spiritual, social, cultural and economic relationship with their traditional lands and waters.

Given this municipality's diversity and inclusiveness, when developing or preparing a report for Council consideration, report authors are required to ensure their report is consistent with the standards set by the Charter.



Consideration of Climate Change and Sustainability

One of the overarching governance principles of the *Local Government Act 2020* is that the economic, social and environmental sustainability of the municipal district, including mitigation and planning for climate change risks, is to be promoted.

In January 2020, this Council joined a growing number of cities around Australia and declared a “Climate and Ecological Emergency” and committed this Council to emergency action on climate change. Council has developed a Climate Change Emergency Strategy and Action Plan 2020-30 to help the City of Greater Dandenong become a resilient, net zero carbon emission city with an active community prepared for the challenges of changing climate.

When developing or preparing a report for Council consideration, report authors are required to consider what impacts their issue has on Council's Declaration on a Climate and Ecological Emergency, Council's Climate Change Emergency Strategy and the requirements of the *Local Government Act 2020* in relation to the overarching principle on climate change and sustainability.

Related Council Policies, Strategies or Frameworks

Report authors will consider how their report aligns with existing Council policies, strategies, frameworks or other documents, how they may affect the decision of this report or are relevant to this process.



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1 MEETING OPENING

1.1 OPENING OF MEETING BY CHAIR

1.2 ATTENDANCE



1.3 ACKNOWLEDGEMENT OF TRADITIONAL CUSTODIANS OF LAND

We acknowledge the Traditional Custodians of this land, the Bunurong People, and pay respect to their Elders past and present.

We recognise and respect their continuing connections to climate, Culture, Country and waters and we also pay our respect and acknowledge all Aboriginal and Torres Strait Islander peoples and their Elders present here today, in acknowledging their journey.

1.4 OFFERING OF PRAYER, REFLECTION OR AFFIRMATION

As part of Council's commitment to recognising the cultural and spiritual diversity of our community, the prayer, reflection or affirmation this evening will be offered by Imam Abdurrahman Sahin, a member of the Greater Dandenong Interfaith Network.



1.5 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

Meeting of Council held 10 February 2025.

Recommendation

That the Minutes of the Meeting of Council held 10 February 2025 be confirmed.

1.6 DISCLOSURES OF INTEREST

Any interest that a Councillor or staff member has deemed to be significant and has disclosed as either a material or general interest is now considered to be a conflict of interest. Conflict of Interest legislation is detailed in Division 2 – Conflicts of Interest: sections 126, 127, 128, 129 & 130 of the *Local Government Act 2020*. This legislation can be obtained by contacting the Greater Dandenong Governance Unit on 8571 5216 or by accessing the Victorian Legislation and Parliamentary Documents website at www.legislation.vic.gov.au.

If a Councillor discloses any interest in an item discussed at any Council Meeting (whether they attend or not) they must:

1. complete a disclosure of interest form prior to the meeting;
2. advise the chairperson of the interest immediately before the particular item is considered (if attending the meeting); and
3. leave the chamber while the item is being discussed and during any vote taken (if attending the meeting).

The Councillor will be advised to return to the chamber or meeting room immediately after the item has been considered and the vote is complete.



2 OFFICERS REPORTS - PART 1

2.1 PETITIONS AND JOINT LETTERS

2.1.1 Petitions and Joint Letters

Responsible Officer: Manager Governance, Legal & Risk
Attachments: 1. Petitions & Joint Letters [2.1.1.1 - 3 pages]

Officer Recommendation

That this report and its attachment be received and noted.

Executive Summary

1. Council receives a number of petitions and joint letters on a regular basis that deal with a variety of issues which have an impact upon the City.
2. Issues raised by petitions and joint letters will be investigated and reported back to Council if required.
3. A table containing all details relevant to current petitions and joint letters is provided in Attachment 1. It includes:
 - a) the full text of any petitions or joint letters received;
 - b) petitions or joint letters still being considered for Council response as pending a final response along with the date they were received; and
 - c) the final complete response to any outstanding petition or joint letter previously tabled along with the full text of the original petition or joint letter and the date it was responded to.

Petitions and Joint Letters Tabled

4. Council has received a number of petitions and submissions from the community both in support of and in opposition to the proposed Renaming of the “Afghan Bazaar” Precinct.
5. Council has received these petitions and submissions electronically, online and via hard copies.
6. Council acknowledges receipt of all petitions and submissions and they will be forwarded to the relevant Council Business Unit for consideration.

Date Received	Petition Text (Prayer)	No. of Petitioners	Status	Responsible Officer Response
22/01/2025	Residential permit parking Bassett Street, Dandenong We, the undersigned residents of Bassett Street Dandenong, respectfully petition the City of Greater Dandenong Council to implement a residential parking Permit system in our Street. Reason for Request: Our street is currently being used as a car park by individuals who do not reside in the area. This has created significant difficulties for local residents, as we are often unable to find available parking near our homes. This situation is causing: 1: Inconvenience: Residents struggle to parks their vehicles near their homes. 2: Stress: The lack of parking availability impacts our daily lives. 3. Safety Concerns: Some residents have to park far away, increasing the risk to personal safety during late hours. Proposed Solution: We request the Council to introduce a Residential Parking Permit System for Bassett Street which conclude: Issuing permits to residents for their vehicles Clear signage indicating permit parking only- zone (or will result in a Tow away) We believe this system will ensure that the residents have priority access to parking and improve the overall liveability of our street.	25 Residents	Completed	Responsible Officer: Executive Director City Futures Update provided via public question time 28/01/2025 from Brett Jackson, Acting Executive Director City Futures. <i>"We have received the petition, and I have spoken with the Transport team today who are currently investigating the matter to see what options can be put in place. Once they have completed the initial investigation, the proposal will go through consultation with the surrounding residents to seek feedback. After the consultation, the decision will be made on what restrictions may be put in place."</i> Outcome letter sent 5/02/2025 to head petitioner: <i>"Please be advised that the City of Greater Dandenong does not issue residential parking permits anywhere within the municipality. I am aware that you have provided an example of where you believe this to be the case, but can confirm that the location in question is not managed by Council, but by an owners corporation."</i> <i>Our officers have investigated Bassett Street and the Metro 3175 area and have also determined that a residential parking permit scheme would not be suitable for application in this location. There are a significantly greater number of dwellings within the Metro 3175 area than there</i>

Date Received	Petition Text (Prayer)	No. of Petitioners	Status	Responsible Officer Response
	Your Support Matters: By signing this petition, you are expressing your support and asking the Council to take action to address this issue. Note to people signing this petition: Please include your name, address and signature when signing the petition, to ensure the petition is able to be accepted by Council. Thank you for Your Support:			<i>are on street parking spaces, and recent and historic surveys over several years have identified that the vast majority of parking spaces are occupied by residents from within the area. Providing a residential permit scheme would therefore not provide sufficient reduction in parking demand on street, nor greater chance of residents being able to find a parking space. Residential permit schemes elsewhere are typically provided at cost to residents and only particular property types are eligible for permits, such as those with no available parking on their own property. Schemes such as this are not considered an equitable way of allocating parking in locations such as Metro 3175, nor would they address the concerns you have raised.</i> Martin Halden, Manager - Transport & Civil Development
7/02/2025	Petition to City of Greater Dandenong to Rename “Afghan Bazar” to “Little Bamyan” https://www.change.org/p/petition-to-city-of-greater-dandenong-to-rename-afghan-bazar-to-little-bamyan	-	In Progress	Responsible Officer: Executive Director City Futures
7/02/2025	Petition to keep the name “Afghan Bazar” NB Small extract of prayer from one petition only: We, the undersigned business and property owners in Dandenong, strongly oppose the proposed renaming of Afghan Bazar to Bamyan Bazar. Afghan Bazar is an	-	In Progress	Responsible Officer: Executive Director City Futures

Date Received	Petition Text (Prayer)	No. of Petitioners	Status	Responsible Officer Response
	established name that holds significant cultural, historical, and economic value for our businesses and the wider community.			



2.2 DOCUMENTS FOR SEALING

2.2.1 Documents for Sealing

Responsible Officer: Manager Governance, Legal & Risk

Officer Recommendation

That the listed documents be signed and sealed.

Executive Summary

1. Under the *Local Government Act 2020*, each Council is a body corporate and a legal entity in its own right. Each Council must therefore have a common seal (like any corporate entity) that is an official sanction of that Council. Sealing a document makes it an official document of Council as a corporate body. Documents that require sealing include agreements, contracts, leases or any other contractual or legally binding document that binds Council to another party.

Item Summary

2. There is one (1) item being presented to Council's meeting of 24 February 2025 for signing and sealing as follows:
 - a) An Instrument of Appointment of Authorised Officer under the provisions of *the Building Act 1993*, *the Environment Protection Act 2017*, *the Food Act 1984*, *the Local Government Act 1989*, *the Local Government Act 2020*, *the Planning and Environment Act 1987*, *the Public Health and Wellbeing Act 2008*, *Part 14 of the Residential Tenancies Act 1997*, *the Road Management Act 2004*, *the Road Safety Act 1986*, *Parts 2 and 3 of the Subdivisions Act 1988*, *the Summary Offences Act 1966*, *the Valuation of Land Act 1960*, *the Victorian Civil and Administrative Tribunal Act 1998* and any other Act, Regulation or delegated legislation (including the Greater Dandenong Planning Scheme) which relates to the powers of the Council made under the provisions and enactments described. This instrument enables the following Council officer to carry out the statutory responsibilities of the above Acts and is subject to policy and delegations previously adopted by Council:
 - Authorised Officer: **Oren Miszelowski**



2.3 STATUTORY PLANNING APPLICATIONS

2.3.1 Planning Delegated Decisions Issued – January 2025

Responsible Officer: Executive Director City Futures

Attachments: 1. Planning Delegated Decisions Issued – January 2025
[2.3.1.1 - 7 pages]

Officer Recommendation

That the listed items in Attachment 1 to this report be received and noted.

Executive Summary

1. This report provides Council with an update on the exercise of delegation by Council officers.
2. It provides a listing of Town Planning applications that were either decided or closed under delegation or withdrawn by applicants in January 2025.
3. It should be noted that where permits and notices of decision to grant permits have been issued, these applications have been assessed as being generally consistent with the Greater Dandenong Planning Scheme and Council's policies.
4. Application numbers with a PLA#, PLN#.01 or similar, are applications making amendments to previously approved planning permits.
5. The annotation 'SPEAR' (Streamlined Planning through Electronic Applications and Referrals) identifies where an application has been submitted electronically. SPEAR allows users to process planning permits and subdivision applications online.

Planning Delegated Decisions Issued from 1/01/2025 to 31/01/2025

City of Greater Dandenong

Application ID	Category	VicSmart	Property Address	Applicant Name	Description	Notes	Authority	Decision	Decision Date	Ward
PLA24/0024	PlnAppAmd	No	49 King Street DANDENONG VIC 3175	E Tongzon	AMENDMENT TO: The development of the land for eleven (11) dwellings (comprising of ten (10) triple storey dwellings, and one (1) double storey dwelling to the rear)	Amend endorsed plans	Delegate	NOD	30/01/2025	Cleeland
PLA24/0115	PlnAppAmd	No	1536-1538 Heatherton Road DANDENONG VIC 3175	Heed Dandenong Pty Ltd	AMENDMENT TO: Use and development of the land for a child care centre, to display business identification signage and to create access to a Transport Zone 2 (PLN22/0063)	Amend endorsed plans	Delegate	AmendPerm	23/01/2025	Cleeland
PLA24/0118	PlnAppAmd	No	1 Kelly Court SPRINGVALE VIC 3171	Nobelius Land Surveyors Pty Ltd	AMENDMENT TO: Development of the land for two (2) warehouse buildings, the subdivision of the land into two (2) lots and the removal and creation of easements (PLN23/0323)	Amend endorsed plans	Delegate	AmendPerm	06/01/2025	Springvale North
PLA24/0120	PlnAppAmd	No	32 Crompton Way DANDENONG SOUTH VIC 3175	Town Planning & Co.	AMENDMENT TO: Use of the land for Industry (Pet Food Production), construct buildings and works and reduce the car parking requirements of Clause 52.06 (PLN22/0593)	Amend endorsed plans	Delegate	AmendPerm	31/01/2025	Dandenong
PLA24/0123	PlnAppAmd	No	Optus Telecommunication Site 38-42 Westall Road SPRINGVALE VIC 3171	Maple Media Pty Ltd	AMENDMENT TO: Major Promotion Floodlit Sign (PLA24/0064)	Amend permit preamble and conditions	Delegate	AmendPerm	20/01/2025	Springvale Central

ATT 2.3.1.1 Planning Delegated Decisions Issued – January 2025

Application ID	Category	VicSmart	Property Address	Applicant Name	Description	Notes	Authority	Decision	Decision Date	Ward
PLA24/0137	PlnAppAmd	No	166 Stud Road DANDENONG NORTH VIC 3175	Steven & Melody Curtis	AMENDMENT TO: Use of the land for sale and consumption of liquor (restaurant licence) (PLN24/0132)	Amend permit conditions	Delegate	AmendPerm	30/01/2025	Dandenong North
PLN23/0401	PlnApp	No	8-14 Railway Parade DANDENONG VIC 3175	Human Habitats Pty Ltd	Use and development of the land for a childcare centre DECLARED AREA	No response to further information request	Delegate	Lapsed	16/01/2025	Dandenong
PLN23/0402	PlnApp	No	8-14 Railway Parade DANDENONG VIC 3175	Human Habitats Pty Ltd	Development of the land for twelve (12) double storey dwellings and to vary an easement DECLARED AREA	No response to further information request	Delegate	Lapsed	16/01/2025	Dandenong
PLN23/0568	PlnApp	No	19 Regent Avenue SPRINGVALE VIC 3171	H Sun	Development of the land for two (2) double storey dwellings	General Residential 3 Zone, 848sqm	Delegate	PlanPermit	31/01/2025	Springvale Central
PLN24/0009	PlnApp	No	616 Frankston Dandenong Road BANGHOLME VIC 3175	C and M Innovation Park Pty Ltd	Development of the land for bulk earthworks, the removal of native vegetation and alteration of access to a road in a Transport Zone 2	The proposal does not meet Clause 11.01-1R, Clause 12.01-2S, Clause 13.03-1S, Clause 21.06-3, Clause 22.02, Clause 35.04, Clause 51.02	Delegate	Refusal	29/01/2025	Keysborough South
PLN24/0115	PlnApp	No	11 Joyce Street SPRINGVALE VIC 3171	S Liyana Arachchige	Development of the land for two (2) double storey dwellings to the rear of an existing single storey dwelling and alterations and additions to the existing dwelling	General Residential 1 Zone, 808sqm	Delegate	NOD	08/01/2025	Springvale North

ATT 2.3.1.1 Planning Delegated Decisions Issued – January 2025

Application ID	Category	VicSmart	Property Address	Applicant Name	Description	Notes	Authority	Decision	Decision Date	Ward
PLN24/0165	PlnApp	No	55 Douglas Street NOBLE PARK VIC 3174	Architekton Ltd	Development of the land for seven (7) dwellings (six (6) triple storey and one (1) double storey) and basement car parking, construction of a front fence exceeding 1.2m in height and subdivision of the land into seven (7) lots with common property	General Residential 3 Zone, 703sqm	Delegate	NOD	29/01/2025	Noble Park
PLN24/0208	PlnApp	No	64 King George Parade DANDENONG VIC 3175	Skii Design Pty Ltd	Development of the land for two (2) double storey dwellings	General Residential 1 Zone, 381sqm	Delegate	NOD	21/01/2025	Yarraman
PLN24/0226	PlnApp	No	1-3 Edinburgh Road SPRINGVALE VIC 3171	Durable Design Pty Ltd	Development of land for an arch associated with an existing place of worship and to display business identification signage	General Residential 1 Zone	Delegate	PlanPermit	16/01/2025	Springvale North
PLN24/0250	PlnApp	No	24 Victor Avenue DANDENONG NORTH VIC 3175	Civikons Consulting	Development of the land for three (3) dwellings (comprising two double storey dwellings and one single storey dwelling at the rear)	Neighbourhood Residential 1 Zone, 731sqm	Delegate	NOD	31/01/2025	Dandenong North
PLN24/0290	PlnApp	No	14 Luisa Avenue DANDENONG SOUTH VIC 3175	Fusion Craft Pty Ltd	Use the land to sell liquor (remote seller's packaged liquor licence)	Amendment VC237 was gazetted on 14/1/2025 and Clause 52.27 (Licensed premises) was amended to exempt remote seller's packaged liquor licences from requiring a planning permit	Delegate	NotRequire	17/01/2025	Dandenong

ATT 2.3.1.1 Planning Delegated Decisions Issued – January 2025

Application ID	Category	VicSmart	Property Address	Applicant Name	Description	Notes	Authority	Decision	Decision Date	Ward
PLN24/0326	PlnApp	No	53 Osborne Avenue SPRINGVALE VIC 3171	W & R Masters Pty Ltd	Use of the land for trade supplies, building and works (mezzanine), and display of business identification signage	Industrial 1 Zone	Delegate	PlanPermit	14/01/2025	Springvale Central
PLN24/0331	PlnApp	No	913 Princes Highway SPRINGVALE VIC 3171	ILS Group Pty Ltd	Use of the land for Motor Vehicle Sales	No response to further information request	Delegate	Lapsed	13/01/2025	Springvale North
PLN24/0344	PlnApp	No	D 3/2A Westall Road SPRINGVALE VIC 3171	F Xu	Change of Use (Restricted Retail Premises) and Liquor License	Industrial 1 Zone	Applicant	Withdrawn	23/01/2025	Springvale North
PLN24/0350	PlnApp	No	6/134-142 Springvale Road SPRINGVALE VIC 3171	F Xu	To display flood lit business identification signage and to reduce the car parking requirements	Commercial 2 Zone	Delegate	PlanPermit	31/01/2025	Springvale North
PLN24/0351	PlnApp	No	Ground 243-245 Lonsdale Street DANDENONG VIC 3175	E & M Farag Pty Ltd	Subdivision of the land into five (5) lots and the removal of Easement E-1 and E-2 (DECLARED AREA) SPEAR	Proposal fails to comply with Clause 22.07 (Central Dandenong Local Policy), Clause 37.02 (Comprehensive Development Zone), Clause 65.01	Delegate	Refusal	09/01/2025	Dandenong
PLN24/0358	PlnApp	No	14 Babbage Drive DANDENONG SOUTH VIC 3175	Quality First Designs Pty Ltd	Development of the land for a warehouse	Industrial 3 Zone	Delegate	PlanPermit	31/01/2025	Dandenong

ATT 2.3.1.1 Planning Delegated Decisions Issued – January 2025

Application ID	Category	VicSmart	Property Address	Applicant Name	Description	Notes	Authority	Decision	Decision Date	Ward
PLN24/0359	PlnApp	No	795 Thompsons Road LYNDHURST VIC 3975	Change Of Plan	Use and development of the land for a vehicle store, to reduce the car parking requirement and to alter access to a road in a Transport Zone 2	Green Wedge 1 Zone	Applicant	Withdrawn	02/01/2025	Dandenong
PLN24/0386	PlnApp	No	10 Longford Court SPRINGVALE VIC 3171	Kinto Group	Development of the land for a fence	Industrial 1 Zone	Delegate	PlanPermit	31/01/2025	Springvale North
PLN24/0405	PlnApp	No	1/5 Treesbank Avenue SPRINGVALE VIC 3171	Heading and Associates	Subdivision of the land into three (3) lots SPEAR	Residential	Delegate	PlanPermit	09/01/2025	Springvale Central
PLN24/0409	PlnApp	No	46 Darren Road SPRINGVALE SOUTH VIC 3172	46 Darren Pty Ltd	Staged subdivision of the land, creation of reserve R-1 and creation of easement E-2 SPEAR	Residential	Delegate	PlanPermit	31/01/2025	Keysborough
PLN24/0446	PlnApp	No	79-81 Overseas Drive NOBLE PARK NORTH VIC 3174	Canter Town Planning	Use of the land for a restricted recreation facility (gym)	Commercial 2 Zone	Delegate	NOD	14/01/2025	Noble Park North
PLN24/0447	PlnAppVic	Yes	7 Keys Road KEYSBOROUGH VIC 3173	Southern Planning Consultants	Buildings and Works (Alfresco) VICSMART	Green Wedge A 1 Zone	Delegate	PlanPermit	30/01/2025	Keysborough South

ATT 2.3.1.1 Planning Delegated Decisions Issued – January 2025

Application ID	Category	VicSmart	Property Address	Applicant Name	Description	Notes	Authority	Decision	Decision Date	Ward
PLN24/0448	PlnApp	No	209-235 Frankston Dandenong Road DANDENONG SOUTH VIC 3175	AG Canlas	Construct buildings and works (fuel tanks)	Industrial 1 Zone	Delegate	PlanPermit	31/01/2025	Dandenong
PLN24/0457	PlnApp	No	9 Leonard Avenue NOBLE PARK VIC 3174	Roo & Oz Sheetmetal Pty Ltd	Development of the land for six (6) double storey dwellings	No response to further information request	Delegate	Lapsed	24/01/2025	Noble Park
PLN24/0458	PlnApp	No	39 Leman Crescent NOBLE PARK VIC 3174	Nilsson Noel & Holmes (Surveyors) Pty Ltd	Subdivision of the land into four (4) lots SPEAR	Residential	Delegate	PlanPermit	23/01/2025	Yarraman
PLN24/0470	PlnApp	No	1/49 Paterson Road SPRINGVALE SOUTH VIC 3172	MS Kuragamage Don, UP Fonseka, MT Nguyen	Re-subdivision of the land into two (2) lots SPEAR	Residential	Delegate	PlanPermit	24/01/2025	Springvale South
PLN24/0484	PlnAppVic	Yes	64 Pound Road West DANDENONG SOUTH VIC 3175	WURL Architects	Buildings and Works (Mezzanine) VICSMART	Commercial 2 Zone	Delegate	PlanPermit	30/01/2025	Dandenong
PLN24/0486	PlnApp	No	J C Mills Reserve - Pool 190-202 Cleeland Street DANDENONG VIC 3175	City of Greater Dandenong	Removal of native vegetation	Public Park and Recreation Zone	Applicant	Withdrawn	30/01/2025	Cleeland

ATT 2.3.1.1 Planning Delegated Decisions Issued – January 2025

Application ID	Category	VicSmart	Property Address	Applicant Name	Description	Notes	Authority	Decision	Decision Date	Ward
PLN24/0489	PlnApp	No	1259 Heatherton Road NOBLE PARK VIC 3174	Pallah Developments Pty Ltd	Subdivision of the land into four (4) lots adjacent to a road in a Transport Zone 2 SPEAR	Residential	Delegate	PlanPermit	30/01/2025	Yarraman
PLN24/0490	PlnApp	No	2-6 McWilliam Street SPRINGVALE VIC 3171	F Swart, A Zomer, Taxigon Pty Ltd, S Pearl	Subdivision of the land into three (3) lots SPEAR	Commercial	Delegate	PlanPermit	29/01/2025	Springvale North
PLN24/0502	PlnApp	No	1/21 Knox Street NOBLE PARK VIC 3174	LTN Tran	Subdivision of the land into three (3) lots SPEAR	Residential	Delegate	PlanPermit	09/01/2025	Noble Park
PLN24/0515	PlnAppVic	Yes	24 King George Parade DANDENONG VIC 3175	MB Hussaini, T Hussaini	Subdivision of the land into three (3) lots SPEAR (VICSMART)	Residential	Delegate	PlanPermit	21/01/2025	Yarraman
PLN24/0516	PlnAppVic	Yes	24-26 Arctic Court KEYSBOROUGH VIC 3173	Quality First Designs Pty Ltd	Development of the land for a warehouse VICSMART	Industrial 1 Zone, reduction in the number of car parking spaces	Delegate	PlanPermit	22/01/2025	Keysborough South



3 PUBLIC QUESTION TIME

Question Time at Council meetings provides an opportunity for members of the public in the gallery to address questions to the Councillors, Delegates and/or officers of the Greater Dandenong City Council. Questions must comply with s. 4.5.8 of Council's Governance Rules.

QUESTIONS FROM THE GALLERY

Questions are limited to a maximum of three (3) questions per individual. Where time constraints deem it likely that not all questions can be answered within the time allowed for Question Time, the Mayor at his/her discretion may determine only the first question may be presented verbally with others deferred to be managed in the same manner as public questions not verbally presented.

Priority will be given to questions that relate to items on the Council Agenda for that meeting. Questions including any preamble should not exceed 300 words.

- a) All such questions must be received in writing on the prescribed form or as provided for on Council's website and at Ordinary meetings of Council. Where there are more than three (3) questions received from any one individual person, the Chief Executive Officer will determine the three (3) questions to be considered at the meeting.
- b) All such questions must clearly note a request to verbally present the question and must be received by the Chief Executive Officer or other person authorised for this purpose by the Chief Executive Officer no later than:
 - i) the commencement time (7.00pm) of the Ordinary meeting if questions are submitted in person; or
 - ii) noon on the day of the Ordinary meeting if questions are submitted by electronic medium.
- c) A question can only be presented to the meeting if the Chairperson and/or Chief Executive Officer has determined that the question:
 - i) does not relate to a matter of the type described in section 3(1) of the *Local Government Act 2020* (confidential information);
 - ii) does not relate to a matter in respect of which Council or a Delegated Committee has no power to act;
 - iii) is not defamatory, indecent, abusive or objectionable in language or substance, and is not asked to embarrass a Councillor, Delegated Member or Council officer; and
 - iv) is not repetitive of a question already asked or answered (whether at the same or an earlier meeting).
- d) If the Chairperson and/or Chief Executive Officer has determined that the question may not be presented to the Council Meeting or Delegated Committee, then the Chairperson and/or Chief Executive Officer:
 - i) must advise the Meeting accordingly; and
 - ii) will make the question available to Councillors or Members upon request.
 - iii) The Chairperson shall call on members of the gallery who have submitted an accepted question to ask their question verbally if they wish.
- e) The Chairperson, Chief Executive Officer or delegate may then direct that question to be answered by a nominated Councillor or member of Council staff.



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- f) No debate on, or discussion of, a question or an answer will be permitted other than for the purposes of clarification.
 - g) A Councillor, Delegated Committee Member or member of Council staff nominated to answer a question may:
 - i) seek clarification of the question from the person who submitted it;
 - ii) seek the assistance of another person in answering the question; and
 - iii) defer answering the question, so that the answer may be researched and a written response be provided within ten (10) working days following the Meeting (the question thereby being taken on notice).
 - h) Question time for verbal presentations is limited in duration to not more than twenty (20) minutes. If it appears likely that this time is to be exceeded then a resolution from Council will be required to extend that time if it is deemed appropriate to complete this item.
 - i) The text of each question asked and the response will be recorded in the minutes of the Meeting.



4 OFFICERS REPORTS - PART 2

4.1 POLICY AND STRATEGY

4.1.1 Councillor Candidature Policy

Responsible Officer:	Chief Executive Officer Executive Director Corporate Development Manager Governance, Legal & Risk
Attachments:	1. Councillor Candidature Policy State or Federal Elections - FINAL [4.1.1.1 - 8 pages] 2. MA V-policy-on-candidature-of-councillors-in-state-or-federal-elections (4) [4.1.1.2 - 2 pages]

Officer Recommendation

That Council:

1. **APPROVES** the Councillor Candidature Policy, per Attachment 1 of this report for immediate implementation; and
2. **NOTES** that the new Councillor Candidature Policy be placed immediately on the Council website and a copy provided to all Councillors.

Executive Summary

1. A request was made to the Chief Executive Officer at the Council Meeting held 10 February 2025 to prepare a draft Councillor Candidature Policy to provide clarity on the obligations and expectations that apply when a Councillor nominates as a candidate at a State or Federal Election or by-election.
2. Arrangement for Councillor Candidature at State or Federal Elections and by-elections were previously covered in the Greater Dandenong Councillor Code of Conduct. This document was recently superseded by the Model Councillor Code of Conduct which does not specifically provide for Councillor Candidature.

Background

3. The draft Councillor Candidature Policy, attachment 1 of this report has been prepared to be consistent with the Municipal Association of Victoria's (MAV) Councillor Candidature Policy Position - attachment 2 of this report
4. The Policy sets out the requirements that apply when a Councillor stands as a candidate in a State or Federal Election. It provides guidance to assist Councillors as candidates to avoid any actual or perceived improper use of their position as a Councillor and of Council resources. It forms an important part of a package of measures that contribute to good governance at the City of Greater Dandenong.
5. The policy focuses on the requirements that apply when a Councillor stands for State or Federal Parliament, they would continue to be subject to the conflict of interest and confidential information requirements set out in the Local Government Act 2020, and to the provisions of the Model Councillor Code of Conduct.
6. Section 34(2)(a) of the Local Government Act 2020 states that a person is not qualified to be a Councillor if they are a member of Parliament.



7. A breach of the policy might constitute a breach of the Local Government Act 2020 and/or the Model Councillor Code of Conduct, depending on the specific context and circumstances.

Key Issues and Discussion

8. This Policy has been developed to be consistent with the Municipal Association of Victoria (MAV) Policy Position – *Candidature of Councillors in State or Federal Elections* and has regard to similar documents adopted in the sector and the experience of Councils where they have had Councillors as candidates.
9. The Policy has been developed to assist Councillors avoid breaching the Local Government Act 2020, and the Model Councillor Code of Conduct.
10. The policy also provides guidance to assist Councillors to maintain an appropriate separation between the roles of a Councillor and candidate and to avoid any actual or perceived improper use of their position as a Councillor or of Council resources and any perception of impropriety.

Human Resource Implications (consider Workforce Planning and Service Statements)

11. This item does not have an impact on existing human resources.

Financial/Asset Resource Implications (consider Service Statements, Budget, Long Term Financial Strategy and Asset Plan)

Operating Budget Implications

12. There are no financial implications associated with this report.

Asset Implications

13. This item does not affect any existing assets.

Legal/Risk Implications

14. There are no legal / risk implications relevant to this report.

Environmental Implications

15. There are no environmental implications relevant to this report.

Community Consultation

16. There was no requirement for community consultation.

Links to Community Vision, Council Plan, Strategy, Notice of Motion

- Not Applicable

Legislative and Policy Obligations

17. This report has considered Council's legislative and policy obligations (where applicable) as outlined in the Report Considerations section detailed in the front of this Agenda. The applicable obligations considered and applied are:
- The Overarching Governance Principles of the *Local Government Act 2020*
 - *Victorian Charter of Human Rights and Responsibilities 2006*.



Councillor Candidature Policy State or Federal Elections

Policy Endorsement:	Council		
Policy Superseded by this Policy:	Formerly contained in Greater Dandenong Councillor Code of Conduct		
Directorate:	Corporate Services		
Responsible Officer:	Manager Governance Legal and Risk		
Policy Type:	Discretionary		
File Number:		Version No:	1
1 st Adopted by Council	Minute No.	Last Adopted by Council:	Minute No.
Review Period:	Every 2 years	Next Review:	March 2027

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1. POLICY OBJECTIVE (OR PURPOSE)

This Policy sets out the requirements that apply when a Councillor stands as a candidate in a State or Federal Election. It provides guidance to assist Councillors as candidates to avoid any actual or perceived improper use of their position as a Councillor and of Council resources. It expands upon provisions that were previously included in the Greater Dandenong Councillor Code of Conduct which was replaced by the Model Councillor Code of Conduct in October 2024. It forms an important part of a package of measures that contribute to good governance at the City of Greater Dandenong.

2. BACKGROUND

Local Government councillors, along with other eligible people are entitled to become a candidate for elected office at the State and Federal level. As a prospective or nominating candidate, a councillor needs to ensure they continue to act with integrity, avoid conflicts of interest and the perception or actual misuse of their position and council resources in their campaign.

It supports the Council to comply with the provisions of the Local Government Act 2020 including the standards of councillor conduct which are set out in the Model Councillor Code of Conduct.

3. SCOPE

This Policy applies when a Councillor becomes a prospective or nominated candidate in a State or Federal election. This policy operates in conjunction with the Model Councillor Code of Conduct. Councillors who are a candidate at a State or Federal election, even when they have taken leave of absence, are still required to comply with the Model Councillor Code of Conduct.

4. DEFINITIONS

In this policy:

State or Federal Election includes a by-election.

Prospective candidate means a person who becomes an endorsed candidate of a registered political party, or publicly expresses an intention to run as an independent candidate for a State or Federal Election.

Nominated candidate means a person who nominates as a candidate for a State or Federal election through the relevant Electoral Commission.

5. POLICY

A Councillor who is a prospective or nominated candidate for a State or Federal Election must:

- a) apply to Council for a leave of absence in accordance with this policy
- b) maintain an appropriate separation between their dual roles;
- c) avoid potential and actual conflicts of interest;

- d) declare any conflicts or interests that may relate to their role as a candidate and their position as a Councillor
- e) not misuse their position as a Councillor;
- f) not use Council resources to support their candidacy; and
- g) continue to comply with all provisions of the Model Councillor Code of Conduct

5.1 Councillor Endorsement

Council will not endorse any Councillor candidature.

5.2 Legal Advice

Councillors are required to obtain their own legal advice, at their own expense, regarding the various issues associated with running as a candidate at a State or Federal election such as:

- A Councillors eligibility to be a Candidate;
- Conflicts of Interest, whether actual, perceived, potential or otherwise.

5.3 Notification of Candidacy

As soon as practicable after a Councillor becomes a prospective or nominated candidate for a State or Federal election, the Councillor must notify Council's Chief Executive Officer (CEO) and Mayor in writing.

After receiving a written notice given by a Councillor in accordance with this policy the CEO will advise the other Councillors.

A Councillor will declare their intended or actual candidacy at the next Council Meeting after notifying the CEO.

5.4 Leave of absence

A Councillor must apply to Council for a leave of absence for a period commencing no later than the date of their nomination as a candidate with the relevant Electoral Commission and concluding no earlier than the close of voting for the relevant election

The application for leave of absence must be made:

- a) immediately upon the date for the close of nominations being published by the relevant Electoral Commission, if at that date the Councillor has decided to nominate as a candidate; or
- b) once the Councillor nominates

whichever is the sooner.

An application for leave of absence will be sought by moving a notice of motion or urgent business item at a Council Meeting.

The Council must grant any reasonable request for leave.

During an approved leave of absence, a nominated candidate must not attend Council Meetings, Delegated Committee Meetings or Councillor Briefing Meetings in their capacity as a Councillor or otherwise act as a Councillor.

If a Councillor has been granted a leave of absence for the purpose of their candidature in a State or Federal election but subsequently withdraws their nomination as a candidate, the Councillor may return to their ordinary Council duties. Prior to returning from a leave of absence a Councillors must make a written

application to the Chief Executive Officer to resume their position as Councillor and the request submitted to Council for consideration at the next available Council meeting open to the public and the Councillor may resume their position the day after the request has been approved by Council.

5.5 Comments on Council Issues

A Councillor who is a prospective or nominated candidate must be clear as to whether any comments they make on a Council issues are being made as a Councillor or as a candidate.

It is strongly recommended that Councillors maintain separate social media accounts that clearly define their role as a Councillor and that of a Candidate.

5.6 Use of Council Resources and Activities

A Councillor who is a prospective or nominated candidate must not use Council resources in connection with an election campaign. These include but are not limited to, office accommodation, council facilities, vehicles, hospitality services, mobile phones and numbers, laptops and council email addresses, photographs and other media, computers and printers.

All Council equipment and materials must be either returned to Council or remain in the possession of the Councillor but not used, for the duration of the approved period of leave.

An out of office message should be activated on the Councillors email and a voicemail message left on their Council issued mobile phone advising those trying to make contact that the Councillor is on leave of absence and providing alternative means of reaching Council.

A Councillor who is a prospective or nominated candidate should also be mindful to manage any perceived conflicts even where a direct expense isn't incurred, this may include for example:

- Where campaign-related emails are received in a Council email account, send any responses from a private email and encourage the correspondent to use that account in future.
- Where campaign-related calls are received on a Council device, provide and encourage the caller to use a non-council number for future calls.

A Councillor who is a prospective or nominated candidate must not use Council activities, including council meetings, events, network meetings and Council related external activities in relation to their candidacy.

5.7 Media Advice and Releases

Council will not provide media advice or assistance in relation to election issues or publicity relating to a Councillor who is a prospective or nominated candidate.

Council media releases will not refer to specific Councillors in their capacity as prospective candidates or nominated candidates

5.8 Successful election

A Councillor must resign from Council immediately upon being successfully elected to State or Federal Parliament. This requirement arises because under section 34(2)(a) of the *Local Government Act 2020*, a person is not qualified to be a Councillor if they are a member of Parliament.

5.9 Current Councillors

A current Councillor must not use their position as a Councillor or their access to Council staff and other Council resources to support an election campaign of another Councillor

6. RESPONSE TO THE OVERARCHING GOVERNANCE PRINCIPLES OF THE LOCAL GOVERNMENT ACT 2020

The overarching Governance Principles of the Local Government Act 2020 have been considered and addressed in the development of this Policy

7. HUMAN RIGHTS, GENDER EQUALITY, CLIMATE CHANGE AND CHILD SAFE COMPLIANCE

Greater Dandenong City Council policies comply with the Victorian Charter of Human Rights and Responsibilities, the Gender Equality Act 2020, the Climate Change Act 2017 and the Child Safe Standards contained in the Child Wellbeing and Safety Act 2005 (Amended).

8. RESPONSIBILITIES

Councillors are responsible for ensuring that they understand and comply with the requirements of this Policy.

9. BREACH OF THIS POLICY

A breach of this Policy may constitute a breach of the Local Government Act 2020 and/or the Model Councillor Code of Conduct.

10. REPORTING, MONITORING AND REVIEW

Reporting	A Councillor is responsible for notifying the CEO of their candidacy in accordance with this policy
Monitoring	The Manager Governance Legal and Risk is responsible for the monitoring of this policy
Review	This policy will be reviewed by the Manager Governance Legal and Risk prior to a State or Federal election or by-election.

11. REFERENCES AND RELATED DOCUMENTS

Legislation

- *Charter of Human Rights and Responsibilities Act 2006*
- *Gender Equality Act 2020*
- *Child Wellbeing and Safety Act 2005*
- *Child Safe Standards 2005*
- *Local Government Act 2020*
- *Model Councillor Code of Conduct*

Industry guidance

- *Municipal Association of Victoria Policy Position – Candidature of Councillors State or Federal Elections*

Related Council and Other Policies, Procedures, Strategies, Protocols, Guidelines

- Greater Dandenong City Council Access, Diversity and Equity Policy
- Greater Dandenong City Council Governance Rules
- Greater Dandenong Public Interest Disclosures Policy
- Greater Dandenong City Council Public Transparency Policy

Administrative Updates

It is recognised that from time to time, circumstance may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this document, such a change may be made administratively. Examples include a change to the name of a Council department, the change to an existing policy or document referred to in this policy and minor updates to legislation and the like which does not have a material impact. All changes or updates which materially alter this policy must be by resolution of Council.



Candidature of Councillors State or Federal Elections

The perception of the politicisation of local government resulting from councillors running for office in state or federal parliament remains a contentious issue in Victoria.

Councillors are elected to perform their duties in a lawful manner and must comply with relevant provisions of the *Local Government Act 1989 (the Act)* including principles of councillor conduct set out in section 76B of the Act.

These principles of conduct require councillors to act honestly and to exercise reasonable care and diligence in performing the role of a councillor. They also provide that it is an offence if a councillor makes improper use of his/her position or of information acquired because of his/her position to, *inter alia*, gain or attempt to gain, directly or indirectly, an advantage for him/herself or for any other person.

The *Commonwealth Electoral Amendment (Members of Local Government Bodies) Act 2003* provides that any state legislation that discriminates against a councillor on the ground that the councillor has been, or is to be, nominated or declared as a candidate for the House of Representatives or the Senate has no effect.

The commonwealth and state constitutions disqualify a person from holding office who is profiting from the crown or the state.

It may be prudent for a councillor/council to seek legal advice in relation to these issues.

The MAV recommends that councils, at a minimum, adopt the following Guidelines as part of their Councillor Code of Conduct developed under section 76C of the Act or to supplement that Code.

Guidelines

1. A councillor who becomes an endorsed candidate of a registered political party or publicly expresses an intention to run as an independent candidate for a state or federal election (a Prospective Candidate), should provide written advice to the CEO, as soon as practicable, who should then advise all councillors.
2. A councillor who is a Prospective Candidate, should declare his/her intended candidacy at a meeting of the council as soon as practicable after notifying the CEO pursuant to Guideline 1.
3. A councillor who nominates as a candidate for a state or federal election (a Nominated Candidate), should apply for leave of absence from the council and this leave of absence should commence no later than the date of their nomination as a candidate with the relevant electoral commission for the election (Nomination Date) and conclude no earlier than the close of voting for the election. During this period, a councillor who is on a leave of absence should not attend meetings of the council or otherwise act as a councillor.



4. Any councillor / staff relationship protocol which the council has in place in respect of the caretaker period prior to a council election, should be observed by a Nominated Candidate and this should apply from their Nomination Date until the close of voting for the election.
5. A council, upon receiving an application for a leave of absence from a councillor who is a Nominated Candidate or who intends to become a Nominated Candidate, should approve that application.
6. A councillor who is a Prospective Candidate or a Nominated Candidate, should take care to differentiate between his/her role as a state or federal election candidate and role as a councillor when making public comment.
7. A councillor who is a Prospective Candidate or a Nominated Candidate, should not use council resources, including council equipment and facilities in relation to his/her candidacy.
8. A councillor who is a Prospective Candidate or a Nominated Candidate, should not use council activities, including committee meetings and council-related external activities in relation to his/her candidacy.

The distinction between Prospective Candidate and Nominated Candidate

This policy draws a distinction between Prospective Candidates and Nominated Candidates because, as with council elections, candidates for state and federal elections only become actual nominated candidates a few weeks prior to the relevant election date. Accordingly, this policy recommends different treatment for Prospective Candidates and Nominated Candidates on the basis that some requirements are recommended as appropriate for Nominated Candidates during a formal election period which are not considered to be necessary prior to the formal election period.



4.2 PROCUREMENT

4.2.1 Dandenong Wellbeing Centre - Recommended Contract Award

Responsible Officer:	Executive Director City Futures Deputy Director Chief Engineer & Major Projects
Attachments:	1. CONFIDENTIAL REDACTED - DWC Funding Strategy [4.2.1.1 - 14 pages] 2. CONFIDENTIAL REDACTED - DWC - Tender Evaluation Plan [4.2.1.2 - 66 pages] 3. Aquatic Strategy Public Report [4.2.1.3 - 270 pages] This report contains an attachment which is deemed confidential under s 3(1)(a) of the <i>Local Government Act</i> 2020. It contains council business information, being information that would prejudice the Council's position in commercial negotiations if prematurely released. This report contains an attachment which is deemed confidential under s 3(1)(g) of the <i>Local Government Act</i> 2020. It contains private commercial information, being information provided by a business, commercial or financial undertaking that relates to trade secrets; or, if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage.

Officer Recommendation

That Council:

1. **NOTES** the procurement / public tender process for the Dandenong Wellbeing Centre facility has been completed and a tender recommendation report submitted to Council for consideration;
2. **AWARDS** Contract 2425-05RFT for the construction of the Dandenong Wellbeing Centre to ADCO Constructions Pty Ltd – ABN 46 001 044 391, totalling One Hundred Eight Million, One Hundred Thirty Thousand (\$108,130,000) inclusive of GST, (\$98,300,000.00 exclusive of GST);
3. **AUTHORISES** the Chief Executive Officer to execute the contract agreements, and any associated documentation;
4. **DELEGATES** the Chief Executive Officer to make expenditure variations up to and not exceeding the contract contingency amount as specified in the funding strategy; and
5. **APPROVES** the total project cost of \$122.15 million as detailed in the financial implications section of this report.

Executive Summary

6. This report provides an overview of the extensive procurement process undertaken in association with selection a preferred Head Contractor for the construction of the Dandenong Wellbeing Centre (DWC) project.
7. A modified AS4000 'Construct Only' contract will be used to deliver construction of the Dandenong Wellbeing Centre facility. Council has previously endorsed the 'Construction Only' delivery method at the 8 May 2023 Council meeting.
8. At the Council Meeting 22 July 2024, following completion of the Expression of Interest public tender process (EOI – Stage 1), Council approved to continue with the Request for Tender phase (RFT - Stage 2).



9. On the 19 August 2024, the RFT documents were released to the shortlisted Tenderers from the EOJ process. During the RFT process, one contractor withdrew due to capacity constraints. On the 7 November 24 the RFT closed.
10. Council has evaluated the shortlisted tender submissions through a detailed and rigorous procurement process, including applying Value Management to each submission, to ensure the best value for money is achieved for the City of Greater Dandenong.
11. As a result of the above, it is recommended that Council awards a contract to ADCO Constructions Pty Ltd for a value of \$98.3 million ex GST (excluding contingencies).
12. It is noted that the DWC has successfully attracted \$20million of Federal Government funding, with the design complete, the project shovel ready, and ready to commence construction.
13. The new Dandenong Wellbeing facility aims to achieve Practical Completion Q1, 2027 and open to the public shortly afterwards.

Background

14. Council has undertaken extensive planning and consultation for the Dandenong Wellbeing Centre (DWC) over several years, which has informed a comprehensive design process and reinforced overwhelming community support for the project.
15. Council resolved in September 2019 to develop a new aquatic and wellbeing centre at Mills Reserve to replace the existing Dandenong Oasis, which is over 40 years old; is expensive to operate (due to a range of inefficiencies including high levels of energy consumption) and no longer meets the needs of the community.
16. This major infrastructure project is a key recommendation from Council's Aquatic Strategy, which identifies the new aquatic centre as an indoor multi-purpose facility that will complement the nearby Noble Park Aquatic Centre (NPAC) and have a targeted focus on allied health, passive activity, education, fitness and wellness.
17. The DWC has been specifically designed in response to the high level of need within the community, through a unique facility / service offering and an inclusive design that seeks to minimise barriers for CGD's multicultural community and maximise health and wellbeing outcomes.
18. Designed in consultation with the community, the DWC seeks to reposition the traditional Australian aquatic and leisure centre to a next generation 'preventative health centre'. The centre will combine contemporary aquatic and leisure facilities with an enhanced health and wellbeing offering, including allied health services, education programs and community spaces to provide an integrated facility that is focused on maximising community benefit. The DWC will cater for a broad cross section of the community including non-traditional aquatic centre users and those at greatest socioeconomic disadvantage (i.e. special needs groups, multi-cultural groups, females, older adults etc.) by minimising barriers and maximising opportunities for participation and social connection.
19. The DWC Business Case built on the outcome of the Aquatic Strategy to establish the investment rationale and delivery strategy for the proposed centre, with the view to maximise external funding support.
20. The DWC Business Case was prepared by Deloitte in accordance with Department and Treasury and Finance (DTF) guidelines.
21. The Business Case reaffirmed the need for the DWC (with enhanced health and wellbeing offering) to address the poor health status of the community and deliver a range of social, economic, financial and environmental benefits.



Key benefits included:

- 84% increase in participation / visitation.
- Creating \$8.9 million p.a. of 'social value', reducing the burden on the health care system (top 6% compared to 150+ other similar sites in Australia and New Zealand).
- Benefit Cost Ratio of 2.1.
- Adding \$3.3 million to the local economy on average for 30 years.
- More diverse services requiring at least 51 FTE employed ongoing (50% more than existing operations).
- 150 direct and 585 supply chain jobs during construction.
- Sustainable financial performance compared to current operating losses at Oasis.

22. These benefits provided a compelling case for government investment and are attributed to the successful pre-election funding commitment of \$20 million from the Federal Labor Government towards the project. A funding agreement for the project has been signed.

23. The Dandenong Wellbeing Centre (DWC) is a high quality facility that will provide an inclusive and sustainable facility to cater for the unique needs of the community to maximise health and wellbeing.

The DWC works comprises of the following scope:

- New aquatic and wellbeing facility and associated infrastructure (consisting of five separate pools being the 50 metre pool, leisure pool, learn to swim pool, warm water pool 1 and warm water pool 2. Additionally a spa and sauna will be available adjacent to the warm water pools.
- New forecourt, extensive landscaping and carparking provision.
- New integrated Hockey Pavilion.
- Demolition of the existing Mills Hockey Pavilion.
- Establishment of a temporary hockey compound.

24. The DWC facility has a range of unique features such as:

- Capacity to isolate one (1) of two (2) warm water pools for women's only swimming and / or programs for special needs groups.
- A fourth program room for flexible programming i.e. women's only classes, pilates, cultural dance classes etc.
- Separation of active and passive areas to minimise intimidation.
- Enhanced levels of privacy by limiting views into the pool halls and providing more cubicles in the changerooms (as opposed to open change areas).
- Extensive amenity / changeroom offering including family change rooms, male, female, all gender, accessible, changing places and group change facilities.
- A multi-purpose room that is compliant for occasional care.
- Allied health facility with the capacity to offer range of services i.e. physiotherapy, dietician, women's health, exercise physiology, psychology etc.
- Other facilities such as a breastfeeding / parent's room and quiet / prayer room.



25. Council has undertaken extensive planning and consultation for the DWC over a number of years, which subsequently informed a comprehensive design process and reinforced overwhelming community support for the project. The design process was led by a highly experienced and credentialed team, with support from specialist consultants across a range of disciplines. Each design phase was presented to Council and approval was received to proceed to the next stage of design.
26. An MPAG (Mills Precinct Advisory Group) consisting of Councillors and Senior Project Officers was established to provide input into the design and advise on design enhancements. Additionally, the MPAG was briefed on other project matters such as sustainability, energy efficiency, operational matters, funding & budget etc. with any queries and questions addressed during the design development.
27. Although a robust design process was completed, a significant capital investment is required by Council to realise this project. As such, Council requested that additional independent peer reviews be undertaken before committing to the initiation of the RFT procurement process of the Head Contractor. This task was successfully completed and the project received Council's endorsement to proceed.
28. Construction of the DWC facility has been planned in a manner that would see the site operations setup so the existing Oasis facility can remain open, and access not impacted so community members can continue to use the existing facility while Dandenong Wellbeing Centre is being constructed.
29. This contract is for the construction of the DWC facility only, and does not include any works associated with the Table Tennis or demolition of the existing Oasis facility. This scope will be delivered under a separate contract in the future under the instruction of a future Council resolution.

Key Issues and Discussion

Tender Approach

30. Tendering for this project seeks to appoint a Head Contractor for the delivery of the Dandenong Wellbeing Centre (DWC) construction works. This package has been developed by CO-OP architects and is a fully documented design. The design has undergone two rounds of community consultation and was presented on the 8 May 2023 to Council.
31. At the Council Meeting 8 May 2023, Council resolved to proceed with the endorsed Dandenong Wellbeing Centre (DWC) detailed design and commence the procurement process (Public Expression of Interest (EOI - Stage 1)).
32. At the Council Meeting 22 July 2024, following completion of the Expression of Interest public tender process (EOI – Stage 1), Council approved to continue with the Request for Tender phase (RFT - Stage 2).
33. On the 19 August 2024, the RFT documents were released to the shortlisted Tenderers from the EOI process. During the RFT process, one contractor withdrew due to capacity constraints. On the 7 November 24 the RFT closed.
34. A cross functional Tender Evaluation Panel (TEP) and Contract Negotiation Group (CNG) was established to assess and negotiate the best overall Value for Money position for Council.
35. The CNG consisted of Executive Council Officers, Senior Project Officers, Project Management Advisors and Legal Advisors.
36. The TEP Members consisted of Senior Council Officers, SEL representative, Consultant Group members and an Independent tender panel member.
37. A Probity and Tender Evaluation Plan was developed and followed by the TEP and CNG.



38. An independent Probity Advisor participated in the Tender evaluation process.
39. An independent Tender Panel Member was involved in the Tender evaluation process up until the TEP group had achieved its evaluation.
40. Contract Negotiation Workshops with Tenderers were independently facilitated.
41. Extensive consultation was undertaken with Turner & Townsend (Project Management Advisors), Maddocks (Legal Advisors), Currie & Brown (Project Quantity Surveyors) and independent Project Management Advisors (Onto) verified the Construction Only (CO) as a suitable procurement method for a Project of this scale and complexity.
42. The preferred procurement strategy, Construction Only (CO), has been previously endorsed by the DWC Project Control Group (PCG) and Council.
43. The project Business Plan completed by Deloitte (February 2021) lists the Construction Only procurement strategy as a suitable option for a project of this scale and nature.
44. A dedicated and experienced project team has been assembled to oversee the Construction Phase of the project.
45. Site tours and discussions and other Councils that are currently or have recently completed a new aquatic facility were held and lessons learnt captured and incorporated into the Contract documentation.

Procurement Process

46. The procurement process for the Dandenong Wellbeing Centre project was comprehensive to ensure the selection of an experienced Head Contractor with projects of this nature and scale.
47. The Procurement process consisted of two distinct stages, namely Expression of Interest (EOI - Stage 1) followed by Request for Tender (RFT - Stage 2)
48. Stage 1 - Expression of Interest (EOI) Period
 - The objective of an EOI process is to generate market interest and identify capable contractors with the necessary experience. A public call for Expressions of Interest (EOI) was released on 24 February 2024. The EOI was advertised in The Age and made available on the Council's website via Vendor Panel. Three submissions were received, evaluated against mandatory conformance criteria, and weighted technical evaluation criteria. All three contractors were shortlisted and invited to stage 2, Request for Tender (RFT).
49. Stage 2 - Request for Tender (RFT) Period
 - The RFT was issued to the three shortlisted contractors on 19 August 2024, followed by site inspections so that Tenderers could raise questions and familiarise themselves with the subject site. Following the site inspection, one Tenderer withdrew. The RFT period closed on 7 November 2024 and two competitive and compliant Tenders were received.
 - Both submitted tenders were evaluated based on mandatory conformance criteria and weighted technical evaluation criteria.
50. A dedicated Tender Evaluation Panel (TEP) was assembled to evaluate the RFT submissions. The TEP's responsibility was to shortlist one or more Tenderers for ongoing contract negotiation.



51. Following the TEP process, final consensus scores of the weighted technical criteria and value for money was determined. The TEP unanimously agreed that Council continue negotiating with the two remaining Tenderers. Additionally, a comprehensive Value Management process was undertaken following the TEP recommendation to negotiate with remaining tenderers. The purpose of the VM process was to optimise overall Value for Money for Council. The VM resulted in financial savings to Council.
52. A Contract negotiation Group (CNG) was established to finalise the contract negotiations, that included a best and final offer (BAFO) process and recommend a preferred Tenderer (Head Contractor).
53. Extensive discussions and workshops were undertaken to negotiate favourable outcomes in favour of Council and to minimise overall project risk.
54. Following a Best and Final Offer (BAFO) and Value Management (VM) process, the CNG concluded that both Tenderers submitted a competitive bid and were capable of delivering a project of this scale and complexity.
55. The preferred contractor was deemed technically competent, legally compliant, and financially sound, providing the best value for the Dandenong Wellbeing Centre project.
56. The CNG recommended to the Tender Review Panel that ADCO Constructions Pty Ltd be appointed to construct the Dandenong Wellbeing Centre.
57. The Contract Negotiation Group's recommendation was subsequently endorsed by the Tender Review Panel, the DWC Project Control Group and CGD's Executive Team.

Governance Compliance

Human Resource Implications (consider Workforce Planning and Service Statements)

58. The project team required to deliver this project is currently in place, made up of the CGDs internal project team, as well as assisting consultant teams, and are available to commence the construction phase of the project at Contract Award.

Financial/Asset Resource Implications (consider Service Statements, Budget, Long Term Financial Strategy and Asset Plan)

Budget Implications

59. A funding strategy has been developed for the project, with the project funding made up of grants, borrowings, council cash and reserve funding as per the long-term financial plan.
60. The project has a total project budget of \$114.75 million, which is required to be increased to \$122.15 million for the contract to proceed.
61. The difference is to be funded through borrowings (\$3.65M) already allowed for in Councils long term financial plan as well as future capital funding (\$3.75M).



62. The Total Project Budget is made up of -

a. This construction contract for the construction of DWC

- Project management costs
- Detailed design packages and specifications
- Engineering, architectural and specialist consultant reports
- Hockey pavilion construction (integrated into the DWC facility)
- Carpark works, landscaping and planting, as well as other ancillary works
- Demolition of the existing Oasis facility
- Table Tennis - decoupled from the existing Oasis building and minor upgrade
- Existing hockey pavilion demolition
- Hockey club temporary accommodation during the build
- Construction contingency for the DWC construction contract

63. Should Council consider not proceeding with the contract, it may -

- Result in heightened risks with continuing to operate the existing Oasis facility.
- Although market escalations have settled compared to post Covid, a market intelligence report suggest that construction costs will still continue to escalate at a rate in the order of 3% per year for the foreseeable future (9% increase over the next 3 years).
- Any future redesign would require significant time (18+months), attract design costs, and a complete re-work / re-design and re-scope of the facility.
- Likely result in the loss of the \$20million Federal funding agreement.

Asset Implications

64. The existing Oasis facility will be demolished following construction of the new DWC facility.

65. The DWC project is a current Capital Improvement Project (CIP) (new build) and will be a new Asset of Council. The DWC is planned for completion in Q1 2027.

66. The ongoing maintenance cost has been assessed and included in operation and resource costing.

67. The existing Oasis facility is at the end of its life and is anticipated to be demolished once the DWC project is in operation.

68. The existing Hockey Pavilion will be demolished to make way for the DWC facility.

69. The existing Table Tennis building is expected to be decoupled from the existing Oasis building with a minor upgrade. This has been allowed for in the total project budget outside of this construction contract.

Legal/Risk Implications

70. The tender panel was aware of pending legal matters associated with another aquatic project of which the preferred contractor was involved in. This arised during the evaluation process.

71. Council understands that this matter has not yet been resolved in the courts, as such is not able to make a pre-determination on the outcome of these pending legal matters.

72. That being said, it is understood the other aquatic project has re-commenced construction with the contractor and is expected to be completed by the end of 2026.



73. Council, as part of the tender evaluation process, assessed the risk associated with this, and implemented the following measures to mitigate the risk to Council -
- Independent peer review of Council designs
 - Procurement and supply chain risk assessment
 - Negotiated favourable contract conditions to minimise Councils exposure to financial risk
 - Preferred contractor has a strong balance sheet
 - Preferred contractor commitment to QA, design review and resourcing, and training of sub-contractors to reduce risk.
 - Preferred contractor has nominated the Parent Company as the Construction company, and NOT the Group that is contractually committed the aquatic project involved in legal matters.
 - Since these legal matters have arisen, the preferred contractor has successfully delivered the Carnegie Memorial Swimming Pool for Glen Eira Council, Presbyterian Ladies' College (PLC) Sports and Aquatic Centre, and has commenced construction on an Aquatics Facility for Kingston City Council.
74. The DWC Project is inherently considered a high risk project due to its complex nature and high cost. However, the DWC is not the first modern Aquatic facility to be built, and the preferred tenderer has already been involved in successfully delivering several other similar facilities.
75. Notwithstanding, project risk has been managed at every stage of the project life, and a solid risk management framework is in place so that risk management continues during the Construction and handover project phase.
76. An experienced and dedicated project team has been involved in developing the design, project management, providing legal advice & cost advice. Being a Construct Only project, the design consultant team will assist Council with ensuring that a high quality and as documented project is delivered.
77. An independent commissioning agent will be engaged to oversee the Commissioning activities and validate the performance of the facility, plant & services.
78. Council will enter into a commercial agreement with the Head Contractor using a heavily modified AS4000 contract – Construction Only Contract. The Construction Only (CO) contract procurement strategy will mitigate project risk by:
- Providing the greatest possible price certainty.
 - Achieving the best overall value for money.
 - Ensuring the delivery of a high-quality facility, considering the technical complexity of the design and engineering systems.
 - Maintaining a high level of control over the design and quality outcome.
79. In determining the preferred procurement strategy (Construct Only - CO), various factors were considered. These include current market conditions, supply chain issues, buoyant market conditions, labour resource constraints, and shorter than usual tender validity periods. Other key considerations that informed the selection of the preferred procurement process included, but were not limited to -
- **Known procurement method:** The CO is a well-known procurement method that is understood by Contractors and Superintendents. Confidence gained in knowing the CO procurement strategy has been successfully applied on other Aquatic Projects.



- **High quality and control over the design and construction:** CO enables Council a high level of control over the project outcomes during construction.
- **Timely project delivery:** CO allows the project to be delivered in desired project timeframe.
- **Project cost and certainty:** A quality and experienced design team was engaged for the DWC project; therefore, the quality of the documentation is high. Additionally extensive peer reviews were completed during the design development phase. The comprehensive design process reduces document errors or omissions therefore providing comparable cost certainty compared to other procurement schemes.
- **Project control:** The CO procurement strategy provides Council with a high level of control over the final project outcome post tender.
- **Value for money:** The overall project cost is expected to be favourable compared to other procurement strategies.
- **Risk transfer:** Under a CO procurement method, Council retains the design risk, however there is a high level of confidence in the design by having completed numerous design peer reviews and developing quality contract documentation.
- **Council governance and internal approvals:** A project governance plan that compliments the CO procurement strategy has been developed and will be administered by an experienced and well-resourced project team.
- **Facility operations and maintenance:** CO allows for ongoing communications with operational and maintenance teams and the establishment of procedures and handover material.
- **Sustainability and building services:** Greenstar and other sustainability aspirations can be successfully delivered under a CO procurement.

Environmental Implications

80. This report directly supports Council's commitment to climate action through the innovative, environmentally sustainable design elements incorporated into DWC design. Mitigation and adaptation to climate risk has been a guiding principle as the design has developed and is embedded throughout the project.
81. The DWC will be a highly efficient and environmentally sustainable facility, exceeding Council's targeted 5 Star Green Star rating. It will use all electric technology, and one of only a few of its kind in Victoria to achieve net zero carbon emissions.
82. The design process adheres to Council's Sustainable Buildings Policy (2020) and Climate Emergency Strategy and Action Plan (2020-2030) to achieve a world's best practice approach to environmental sustainability that generates zero operational greenhouse gas emissions. The design process has involved a holistic and integrated approach to ESD incorporating comprehensive research, collaboration, evaluation, cost benefit analysis and benchmarking.
83. The DWC design will meet or exceed Council's strategic environmental objectives and Sustainable Building Policy requirements and will deliver a highly efficient and sustainable aquatic facility.



84. A summary of key ESD features is provided below.

- 5 Star Green Star minimum rating (demonstrating *World Leadership*) based on current design documentation. However, the final rating will be dependent on the certification process facilitated by the Green Building Council which is fully independent.
- All electric facility (no natural gas) that includes a centralised plant that optimises energy efficiency.
- Net zero carbon emissions through a fully electric building powered by on site solar PV panels (maximised on roof) and grid powered electricity supplied by VECO green electricity contract.
- On-site power generation, with 1270 solar PV panels (570kw array) producing approximately 648MWh of energy per year (equivalent to 72 average Victorian homes).
- Passive building envelope with a 22% higher thermal efficiency compared to the same design built to minimum energy efficiency provisions (and 12% higher than Council policy requirements).
- Best practice indoor environment quality incorporating access to daylight, views, glare reduction, quality acoustics, low toxicity finishes and quality air control and circulation through use of outside air. (Pool halls have 100% fresh air intake to maximise user comfort and minimize corrosion)
- Pool halls and dry areas all have heat recovery systems to optimise energy efficiency and reduce operational cost.
- Water efficient design incorporating at 75,000kL tank for rainwater capture and re-use, efficient water fixtures and fittings, drought tolerant landscape and ultrafiltration pool water treatment system (using 25%-30% less water than traditional sand filters).
- Provision of EV charging infrastructure, bicycle parking, lockers, showers and public transport connections.
- Intelligent Building Monitoring System (BMS) for monitoring and control of building systems.
- Provision of future proofing initiatives including spatial allocation for future battery storage infrastructure, connection facilities for backup generators and inground infrastructure to expand EV charging to 70 additional car parking spaces.
- Climate resilient design features identified for integration into the design and operation of the building in accordance with Green Star credit criteria.
- Building material life cycle analysis that identified low embodied carbon building material options

Community Consultation

Stakeholder Engagement

85. The planning and design of the DWC has involved extensive community and stakeholder consultation, which has been undertaken in accordance with Council's Community Engagement Policy under the *Local Government Act 2020* and Council's Community Engagement Planning Framework.



86. The project has involved over 2,400 engagements over four (4) separate rounds of consultation, which has helped shape and inform the planning and design of the new centre. Each round of consultation included a range of engagement activities that were broadly promoted and involved the preparation of detailed Consultation Outcomes Reports.
87. The first two (2) rounds of community consultation were undertaken as part of the Aquatic Strategy (2019) and involved 1,570 responses / engagements.
- The first round of consultation (undertaken in late 2017) involved over 1,000 responses and provided valuable information about usage patterns, barriers to participation, features to encourage greater use and site preferences (involving three (3) different options). These results found strong support for a new aquatic centre at Mills Reserve in Dandenong (to replace Dandenong Oasis) and helped guide the development of the draft Strategy and associated recommendations.
 - The second round of consultation was undertaken in mid-2019 to seek feedback on the draft Strategy, with a focus on the proposed mix of facility components and involved over 570 responses (in addition to a late petition with 761 signatures). Consultation results found a high level of support for the Strategy, with the exception of the recommendation for a 25m 10 lane pool, which was met with opposition and found strong support for a 50m 8 lane pool.
88. The design process involved two (2) additional rounds of community consultation, resulting in 580 responses / engagements.
- Community consultation was undertaken from 4 July to 29 August 2021 to seek resident's views about how to make the DWC welcoming and accessible to people of all ages, abilities and cultural backgrounds. A total of 444 engagements / responses were recorded which demonstrated strong support for the project and provided valuable information to help inform the draft design.
 - A further round of community consultation was undertaken from 17 November to 15 December 2021, in which the draft design was placed on public exhibition and promoted to the community. A total of 136 responses were received, which found overall support for the draft design and continued community support for the project.
89. Extensive stakeholder engagement has been undertaken as part of the above-mentioned consultation process, in addition to the targeted engagement of key stakeholders through the DWC Partnership Investigation (2020) and Business Case (2021). A summary of stakeholders consulted through these processes are listed below.
- Dandenong Oasis user groups including Otters Swim Club, Greater Dandenong Table Tennis Association, Healthy Movement Exercise Physiology (tenant) and regular users. (Note: Despite mixed feedback from Otters Swim Club representatives, the DWC design has been acknowledged as responding to their key needs through the provision of a room for club activities, dedicated club storeroom, spectator seating for 150+ and capacity for 25m and 50m training and competition.)
 - Mills Reserve user groups including Greater Dandenong Warriors Hockey Club, Hockey Victoria and the Afghanistan Sports and Social Club.
 - Advisory groups including the Disability Advisory Committee, Multicultural and People Seeking Asylum Committee, Positive Aging Advisory Committee and Children's Advisory Group.
 - Bunurong Land Council (initial consultation re: potential opportunities such as public art, signage, naming, site / landscape for further discussion and resolution.)
 - Sport and Recreation Victoria, Department of Health and Human Services and neighbouring LGAs.



- Health Providers including Monash Health, South East Melbourne Primary Health Network and local agencies.
- Education Providers including SEDA, Chisholm Institute, Federation University and local schools.
- Health Provider Network comprising local health and community agencies.
- IRG members including former and current operators (YMCA and SEL), Life Saving Victoria, Sport and Recreation Victoria, and leading aquatic centre operators.
- Focus groups including Young Leaders Group, Children's Advisory Group (as above) and an Afghani Women's Group.

Links to Community Vision, Council Plan, Strategy, Notice of Motion

90. This report is consistent with the following principles in the Community Vision 2040:

- Safe and peaceful community.
- Sustainable environment.
- Mind, body and spirit.

91. This report is consistent with the following strategic objectives from the Council Plan 2021-25:

- A socially connected, safe and healthy city.
- A city that respects and celebrates diversity, our history and the arts.
- A city of accessible, vibrant centres and neighbourhoods.
- A green city committed to a sustainable future.
- A city that supports entrepreneurship, quality education and employment outcomes.
- A Council that demonstrates leadership and a commitment to investing in the community.

92. The planning, design, and development of the DWC is guided by a number of Council strategies and policies, which include:

- Aquatic Strategy (2019) which recommends the development of a new aquatic and wellbeing centre to replace Dandenong Oasis and outlines the recommended facility components and guiding principles for the project.
- Make Your Move Greater Dandenong Physical Activity Strategy 2020-2030 highlights the importance of physical activity and the need to create environments that encourage and support our community to be physically active (Strategy 4).
- Sustainable Buildings Policy (2020) and Climate Emergency Strategy and Action Plan (2020-2030) which prescribes the best practice approach to environmental sustainability in major facilities.



Legislative and Policy Obligations

93. This report has considered Council's legislative and policy obligations (where applicable) as outlined in the Report Considerations section detailed in the front of this Agenda. The applicable obligations considered and applied are:

- 53. The Overarching Governance Principles of the *Local Government Act 2020*

94. Section 9 of the *Local Government Act 2020* states that a Council must in the performance of its role give effect to the overarching governance principles.

95. The planning and design of the Dandenong Wellbeing Centre has considered the requirements of the *Local Government Act 2020* and overarching governance principles.

This has included:

- Consideration of community need and impacts in relation to the development of a new aquatic and wellbeing centre, which has involved extensive community consultation to help inform the planning and design of the Centre. Additionally, Council has collaborated with a broad range of stakeholders including representatives from the Victorian Government, other LGAs and industry professionals to ensure the provision of a best practice facility.
- Alignment with Council's Community Vision and Council Plan and other relevant strategies including the Aquatic Strategy (2019), Climate Emergency Strategy and Action Plan (2020-2030) and Sustainability Policy (2020).
- Transparent processes as demonstrated through the public exhibition (and promotion) of the draft DWC design in late 2021, which followed the public exhibition of the Aquatic Strategy in 2019.
- Consideration of the project on Council's capital and operational budgets, as outlined in Financial Implications.
- A targeted focus on the provision of equitable and accessible programs, services and facility components within the DWC, that respond to the unique needs of the Greater Dandenong community (as identified through detailed planning and consultation) and seek to maximise community benefit.

The Gender Equality Act 2020

96. The *Gender Equality Act 2020* came into operation on 31 March 2021 and requires councils to take positive action towards achieving workplace gender equality and to promote gender equality in their policies, programs and services.

97. Council's Diversity, Access and Equity Policy and the *Gender Equality Act 2020* have been considered in the preparation of this report due to the significant impact that the DWC will have on the community. Furthermore, a Gender Impact Assessment has been undertaken as part of the design process to ensure the provision of inclusive and welcoming spaces for the whole community, in accordance with project's vision of 'more people, more active, more often' and guiding / design principle to "maximise equity and access".

98. Greater Dandenong has low levels of participation compared to other municipalities in Victoria, and participation levels amongst females are of particular concern. DWC planning and design processes have therefore involved targeted consultation in an effort to understand and minimise barriers to participation and create welcoming and user-friendly spaces, particularly for non-traditional aquatic centre users and those at greatest socioeconomic disadvantage (i.e. special needs groups, multi-cultural groups, females, older adults etc.).



99. The results from this consultation have been used to inform the design process and have led to a range of unique features within the centre such as:

- Capacity to isolate one (1) of two (2) warm water pools for women's only swimming and / or programs for special needs groups.
- A fourth program room for flexible programming i.e. women's only classes, pilates, cultural dance classes etc.
- Separation of active and passive areas to minimise intimidation.
- Enhanced levels of privacy by limiting views into the pool halls and providing more cubicles in the changerooms (as opposed to open change areas).
- Extensive amenity / changeroom offering including family change rooms, male, female, all gender, accessible, changing places and group change facilities.
- A multi-purpose room that is compliant for occasional care.
- Allied health facility with the capacity to offer range of services i.e. physiotherapy, dietician, women's health, exercise physiology, psychology etc.
- Other facilities such as a breastfeeding / parent's room and quiet / prayer room.



AQUATIC STRATEGY

FINAL REPORT

SEPTEMBER 2019



AQUATIC STRATEGY
CITY OF GREATER DANDENONG
September 2019

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Aquatic Strategy
City of Greater Dandenong

Executive Summary

The Aquatic Strategy has been prepared to guide future aquatic and leisure facility provision in the City of Greater Dandenong.

The Strategy has been developed in response to detailed research, consultation and analysis and in accordance with the following strategic framework.

Vision: *More people, more active, more often.*

Guiding Principles:

- *Enhancing community health and wellbeing.*
- *Maximising equity and access.*
- *Facilitating Social Connection.*
- *Providing High Quality Facilities.*
- *Creating Financially Sustainable Outcomes.*

The study was originally intended to address the feasibility of the new Dandenong Oasis, however extensive research and consultation identified the need for a municipal wide approach to aquatics provision.

The Aquatic Strategy therefore considers both of Council's aquatic centres – Dandenong Oasis and the Noble Park Aquatic Centre (NPAC) – in response to identified community need and in order to determine the best solution for aquatic and leisure facility provision in Greater Dandenong into the future.

1. Municipal Overview

Greater Dandenong is serviced by two aquatic and leisure centres that provide a range of facilities and services for the community.

Existing Facilities

Dandenong Oasis

Dandenong Oasis is located on the corner of Heatherton and Cleeland Roads in Dandenong in the Mills Reserve. The Centre opened in August 1977, was extended in 1981 with an exhibition hall and then subsequently redeveloped in 1991. Dandenong Oasis consists of a range of facilities including:

- Indoor 50m pool, small hydrotherapy pool (75m² approximately), toddler's pool, recreational pool, spa and sauna.
- Small gymnasium, program room, squash courts, crèche and table tennis area.
- Reception, cafe, two of both female and male change rooms, small disabled / special needs change room.

NPAC

NPAC is located at 9 Memorial Drive in Noble Park within the Ross Reserve and was redeveloped in 2012. Facility components include the following:

- Outdoor 50m pool, water slide, leisure water area and indoor program / leisure pool.
- Multi-purpose rooms suitable for group training and meetings, cafe, change rooms and accessible change rooms.

Aquatic Strategy
City of Greater Dandenong

Strategic Context

Aquatic and leisure centres are an important community resource that make a significant contribution to the health and wellbeing of the community.

The Greater Dandenong Council Plan identifies 'health and wellbeing' as a key priority in achieving the vision for a 'safe, vibrant city of opportunity for all – to visit, work, live and play'. The Plan aims to achieve this through increasing community participation in physical activity through leisure and recreation services and by providing quality and affordable community facilities to enable effective programs and activities for all.

Council's 'Community and Wellbeing Plan' also highlights the importance of maximising access to health and wellbeing services and improving the quality of opportunities that are available to all members of the community.

Community Profile

Greater Dandenong encompasses an area of 129 square kilometres in Melbourne's south-east, approximately 35km from Melbourne's CBD. The estimated residential population of Greater Dandenong was 164,148 people in 2017 and is expected to reach 201,000 by 2027, with major growth areas including Dandenong (+12,037), Sandown (9,822) and Noble Park (7,339).

Greater Dandenong is the most culturally diverse community in Victoria, comprised of residents from over 160 different birthplaces. Over half (64%) of the population were born overseas, with 52% from nations where English is not the main spoken language, double the Melbourne metropolitan average of 26%.

Consideration of Greater Dandenong's unique demographic characteristics is critical to determining the ultimate provision of facilities that respond to the community's diverse needs.

2. Current Situation

Facility Constraints

Dandenong Oasis is in excess of 40 years old and no longer adequately caters for the needs of the community. When compared to a contemporary aquatic and leisure facility the overall design of the Centre is poor, as demonstrated by the following limitations:

- The warm water / hydrotherapy pool is approximately 70m² compared to contemporary facility with a pool size of at least 260m².
- General accessible design is poor with no ramps into the warm water pool or 50 metre pool, absence of quality special needs and family change rooms, no lift to the gymnasium on level one.
- Change room options are limited and when compared to a contemporary design, Dandenong Oasis does not cater well for school and other groups, families, gymnasium members, special needs individuals and CALD groups.
- Dandenong Oasis is a relatively older design with a large building footprint, it also has a large water volume including a deep 50 metre pool. This results in an inefficient building design with a high energy usage and cost to operate.
- The performance of the core business areas of the gymnasium, learn to swim area, retail and cafe are all constrained by quality, size and / or location. This has a detrimental impact on participation levels and also financial performance contributing to the need for a high Council financial subsidy.

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- The age and general condition of the building creates a requirement for significant ongoing maintenance at a larger cost to Council and an inconvenience to the operation of the facility.

NPAC is in very good condition but is currently underutilised, with low levels of attendance recorded, which may be attributed to the limited range of facilities available. The Centre has significant capacity to accommodate increased usage, particularly due to its location in the population centre of Greater Dandenong and proximity to future growth areas.

The recent elevation of the adjacent train line has contributed to enhanced access to the facility for western suburb residents and also a plan to further activate the broader Ross Reserve precinct as a community hub has been implemented.

Attendance and Participation

Both Dandenong Oasis and NPAC have low attendance levels, with 509,000 visits recorded at Dandenong Oasis in 2016/17 and 184,000 recorded at NPAC over the same period. An analysis of attendance data highlights the following key findings:

- Dandenong Oasis had 3.1 visits per head of the residential population while NPAC had 1.1 visits per head of the residential population.
- Combined participation levels are at least 25% lower than the average experienced in other municipalities (6.6 visits per head of population).
- The highest participation rates by suburb are from Dandenong, Dandenong North and Noble Park residents.
- The lowest participation levels are from Noble Park North, Springvale and Springvale South.
- Eastlink is a barrier for movement west to east and east to west in the municipality and this impacts on visitation numbers at both facilities.
- Approximately 64% of Dandenong Oasis users reside in Greater Dandenong, with 21% living in the City of Casey. By comparison, 82% of NPAC users reside in Greater Dandenong, which is most likely due to NPAC's location within the population centre of the municipality, and the relatively limited range of facilities.

Both Dandenong Oasis and NPAC incur significant operational losses and require ongoing and increasing subsidies from Council. This is in part due to low attendance numbers in addition to limited revenue generating opportunities and high operational costs. The financial performance of both these facilities is worse than available industry performance benchmarks.

3. Consultation (Round One) and Research

Community Consultation Results

Extensive community consultation has been undertaken about Greater Dandenong's aquatic facilities (including over 1,000 completed surveys) which identified the following key findings:

- The development of a new Dandenong Oasis / aquatic and leisure centre is very important to the community.
- The age, poor condition / quality and accessibility (to and within) of Dandenong Oasis are key barriers to use (for users and non-users).
 - Change room facilities are a primary concern, specifically, there are not enough change rooms, showers and toilets to cater for demand; poor condition, size and standard of facilities, lack of accessible and family change rooms and the need for separate change facilities for school groups.

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- Cost of usage is an issue for users and non-users, which is not unexpected given the socio-economic profile of the community.
 - Lack of facilities for families, children and young people is also a key concern and is a key aspect that would encourage greater future use. (Water play, water slides, dive boards, wave pool, learn to swim facilities, and family change rooms were raised repeatedly throughout the consultation program).
- The provision of free and readily available car parking is important to existing users, to help make the Centre more accessible.
- More hydrotherapy / warm water rehabilitation space is the number one improvement that is likely to encourage people to use a new Centre.
- An analysis of facility preferences by age cohorts specifically highlighted that:
 - The provision of a warm water pool was of high importance for all age cohorts over the age of 50 years.
 - Water play was identified as important for parents, as presented by people aged 25 to 49 years.
 - Facility preferences for the 12 to 24 year age groups included quality gym areas, group fitness rooms, lap swimming, improved learn to swim area and water play.
- A new or redeveloped Dandenong Oasis will need to be a place for health and fitness, and a place for fun and entertainment.
- The existing site (Mills Reserve) was the strongly preferred site by current CoGD resident Oasis users (67.5%) and moderately preferred by non-users from CoGD (34.4%, which was the highest preferred response).

Industry Consultation and Benchmarking

Consultation with a range of stakeholders including other local government authorities identified a number of key findings:

- A review of aquatic and leisure centre redevelopments in Victoria highlights that annual visitation numbers increased by an average of 40% post redevelopment. Overall the total annual visitation numbers for the 11 facilities increased from 4.5M to 6.4M per annum.
The indicative capital cost of five major aquatic and leisure facilities was between \$56.9M to \$62.0M (current day values).
- A review of industry design trends indicates that over the past five years, there has been significant development and renewal of aquatic leisure centres nationally. These developments are in direct response to: ageing assets, the changing needs of users and the provision of health and leisure activities for individuals, groups and families.
Key design elements include: the provision of dedicated learn to swim pools, inclusion of water play, development of warm water pools and wellness areas, enhanced universal design, range of size of change room options, improved group and social spaces and enhanced environmentally sensitive design (ESD).
- A detailed review of car parking provision identifies an average of 320 car parking spaces being provided at existing aquatic and leisure centres, with 92% of users citing 'car' as their mode of transport. (However, many centre managers noted that car parking was under provisioned.)

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4. Future Directions

Coordinated approach to aquatics provision in Greater Dandenong

A coordinated, municipal wide approach to aquatics provision is proposed in Greater Dandenong in order to maximise equity and access, provide financially sustainable outcomes and cater for the diverse needs of our unique community.

More specifically, the Aquatic Strategy identifies the ongoing need for:

Two complementary aquatic and leisure centres that provide the following primary functions into the future:

The Dandenong replacement facility to be a multi-purpose offering all year-round services with a focus on: allied health, passive activity, education, fitness and wellness and in particular for special needs and targeted groups.

NPAC to be a family friendly facility offering all year-round services with a focus on: leisure, recreation and fitness, sport-based usage (e.g. swim club competitions and school carnivals) and summer activities.

Rationale for two aquatic and leisure centres:

- The majority of residents live within 5km of Dandenong Oasis and NPAC, with most living within 3km – which is widely considered to be acceptable catchment for such facilities.
- Industry benchmarking indicates that two aquatic leisure facilities in Greater Dandenong is consistent with the level of provision in other municipalities. The analysis indicates that Greater Dandenong has one aquatic and leisure facility per 80,476 residents while the municipalities have a similar provision level with one aquatic and leisure facility per 75,247 residents. It should also be noted that Greater Dandenong is geographically smaller (129km²) than the average of benchmarked municipalities (177km²).
- Eastlink acts as a barrier to east-west movement which reinforces the importance of both Dandenong Oasis and NPAC to maximise access to residents from throughout the municipality.
- Both existing centres have significant unmet potential, as evidenced by the low attendance / participation numbers that are currently being experienced.

Rationale for complementary facilities and services:

- Dandenong Oasis and NPAC are located within 4.2km of one another highlighting the need to complementary facilities and services that cater for the community's diverse needs.
- Complementary facilities will create financially sustainable outcomes, by avoiding the unnecessary duplication of resources (i.e. capital funding) and improve the operational performance of both Centres.

New Dandenong Aquatic and Leisure Centre

That a new aquatic and leisure centre be developed to replace the existing Dandenong Oasis.

Rationale:

- Dandenong Oasis is in excess of 40 years old and no longer adequately caters for the needs of the community as evidenced by low attendance numbers (509K in 2016/17).
- When compared to a contemporary aquatic and leisure facility, the overall design of the Centre is poor, as evidenced by:
 - Small warm water pool (70m²), learn to swim pool and gymnasium (300m²) which limits access and participation.
 - Lack of facilities for families i.e. water play, family change rooms.
 - Deep 50m pool with no boom, which limits programmability.
 - Poor accessibility with no ramps to the warm water pool or 50m pool, absence of quality special needs change rooms, no lift to gymnasium (level 1).
 - Limited change room options for schools and other groups including families, gymnasium members, special needs individuals and CALD groups.
- Aging infrastructure requires a high and increasing level of resources to operate and maintain. Additionally, the building footprint is large and efficient, requiring high energy usage and running costs.
- The performance of the core business areas of the gymnasium, learn to swim area, retail and cafe are all constrained by quality, size and / or location. This has a detrimental impact on participation levels and also financial performance contributing to the need for a high Council financial subsidy.
- There is a high level of community support for a new aquatic and leisure centre (as per consultation results) and general acceptance that the existing facility is at the end of its useful life.

That Greater Dandenong provide one 50m pool for the municipality, with the new Dandenong facility comprising a 25m (10 lane) pool, in addition to a range of complementary aquatic and leisure facility components.

Proposed facilities components to include:

- ***25m 10 lane pool.***
- ***Two (2) warm water pools.***
- ***Learn to swim pool.***
- ***Leisure pool / water play.***
- ***Spa, sauna and steam room.***
- ***Gymnasium.***
- ***Program / group fitness rooms (3).***
- ***Amenities – café, meeting room, crèche, change rooms etc.***

In determining the future facility components for the Dandenong replacement facility, careful consideration has been given to a range of factors including: contemporary facility design, current Oasis facilities, the strategic framework, general need and community feedback. The following rationale is provided for the proposed facility components, namely the recommendation for a 25m (10 lane) pool, as opposed to a 50m pool.

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- Results in better community outcomes by providing multiple water bodies that respond to identified community need and maximise programming opportunities. The increased provision of warm water and shallower water is far more appropriate for: allied health, passive activity, education and wellness and in particular for special needs and targeted groups.
- Results in industry leading service provision:
 - The 25m pool is proposed to have 10 lanes, making it one of the largest (if not the largest) 25m pool in Australia.
 - The provision of two warm water pools would make the facility the only community facility in Australia with two warm water pools (to be best of the consulting team's knowledge), catering for both casual use and group bookings and resulting in an exceptional level of accessibility.
- Responds to community demand, with consultation results indicating that the highest priority areas are the provision of warm water pool/s and water play areas.
- A 25m pool is not currently provided for in Greater Dandenong and this provision creates a point of difference with the 50m pool at NPAC resulting in increased program diversity across the municipality.
- The NPAC 50m pool is only 4km from Dandenong Oasis / Mills Reserve, is in very good condition, open all year round and suitable / easily accessible for carnivals, swim club events and lap swimmers. (There is also a seasonal outdoor heated 50m pool in Doveton, approximately 4.5km away.)
- When compared to 23 other municipalities, Greater Dandenong has a significantly higher level of 50m pool provision with one 50m pool per 65km² compared to a benchmark of one 50m pool per 113km².
- Responds to current issues / situational analysis:
 - Oasis management has advised that the extensive deep water (associated with the existing 50m pool) requires a high level of supervision particularly given the cultural diversity and limited swimming skills amongst some residents.
 - The temperature of the existing pool is set at 29-30 degrees in response to community demand, however, this is not conducive to high intensity lap swimming, which suggests that usage is more likely to be recreational in nature.
 - The existing 50m pool currently receives low levels of use (1 user per 11m² at peak usage) and recreational swimming income accounts for only 7.6% of total income.
 - The majority of current 50m pool users (60%) are recreational users, as opposed to 'lap swimmers' (based on a head count over an 18 day period). Based on current usage, it is anticipated that many existing recreational users would utilise the proposed warm water pools, freeing up capacity in the main pool.
- The consolidation of one 50m pool in the municipality would result in increased patronage at NPAC, contributing to improved utilisation and financial performance.
- There is a reduced building footprint requirement associated with the 25m pool (compared to a 50m pool), resulting in:
 - Capital cost savings for a new development (approximately \$8 million).
 - Reduced impact on site, maximising open space provision and design options.
 - Reduced impact on carbon footprint and other ESD factors related to energy consumption.
 - Reduced operational costs i.e. utilities, staff costs (estimated at \$201K per annum which would result in a net saving).

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- The additional cost of a 50m pool could compromise the delivery of the full Aquatic Strategy with the development of NPAC being of high importance to accommodate differing future needs (e.g. families), demands (e.g. population growth) and catchment (i.e. including central and eastern parts of the municipality).
- A benchmarking review of 50m pools with operable booms indicates that they operate as two 25m pools for the vast majority of available time. As an example, a review of the 50m pool at PARC Frankston indicates that it is only set in 50m mode on weekday mornings before 8am and is reconfigured as two 25m pools at all other times. In a standard week this equates to 15 hours (14%) of 50m set up and 84 hours (86%) of two by 25m set up.

Summary of proposed redevelopment:

- Indicative cost estimate: **\$46.1 million** (refer detailed costings report for assumptions).
- Design option: The preliminary design for the Dandenong replacement facility is provided on a following page, however it is recommended that the design be further refined as part of a future design development process.
- Cost Exclusions: No allowance has been made for table tennis and further planning will need to be undertaken in conjunction with the Greater Dandenong Table Tennis Association and as part of the proposed Mill Reserve Master Plan.
- Projected operational outcomes:
 - Visitation numbers to increase by 247,000 or 49% per annum, resulting in increased participation and health and wellbeing outcomes.
 - Significant financial improvements, with annual income to increase by 71% or \$2.5 million, resulting in a net saving of over \$1,182,000 per annum (compared to Dandenong Oasis 2017/18 performance).

That the future Dandenong aquatic and leisure centre be located in Mills Reserve.

Rationale:

- The community has strong preference for the existing Mills Reserve site, with 67% of current resident Oasis users and 34% of resident non-Oasis users preferring this site over the other site options (Dandenong Market and Stage 8 / Railway Sites).
- The Mills Reserve site is significantly larger than other potential site options, providing flexibility for the design solution and future proofing.
- The 3km residential catchment population for Mills Reserve is 53,000, which is greater than other site options and hence, will maximising access for CoGD residents.
- The site is easily accessible via private and public transport.
- There is a relatively lower risk with the Mills Reserve site as it is a greenfields site and has no critical siting relationships.
- It is expected that Oasis would continue to operate through the construction period ensuring service continuity.
- The proximity of the site to a medical and health precinct, presents opportunities for an aligned function and partnerships (e.g. community health and well-being).
- The capital cost to develop the facility at Mills Reserve is over \$20M lower than other options, due to the site being unconstrained and the ability to utilise existing parking
- The lower capital cost allows for the delivery of the whole Aquatic Strategy, including the NPAC future works which is critical to maximising municipal wide community benefit.

NPAC Redevelopment

That NPAC be redeveloped into the future to include an expanded range of year-round services.

Proposed improvements / facility components include

- ***Expanded indoor pool hall:***
 - ***Dedicated learn to swim pool***
 - ***Enclosure of water play / leisure water***
 - ***Spa, sauna and gymnasium.***
 - ***Redeveloped program pool***
- ***Health and wellness gymnasium***
- ***Enhanced accessible change rooms***

Retention of 50m pool as an outdoor pool (short to medium term) and reassess the potential future enclosure of pool as a long term option.

- Noble Park is the population centre of the municipality with approximately 77,000 residents living within 3km of NPAC, and with significant future growth projected within the area.
- NPAC has very low utilisation levels (183K in 2016/17), which can be attributed to the limited range of facilities and year-round accessibility / appeal of the Centre.
- Residents from Greater Dandenong's western and southern suburbs (i.e. Springvale, Springvale South and Keysborough) have particularly low levels of participation, with Eastlink noted as a barrier to east-west movement in the municipality.
- Limited revenue streams (i.e. small learn to swim pool, lack of gymnasium) contribute to the overall poor financial performance of the Centre.
- The existing building has the capacity to be easily extended, without compromising the surrounding parkland.
- An expanded NPAC would complement the Ross Reserve sport and recreation precinct which is easily accessible via private and public transport.
- The proposed redevelopment would complement with the proposed Dandenong aquatic and leisure centre.

Summary of proposed redevelopment:

- Indicative cost estimate: **\$20.7 million** (refer detailed costings report for assumptions).
- Projected operational outcomes:
 - Visitation numbers to increase by 110% or 202K per annum, resulting in increased participation and health and wellbeing outcomes.
 - Significant financial improvements, with annual income to increase by 130% or \$1.8 million, resulting in a net saving of over \$400K per annum (compared to 2017/18).
- Design option: The preliminary design of a redeveloped NPAC is provided on the following page, however it is recommended that the design be further refined as part of a future design development process. (Note that the red outline is the current indoor building footprint.)
- Exclusions: The option to enclose the 50-metre pool has been examined, however is not recommended at this time due to the ongoing need for NPAC to accommodate school carnivals / competitions and cater for summer and recreational use. An outdoor pool increases diversity and creates a point of difference to the Dandenong Oasis and NPAC indoor water spaces. (The estimated cost to enclose the 50m pool is \$9.4 million.)

5. Benefits of Proposed Directions

The key outcomes and benefits of the proposed future directions are summarised below:

- A coordinated, municipal wide solution to aquatic and leisure facility provision that delivers greater access to facilities and services and maximises community benefit.
- Provision of contemporary industry leading aquatic and leisure facilities, tailored to meet needs of Greater Dandenong's unique community.
- Increased patronage, participation and health and wellbeing outcomes, with visitation numbers projected to increase by over 65% or 450,000 over both facilities, exceeding 1.14 million visits per annum.
- Enhanced efficiency and financial performance at both facilities, with an annual net saving of approximately \$1.5 million projected (compared to 2017/18 operational performance), resulting in more sustainable facilities.
- Provision of facilities that respond to the identified needs of the community (i.e. by incorporating resident facility preferences) and providing greater year round access to a range of services.
- Complementary facility provision that ensures the effective use of resources and provides a wide range of facilities and services for Greater Dandenong's diverse community.
- Lower capital costs options associated with the preferred site and preferred mix facility components allows for the delivery of the 'whole' aquatic strategy (i.e. Dandenong and NPAC), thereby maximising benefit across the municipality.
- Provides a low risk site option for the Dandenong Oasis replacement facility (Mills Reserve), which is easily accessible and meets residents identified site preference
- Provide partnership / funding opportunities for the delivery of the Dandenong Oasis replacement facility (i.e. co-location in a medical and health precinct.)
- Adheres to the guiding principles for aquatic and leisure facility provision and realises the vision of **'more people, more active, more often'**.

6. Consultation (Round Two)

As part of developing the Greater Dandenong Aquatic Strategy a second-round consultation process was undertaken. In addition to seeking general comments about the draft recommendations, the consultation focused on the proposed mix of facilities across Council's two aquatic and leisure centres, namely:

- The main pool size at the proposed Dandenong aquatic and leisure centre (25m v 50m).
- The potential to retain or enclose the existing outdoor 50m pool at NPAC.

Over 570 responses to the draft Aquatic Strategy were noted across all consultation opportunities and the key feedback outlined below.

Key Feedback

In relation to the proposed Dandenong Aquatic and Leisure Centre direction there was:

- Overwhelming preference for a 50m pool (as opposed to a 25m pool).
- Support for the Mills Reserve site.
- Overall support for a new Centre.
- Support for the following elements: a warm water pool, facilities for families and children, health and fitness facilities and the inclusion of universal design elements.

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In relation to the proposed NPAC direction there was:

- A preference to retain the existing 50m pool as an 'outdoor' pool.
- Strong support for the expansion of the indoor pool hall (including a program pool, spa, sauna, steam and the ability to cater for learn to swim).
- Support for a gymnasium.
- Feedback highlighting that any development should be done with consideration to Ross Reserve including a coordinated approach to car parking, lighting, security and access to adjoining facilities.

7. 50m Pool Option Implications

If a 50m 8 lane pool was to be incorporated into the proposed Dandenong Aquatic and Leisure Centre it would replace the 25m 10 lane pool that was included into the design option previously outlined. The approximate cost associated with the development of a 50m 8 lane pool option at Mills Reserve is \$54.4M plus the costs associated with the exclusions identified.

Based on the analysis undertaken, the following key differences are identified between a 50m 8 lane and a 25m 10 lane pool option at Mills Reserve:

- Increased capital cost, with the 50m 8 lane pool option costing approximately \$8.3M more than a 25m pool option (\$54.4M versus \$46.1M plus exclusions).
- Increased building footprint of approximately 825 square metres for the 50m pool option, compared to the 25m pool option contributing to greater site impact and loss of open space.
- Increased operational subsidy associated with additional utilities and staff requirements (estimated at \$201K per annum).
- Increased carbon footprint and energy consumption.
- Potential need for a staged implementation program for the delivery of the full Aquatic Strategy (i.e. proposed Dandenong centre and proposed NPAC redevelopment).

8. Summary of Recommendations

Based on the extensive research, consultation and analysis undertaken, the key recommendations for the Greater Dandenong Aquatic Strategy are as follows:

1. That the City of Greater Dandenong provide two complementary aquatic and leisure centres that provide the following primary functions into the future.
 - a. The Dandenong replacement facility to be a multi-purpose aquatic and leisure facility offering all year-round services with a focus on: allied health, passive activity, education, fitness and wellness and in particular catering for special needs and targeted groups.
 - b. NPAC to be a family friendly facility offering all year-round services with a focus on: leisure, recreation and fitness, sport-based usage (e.g. swim club competitions and school carnivals) and summer activities.
2. That a new aquatic and leisure centre be developed to replace the existing Dandenong Oasis.
3. That the new Dandenong facility comprise a range of complementary aquatic and leisure facility components.
 - a. Proposed facility components to include:

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- i. 25m 10 lane pool.* (refer below)
 - ii. Two (2) warm water pools.
 - iii. Learn to swim pool.
 - iv. Leisure pool / water play.
 - v. Spa, sauna and steam room.
 - vi. Gymnasium.
 - vii. Program / group fitness rooms (3).
 - viii. Amenities – café, meeting room, crèche, change rooms etc.
- 4. That the future Dandenong aquatic and leisure centre be located in Mills Reserve.
- 5. That NPAC be redeveloped into the future to include an expanded range of year-round services.
 - a. Proposed improvements / facility components:
 - i. Expanded indoor pool hall:
 - Dedicated learn to swim pool.
 - Enclosure of water play / leisure water.
 - Spa, sauna and steam room.
 - Redeveloped program pool.
 - ii. Health and wellness gymnasium.
 - iii. Enhanced accessible change rooms.
 - b. Retention of 50m pool as an outdoor pool (short to medium term) and reassess the future enclosure of the pool as a long term option.

*** Alternate Option – 50m 8 Lane Pool at Mills Reserve**

Based on the second round consultation feedback, Council may consider an alternate option of providing a 50m 8 lane pool (including a boom or swim wall), rather than a 25m 10 lane pool, at Mills Reserve.

This consideration however should be balanced against the associated implications including: an additional capital cost of at least \$8.3M, an additional operational subsidy estimated at \$201K per annum, an increased building footprint and associated loss of open space and a potential staged implementation of the full Aquatic Strategy (i.e. proposed Dandenong centre and proposed NPAC redevelopment).

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Part A – Background and Research

1 Introduction

The Aquatic Strategy has been prepared to guide future aquatic and leisure facility provision in the City of Greater Dandenong.

Initial Project Brief

The Dandenong Oasis (or the Centre) was originally opened in 1977 and underwent redevelopment in 1981 with the construction of an exhibition hall (predominately used for table tennis) and further significant upgrades in 1991 and 2003. While asset renewal works have continually been undertaken, many facility components are nearing the end of their service life. The ageing infrastructure together with escalating operational costs and declining attendance figures highlights the increasing need to progress planning for a new aquatic and leisure centre; to better cater for the health and wellbeing of the community.

As a result, the City of Greater Dandenong (CoGD) has identified the need for a new aquatic and leisure facility to replace the ageing Dandenong Oasis by:

- Undertaking a major redevelopment of the existing facility; or
- Developing a new Centre for Greater Dandenong and the surrounding region.

A detailed feasibility study was required to determine the preferred option / site, ultimate mix of facility components, capital costs and forecast operational performance of the proposed Centre. Dandenong Oasis is one of two aquatic centres in Greater Dandenong that services the diverse needs of the community. The Centre is recognised as Council's premier indoor aquatic facility and is complemented by the Noble Park Aquatic Centre (NPAC) which primarily provides outdoor aquatic opportunities.

A detailed analysis of CoGD's aquatic facilities was undertaken in 2008 (as part of the Aquatic Redevelopment Options Report) which recommended that Council "endorse Dandenong Oasis as the prime indoor aquatic facility and NPAC as a significant outdoor seasonal facility and commit to the redevelopment of both facilities". The NPAC underwent a major redevelopment in 2012 and the development of a new Dandenong Oasis is now a high priority for Council.

The need to plan for a new Dandenong Oasis was recognised in Council's Sport and Recreation Strategy; Activate 2014-19 (Strategic Action 2.5) which recommended to undertake the next planning phase for Dandenong Oasis including interim actions, schematic and detailed designs, capital cost estimates, business planning and management models. This recommendation led to the development of a 'Future Directions Paper' in 2015, which examined limitations with the existing facility and included a preliminary analysis of potential future sites for the future Dandenong Oasis including:

- Existing site at Mills Reserve.
- Central Dandenong Market Precinct as part of an integrated community services hub.

These potential site options were deemed to be suitable for a regional aquatic and leisure centre, with the need for more detailed planning recommended to confirm the preferred site.

A master plan for the 'Central Dandenong Market Precinct' was undertaken in 2015/16, which identified sufficient space for an aquatic, leisure and community services hub (and associated car parking etc.) on landholding adjacent to the Dandenong market.

In 2016, a third Council-owned site was proposed for consideration by Councillors, being 'Metro Village Stage 8', located south of the Dandenong Railway Station within a Comprehensive Development Zone.

Detailed planning is therefore required to further investigate and determine the most appropriate site for the future Dandenong Oasis, to best service the needs of Greater Dandenong and surrounding region. The aim of this project is to provide clear direction for the future Dandenong Oasis including:

- The preferred site.
- Ultimate mix of facility components.

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- Capital costs and forecast operational performance.
- Preferred management model.

Revised Project Brief

In undertaking extensive research for the initial Dandenong Oasis feasibility project scope, it was identified that the function of NPAC was also critical in meeting longer-term Greater Dandenong community needs. As a result of the key points outlined below, it was determined that the scope of the project would be expanded to also include future planning for NPAC. Key research findings relevant to this revised project scope included:

- There is relatively low participation levels at CoGD aquatic and leisure facilities generally and more specifically by residents in Greater Dandenong western and southern suburbs (i.e. Springvale, Springvale South and Keysborough).
- Both the Dandenong Oasis and NPAC have low attendance levels and require a significant financial subsidy.
- Noble Park is the population centre of Greater Dandenong and future population growth is projected close by.
- Industry research indicates that aquatic and leisure facility catchments are approximately 4km (NB: this varies and will be influenced by a range of factors including geographical barriers).
- Eastlink is a barrier for movement west to east and east to west in the municipality.
- There is a demonstrated high level of need for enhanced aquatic and leisure provision in Greater Dandenong.

Planning Approach

A multi-dimensional approach has been applied to determine the best solution for future aquatic and leisure facility provision in Greater Dandenong with key elements outlined below and detailed throughout the body of the report.



Figure 1: Planning Approach

2 Facility Overview and Performance Summary

An overview of the Dandenong Oasis and NPAC facilities is provided below together with a summary of general performance.

2.1 Facility Overview

The following information provides an overview of Dandenong Oasis and NPAC.

Dandenong Oasis

Dandenong Oasis is located on the corner of Heatherton and Cleeland Roads in Dandenong in Mills Reserve. The Centre opened in August 1977, was extended in 1981 with an exhibition hall and then subsequently redeveloped in 1991. While the building shell of Dandenong Oasis is now over 40 years old, when it opened it was a "ground-breaking" and a unique multipurpose facility that became a benchmark for subsequent developments in Melbourne. The Centre is currently managed by the YMCA on behalf of Council.

The Dandenong Oasis consists of a diverse range of facilities including:

- Indoor 50m pool, small hydrotherapy pool (75m² approximately), toddler's pool, recreational pool, spa and sauna.
- Small gymnasium (300m² approximately), program room, squash courts, crèche and separate table tennis area.
- Reception, cafe, two of both female and male changerooms, small disabled / special needs change room.

The Centre is operated as a community facility and provides a diverse range of locally focused programs and services including those listed in the table below.

Program / Service	Target Market
YMCA Swimming Lessons	Pre-school and school aged children, multi-cultural and refugee families, schools, target groups (e.g.: refugee minors, special needs).
Health Club	Young people, adults, families, newly arrived residents, people/groups with special needs
Group Fitness	Families, young mums, sporting clubs, schools, older adults
CALD Communities	Refugee communities, families, schools, disadvantaged groups, Multi-cultural community members, newly arrived residents
Recreational Swim / Spa / Sauna	Families, Older Adults, young people, schools, community recreation groups, sporting clubs, all abilities and special needs groups
Squash and Racquetball	Young people, families, adults, sporting and recreation clubs
Function Room (hire)	Community groups, businesses, schools, cultural groups, special needs groups, industry groups, sporting groups, educational bodies
Women's Only Programs	Women of all ages including multi-cultural community members
Men's Only Programs	Men of all ages, including multi-cultural community members
Personal Training	Adults, sporting groups, people/groups with special needs, young people, athletes
Crèche / Childcare	Young mums and families
External User Groups	Swim club, community recreation groups, sporting clubs, special events, health service providers
Access and Inclusion	People with additional needs and disabilities for both dry and Aquatic programs

Table 1: Dandenong Oasis Program Examples

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Images of the Dandenong Oasis are provided below with a site aerial on the following page and the floor plan attached in Appendix A.



Image 1: 50 Metre Pool



Image 2: Hydrotherapy Pool



Image 3: Gymnasium



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As part of the ongoing review of Dandenong Oasis, in 2016 the CoGD commissioned a Future Directions Discussion Paper. This Paper noted a range of functional limitations and weaknesses of the Centre, which were identified in previous audits, impacting on participation levels and general operation. As background, these limitations are outlined below.

The current design and layout of facility components within Dandenong Oasis has a number of limitations that impact on the use and operation of the centre. A summary of some of these limitations is provided below, which have been sourced from 'Dandenong Oasis Aquatic Centre Facility Audit, 2011' and from consultation with relevant Council officers and contractors.

- Poor access for people with a disability or mobility issues (including non-compliance with AS - 'Design for Access and Mobility Standards', and DDA - Disability and Discrimination Act 1992), examples include:
 - No ramp into 50m pool.
 - No compliant access to spa.
 - No lift / access to upstairs gym and dry program rooms.
 - Non-compliant change rooms in terms of circulation / fixtures, fitting type and mounting locations, and no duress alarm in disabled change rooms.
 - Non-compliant ramp access between foyer and table tennis building.
 - Inequitable access from cafe seating area to pool hall.
- 50m Pool
 - No boom making it difficult to program the pool and accommodate different users simultaneously. There is also limited shallow water which impacts on programmability.
 - Concourse widths vary from 2m to 3m.
- Toddlers and Fun Pools
 - Lack of water features and water play equipment limiting appeal to children and families.
 - The area is enclosed and sunken which limits visibility and requires an additional lifeguard.
- Reception / Entry
 - Reception space is small, lacks queuing and circulation space and impedes the installation of turnstiles (which would improve operational efficiencies through reduced staffing requirements).
 - Retail component is small and poorly located, presenting a missed financial opportunity.
- Cafe
 - Cafe location services the pool hall only, presenting a missed financial opportunity by not servicing the foyer area.
 - No sightlines from preparation / back of house area to service area, resulting in additional staffing requirements.
- Change Rooms
 - Lack of family change spaces (temporary facilities now provided).
 - Insufficient change space for school groups (temporary facilities now provided).
 - Wet change rooms adjacent to hydrotherapy pool are in poor condition and have insufficient change space.

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- Finishes in wet change rooms adjacent to toddler's pool are heavily worn throughout.
- Gym and Program / Dry Fitness Room
 - Gym is located upstairs and can accommodate 200 persons maximum due to structural floor loading issues. This space was never designed to be a gym space.
 - Lack of dry change space upstairs (amenities only).
 - The centre has only one 150m² program room located upstairs and remote from main gym.
- Table Tennis Reception / Exhibition Hall
 - The table tennis wing was originally built in 1980 and has tired looking wall, ceiling and joinery finishes. There are no windows to the outside.
- Plant Rooms
 - A range of issues with the pool plant were noted including the small size of the plant space, inappropriate location of backwash storage tanks, age of some equipment and insufficient storage space.

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NPAC

NPAC is located at 9 Memorial Drive in Noble Park within the Ross Reserve. The Centre was redeveloped in 2012 at a cost of \$21M with funding from: CoGD who contributed \$12.35M, Federal Government - \$7.2M, Victorian Government - \$1.5M and the Department of Families, Housing, Community Services and Indigenous Affairs - \$0.1M.

NPAC facilities include the following:

- Outdoor 50m pool, water slide, leisure water area and indoor program / leisure pool.
- Multi-purpose rooms suitable for group training and meetings, cafe and change rooms.

Images of the NPAC are provided below with a site aerial on the following page and the floor plan attached in Appendix B.



Image 4: Outdoor 50m Pool



Image 5: Outdoor 50m Pool



2.2 Usage Overview

A summary of the usage for both Dandenong Oasis and NPAC using 2016/17 data is provided below.

Overall Facility Usage

A summary of the overall usage of both Dandenong Oasis and NPAC by suburb is outlined below. This highlights that Dandenong Oasis had an estimated 417,678 annual visits by residents and a total of 509,363 visits. NPAC had an estimated 150,842 annual visits by residents and a total of 183,954 visits. Of the total 693,317 visits to the two CoGD facilities, Dandenong Oasis accounted for 73% of these visits. As a note, when compared to industry benchmarking the overall visitation levels to NPAC are exceptionally low.

Suburb	Dandenong Oasis Visits	NPAC Visits	DO + NPAC Visits
Dandenong	164,599	6,796	171,395
Dandenong North	86,361	7,552	93,913
Keysborough	37,088	29,073	66,161
Noble Park	70,996	68,342	139,338
Noble Park North	12,539	6,419	18,958
Springvale	27,198	18,124	45,321
Springvale South	14,305	13,782	28,087
Other	4,592	755	5,347
Estimated CGD Resident Visits	417,678	150,842	568,520
Total Visits (2016/17)	509,363	183,954	693,317

Table 2: Overall Facility Usage

Participation at CoGD Aquatic and Leisure Facilities by Suburb

An analysis of relative participation levels by suburb is provided in the table below. This highlights that overall Dandenong Oasis had 3.1 visits per head of Greater Dandenong residential population while NPAC had 1.1 visits per head of Greater Dandenong residential population. The highest participation rates are from Dandenong, Dandenong North and Noble Park residents which had between 3.9 and 5.0 visits per head of population. It is important to highlight that these participation levels are still relatively low being at least 25% lower than the average of 6.6 visits per head of population experienced in other municipalities (refer following). The lowest participation levels are in the Noble Park North, Springvale and Springvale South areas with less than 2.4 visits per head of population.

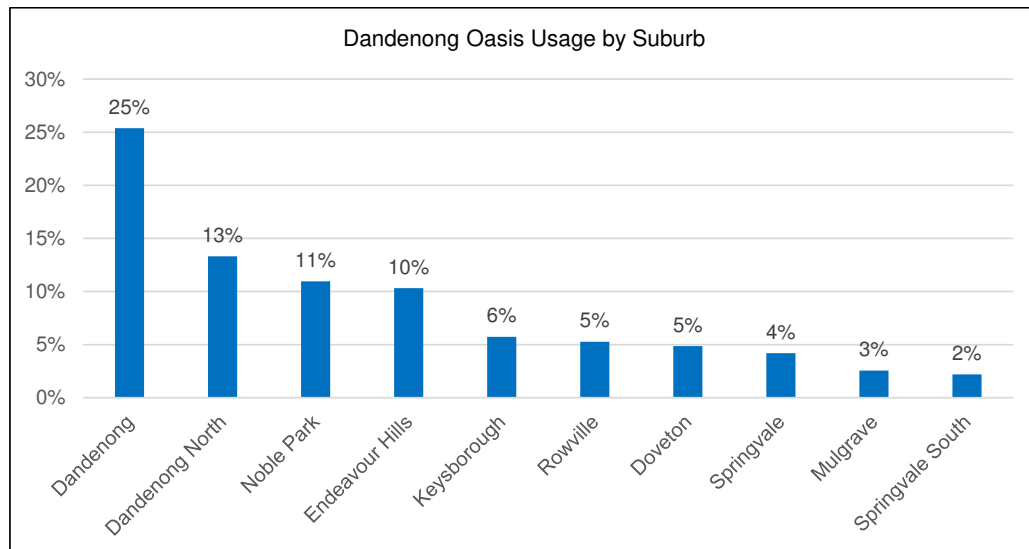
Suburb	2017 Suburb Population	NPAC Visits Per Head	DO Visits Per Head	Total Visits Per Head
Dandenong	34,172	0.2	4.8	5.0
Dandenong North	24,100	0.3	3.6	3.9
Keysborough	26,159	1.1	1.4	2.5
Noble Park	33,926	2.0	2.1	4.1
Noble Park North	8,090	0.8	1.5	2.3
Springvale	23,275	0.8	1.2	1.9
Springvale South	13,237	1.0	1.1	2.1
Other (non-specified)	2,016	0.4	2.3	2.7
Total / Average (2016/17)	164,975	1.1	3.1	4.2

Table 3: Participation Levels by Suburb

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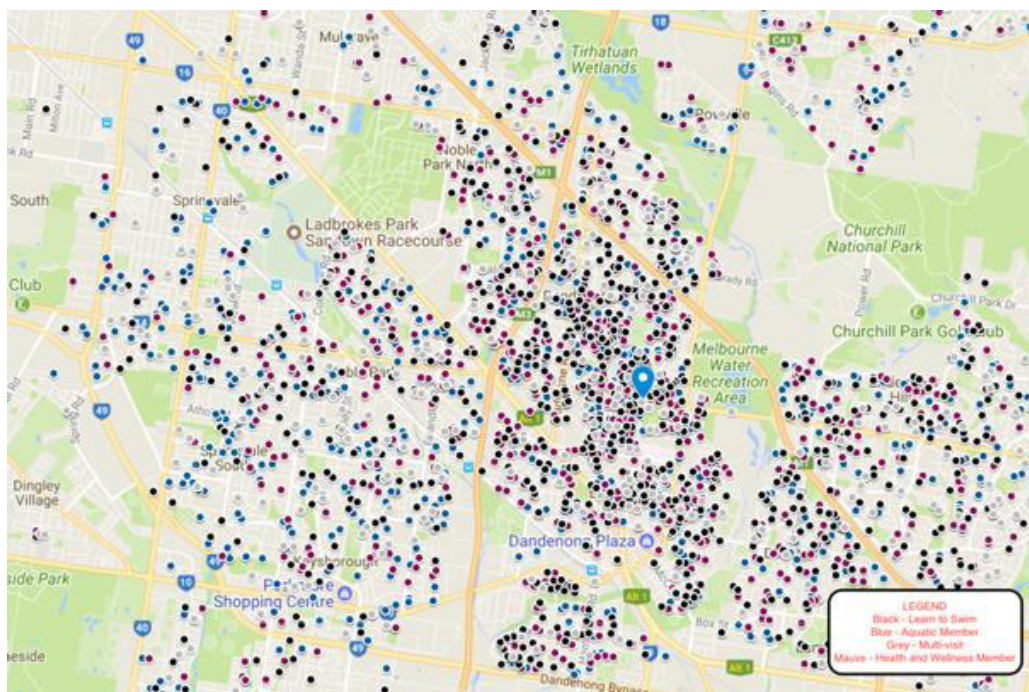
Dandenong Oasis Usage by Suburb and Area

A breakdown of the usage of Dandenong Oasis by suburb is provided in the graph below and this highlights that the highest usage comes from residents living in Dandenong (25% of usage), followed by Dandenong North (13%) and Noble Park (11%).



Graph 1: Facility Usage at Dandenong Oasis by Suburb

As an extension of the graph above, the image below provides mapping of the residential location of the predominate users of Dandenong Oasis. This highlights the usage cluster which is relatively close to the facility and also that the majority of the users reside on the east side of EastLink.

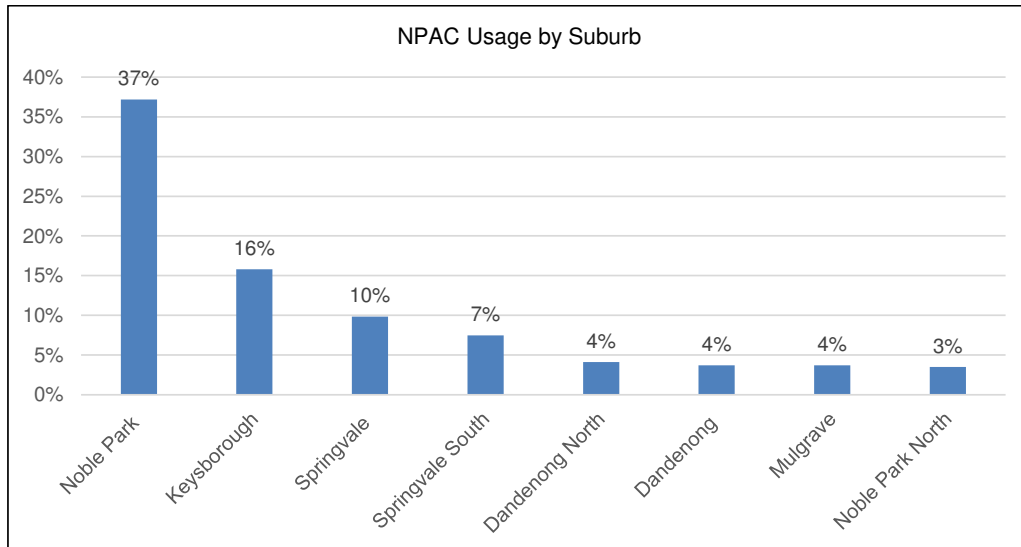


Mapping 1: Dandenong Oasis User Mapping

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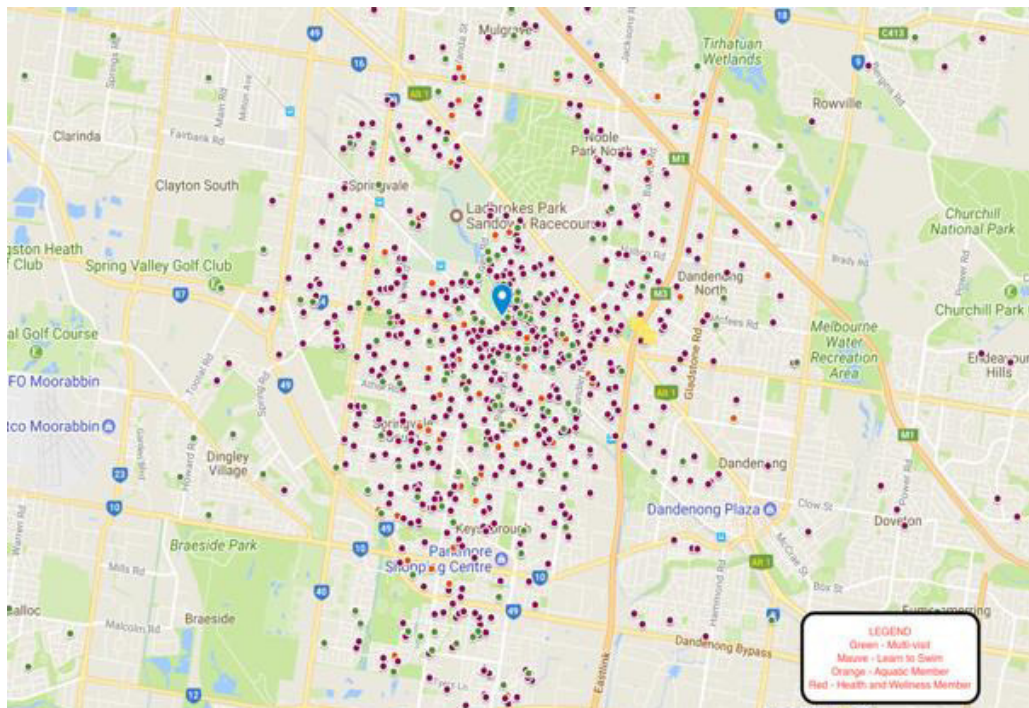
NPAC Usage by Suburb and Area

A breakdown of the usage of NPAC by suburb is provided in the graph below and this highlights that the highest usage comes from residents living in Noble Park (37% of usage) followed by Keysborough (16%) and Springvale (10%).



Graph 2: Facility Usage at NPAC by Suburb

As an extension of the graph above, the image below provides mapping of the residential location of the predominate users of NPAC. This highlights the usage cluster close to the facility and also that the majority of the users reside on the west side of EastLink.

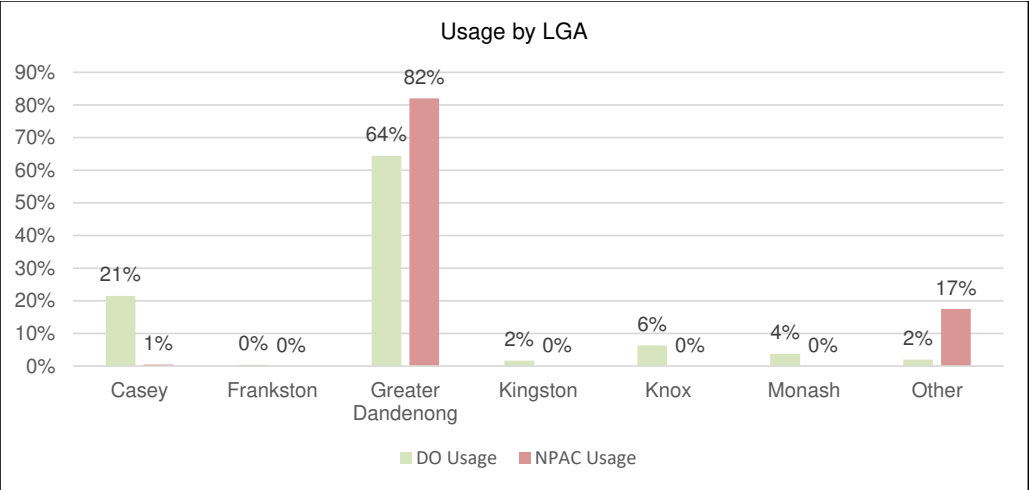


Mapping 2: NPAC User Mapping

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Usage by Local Government Area

A breakdown of usage by local government areas for both Dandenong Oasis and NPAC is provided in the graph below. It is noted that NPAC is predominately used by CoGD residents who account for 82% of usage, this is most likely a direct result of the NPAC location (which is close to the population centre of the municipality) and the relatively limited range of facilities. By comparison, only 64% of users of Dandenong Oasis reside in the CoGD with 21% living in the City of Casey.



Graph 3: Usage by Local Government Area

2.3 Industry Benchmarking

Extensive research and benchmarking of aquatic and leisure centres from across Victoria was undertaken as part of this Strategy. Specific detail about the cost and operation of these centres has been withheld from this public report due to commercial in confidence.

The table below provides a summary of the annual visitations per three-kilometre catchment population for Dandenong Oasis, NPAC and the average of 11 major contemporary aquatic and leisure facilities from other local government areas. The research indicates that both Dandenong Oasis (8.1 visits per annum per head of three-kilometre catchment) and NPAC (2.4) both have participation levels lower than the 11 facilities (average of 16). It also highlights that NPAC annual visitation numbers are exceptionally low and that the NPAC three-kilometre population catchment is actually greater than that of Dandenong Oasis.

Item	Dandenong Oasis	NPAC	Average (11 Facilities)
3km Residential Catchment Population	63,000	77,000	59,088
Annual Visitations	509,000	183,000	819,281
Visits per 3km	8.1	2.4	16

Table 4: Catchment Usage Levels

The table below provides an overview of the 2016/17 comparative performance of the CoGD aquatic and leisure facilities compared to 23 other metropolitan Melbourne local government areas. This analysis indicates that total visitation numbers to CoGD aquatic and leisure facilities are 47% lower, visits per head of population are 53% lower and the average visits per facility are 28% lower than the average of 23 other LGA's. Overall it is identified that participation rates at CoGD aquatic and leisure facilities are low. It is also identified that CoGD has approximately one aquatic and leisure facility to 80K resident's which is consistent with the benchmark average.

Council	Greater Dandenong	Average of 23 LGA's	Difference
Number of Facilities	2.0	2.4	-20%
Estimated Annual Total Facility Visits	693,317	1,015,950	-47%
Utilisation (Number of Visits per Head of Population)	4.3	6.6	-53%
Average Visits per Facility	346,659	443,472	-28%
Population (2016)	160,952	157,284	2%
Municipal Population per Facility	80,476	75,247	6%
LGA Size (km ²)	130	177	-36%

Table 5: Industry Performance Benchmarking

The table below provides an overview of 50m pool provision in Greater Dandenong and 23 other local government areas. This analysis indicates that Greater Dandenong has on average a higher level of all year round 50m pool provision (i.e. two locations compared to one location) and almost twice the level of provision for the local government area (i.e. one 50 metre pool per 65km² compared to the benchmark of one 50 metre pool per 113km²).

Item	CoGD	Other LGA's (23)	Difference
50m Pool Indoor	1	0.5	0.48
50m Pool Outdoor - Open All Year Round	1	0.5	0.52
50m Pool Outdoor - Seasonal	0	0.6	NA
Total - 50M Pools	2	1.6	0.22
Population per 50m Pool	80,476	100,487	-0.25
Area per 50m Pool (km ²)	65	113	-0.74

Table 6: 50m Pool Provision

3 Community Consultation (Round One)

A comprehensive approach to consultation was undertaken and a summary of the process and the key findings are outlined below.

3.1 Consultation Process Overview

The consultation and engagement program focused upon developing an understanding of what community members, organisations and Council value about the existing Dandenong Oasis and what they would like to see changed or improved in a new facility. As part of this, community preferences for the location of a new facility were explored. To make the community aware of the consultation and engagement program, a large-scale marketing and promotion strategy was implemented including:

- Use of online mechanisms such as Council and the YMCA's websites and social media.
- Issuing media releases to the local newspapers.
- Emails to various Council databases including Council advisory committees, Dandenong Oasis members and users, sports clubs, community groups, and schools.
- Mail outs to senior's groups, neighbourhood houses and community bus users.
- Providing hard copies of surveys at key community venues such as Council's customer service centres, libraries, aquatic leisure facilities, youth facilities, and Council's Food Distribution Centre.
- Attending key community events and facilities to make the community aware of and encourage them to complete the various surveys.
- Attendance at targeted forums such as the Youth Leader Program and Children's Advisory Group to make the community aware of and encourage them to complete the various surveys.

The community consultation and engagement program included:

1. A community survey (long survey) available through Council's online consultation platform. In total 940 surveys were completed. Hard copies of these surveys were distributed to a number of targeted locations throughout the municipality with 213 of the total responses received via this medium. 'Pop up consultation sessions' in various locations throughout the City also occurred to make people aware of the survey and encourage them to complete it.
2. A separate community survey (short survey) that focused solely upon understanding the community's preferences for the future site / location of the Dandenong Oasis Centre, and the features the redeveloped Dandenong Oasis could have. In total 150 surveys were completed. Hard copies of these surveys were distributed to a number of targeted locations throughout the municipality with 89 of the total responses received via this medium.
3. A survey of children in the City of Greater Dandenong. In total 101 young people completed the survey.
4. A survey of schools in the City of Greater Dandenong. The survey was provided to 55 schools, and 16 completed the survey.
5. One on one discussions with key stakeholder organisations. The organisations involved in these discussions were the Otters Swim Club and the Greater Dandenong Table Tennis Association. They were designed as targeted conversations to understand the specific needs and aspirations of these groups as existing key users of the Centre, Hockey Club and Advisory Groups.
6. Two community workshops open to all members of the community. The workshops were held in the morning and early evening to provide multiple opportunities for community members to participate. In total 37 people attended the community workshops.

7. Two workshop discussions with health and disability providers and groups who currently use Dandenong Oasis. While only two organisations attended these sessions, the information gathered was consistent with findings from other parts of the consultation program.
8. Submissions from the public were also invited, and in total 14 were received.

In addition to the above community consultation and engagement program, the following targeted consultation was also undertaken:

- Consultation with Council officers and YMCA to understand the key issues and opportunities that must be considered and responded to in developing the Feasibility Study. These included factors such as existing use of Dandenong Oasis, traffic and parking, the current and future community profile and needs, and contextual issues unique to the City of Greater Dandenong. Consultation with officers will continue throughout the life of the project.
- Industry consultation with key players and peak bodies from across the aquatic leisure facility industry to understand issues, opportunities and factors that should be considered in planning for the future redevelopment of Dandenong Oasis.
- Consultation with Councillors, which will continue throughout the project and include updates and a site tour to Dandenong Oasis and other aquatic leisure facilities.
- Other relevant stakeholder groups to understand the potential issues and opportunities associated with the future provision of an aquatic and leisure facility in the City.

The outcomes from these consultation mechanisms are summarised below with the detailed community consultation findings provided in Appendix C - Future Dandenong Oasis Feasibility Study Community Consultation Report.

3.2 Community Consultation Key Findings

The consultation and engagement program has identified some very clear messages and themes for Council to consider in preparing the Feasibility Study for the future Dandenong Oasis and these are outlined below.

Proposed Development is Important

Those who participated in the consultation highlighted that the redevelopment of the existing Dandenong Oasis (or development of a new facility) is important with in excess of 65 percent of respondents providing a score of 8 or more (out of 10) and an overall average response score of 7.9 out of 10. (It is important to acknowledge that this is not the case for all who were involved in the consultation with 10 percent of survey respondents providing a score of 4 or less indicating the development is not important to them).

Site Location

There is strong support from those who participated in the consultation and engagement program for Dandenong Oasis to remain in its current location. The analysis of the two community surveys combined (long and short), identified that 55.3 percent of those that responded preferred the current site followed by 18.8 percent who had no site preference and 18.1 percent who preferred the CBD site.

A further breakdown of the site preference indicates some quite specific findings that are related strongly to the variables of Dandenong Oasis usage or non-usage and also to residential suburb and these are summarised below.

- The existing site was the strongly preferred site by current CoGD resident Oasis users (67.5 percent) and moderately preferred by CoGD resident non-users (34.4 percent which was the highest preferred response).
- The greatest site preference variation occurred with non-users and in particular a strong preference for a Keysborough site by Keysborough residents (57.0 percent). Of the CoGD resident non-users, only residents from: Dandenong, Dandenong North and Noble Park nominated the current site as the preferred site.

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- A CBD site was preferred by non-CoGD resident non-users (37.6 percent).
- In total, 17 sites/areas were nominated in the two surveys (short and long) as potential locations with only 4 being preferred by more than 10 respondents. These sites were: the current site - 484, CBD (generally) – 159, Springers Leisure Centre – 30, and Springvale (generally) – 10. Of the total respondents, 165 had no preference.

The table below provides a summary of the site preferences for CoGD residents who are current Dandenong Oasis users (Total count of 283 responses).

Resident's Suburb	Central Dandenong	Existing Site	No Preference	Another Site
Dandenong	15%	71%	10%	5%
Dandenong North	10%	69%	19%	2%
Keysborough	9%	36%	30%	24%
Noble Park	11%	75%	11%	2%
Noble Park North	10%	81%	5%	5%
Springvale	0%	89%	11%	0%
Springvale South	0%	0%	100%	0%
Total	11%	67%	16%	6%

Table 7: Site Preferences for Current DO Users

The table below provides a summary of the site preferences for CoGD residents who are non-Dandenong Oasis users (Total count of 215 responses).

Resident's Suburb	Central Dandenong	Existing Site	No Preference	Another Site
Dandenong	36%	57%	7%	0%
Dandenong North	57%	75%	3%	8%
Keysborough	7%	16%	18%	57%
Noble Park	0%	9%	37%	6%
Noble Park North	14%	60%	20%	0%
Springvale	75%	7%	50%	14%
Springvale South	3%	13%	50%	13%
Total	8%	34%	20%	22%

Table 8: Site Preferences for DO Non- Users

Quality and Condition

The Age, Poor Condition / Quality and Accessibility (to and within) of Dandenong Oasis are key reasons why it is difficult for existing users to use the Centre, why past users no longer use the Centre, and why people have never used the Centre. Addressing this will be a critical part of any proposed development.

Car Parking

The information gathered through the community consultation program indicates that the provision of free and readily available car parking is important to existing users of Dandenong Oasis, and is valued because it helps to make the Centre more accessible. Existing users expressed concern that car parking would be difficult to access and likely to incur a charge if Dandenong Oasis was relocated to the centre of Dandenong. This suggests that in addition to any planning requirements, Council will need to give careful consideration to the provision of car parking at the proposed new or redeveloped aquatic leisure facility, and that it may be challenging to encourage Centre users to make use of other forms of transport to access the Centre.

Changeroom Facilities

As noted above, age, condition and accessibility are key areas of concern for existing, past or non-users of Dandenong Oasis, and top of the list of their concerns are the change room facilities. Specifically, there are not enough change rooms, showers and toilets to cater for demand; the condition, size and standard of the existing facilities is poor; the lack of accessible and family change room facilities; and the need for separate change facilities to support use of the Centre by schools is a key concern. The impact upon people with a disability who are required to wait to access change room facilities is profound, and causes significant discomfort, frustration and at times embarrassment. The lack of family change room facilities not only creates difficulties for families but also creates operational challenges for staff associated with the age limit for children being allowed in change rooms with their parents.

Cost to Access the Centre

The consultation results suggest that cost is a barrier for past and non-users of Dandenong Oasis, and is an area of concern for existing users. This is not unexpected given the socio-economic profile of the Greater Dandenong community. In redeveloping or building a new Dandenong Oasis, Council will need to strike a reasonable balance between the cost to Council to operate the Centre and the ability of the community to pay to access the Centre. Genuine concession pricing is something Council must consider carefully. While the aquatic and leisure industry has generally applied concession pricing of between 10 and 20 percent, this is unlikely to mean the facility will be accessible for people with reduced capacity to pay.

Facilities for Families, Children and Young People

The lack of facilities to support use of the Centre by families, children and young people is one of the key reasons why past users and non-users do not visit Dandenong Oasis, and is also a key aspect that is likely to encourage them to use a new or redeveloped Centre. Water play, water park, water slides, dive boards, wave pool, wave machine, learn to swim facilities and family change rooms were raised repeatedly throughout the consultation program as suggestions about what families, children or young people would like to see incorporated into a new centre. Other suggestions directly from children included making sure there are big change rooms, and making it colourful - colourful tiles, colourful seats and change rooms. There were also some delightful and insightful comments from children including:

- 'Don't spend all your money on something that people aren't going to come back. It needs something that will make them come back to keep them interested'.
- 'As people grow you need privacy so, I want to say that, maybe you can add a personal closet for each person because, getting changed in one room is very awkward'.
- 'Just make sure that it is suitable for all ages because everyone wants to have fun'.

Facility Improvements

The results from the consultation program suggest that the provision of more hydrotherapy / warm water rehabilitation space is the number one improvement to water space that is likely to encourage people to use a new or redeveloped Centre. Either a larger hydrotherapy pool or multiple pools to support the needs of people with a disability or long or short-term injuries, and older adults is the key priority.

Other facility improvements that were raised consistently throughout the consultation program were: the provision of leisure facilities for families; larger gym, improved accessibility and enhanced equipment; larger / more spa and sauna facilities; provision of a bigger café with healthier food choices; and providing more / improved program rooms for fitness classes. The provision of more water space generally was also raised in various forums, in particular the need for enough water space that allows lots of different activities to occur at the same time e.g. swimming lessons, lap swimming and schools.

Facility Preferences by Age Cohort

An analysis of facility preferences by age cohorts specifically highlighted that: the provision of a warm water pool was of high importance for all age cohorts over the age of 50 years old and that general accessibility was very important for the 70 years plus age group. The 12 to 24 year age group highlighted the importance of several facilities including: quality gymnasium areas, group fitness rooms, good lap swimming pools, improved swim lessons and programs for teenagers. Of interest, the 18 to 24 year old age cohort had the highest average score for facility component preferences combined.

A summary of the major facility preferences by age cohort are outlined below.

Age Group	Preference
12 to 17	Quality of gym area (average score of 8.2), improved swim lesson area (7.7), lap swimming (7.6) & water play (7.6)
18 to 24	Lap swimming pool & swim lesson area (both 8.0)
25 to 34	Water play (7.7)
35 to 49	Water play (7.3)
50 to 59	Warm water pool (7.5)
60 to 69	Warm water pool (8.2)
70 to 84	Warm water pool (8.1) & general accessibility (7.5)
85 plus	General accessibility (9.2), warm water pool (8.6) & social spaces (8.4)

Table 9: Facility Preferences by Age Cohort

Health, Fitness, Fun and Entertainment

The consultation results indicate that a new or redeveloped Dandenong Oasis will need to be a place for health and fitness, and a place for fun and entertainment. These are the primary reasons why people use Dandenong Oasis or other aquatic leisure facilities. A challenge for Council will be the potential number of other providers offering these experiences in close or reasonably close proximity to Dandenong Oasis, and the consequent expectations the community has about what a new or redeveloped Centre will provide. The reality is that people have many choices about how their health and fitness, or fun and entertainment needs can be met, as evidenced by the large number of public or private facilities consultation participants indicated they use or have used. Public facilities identified by people many times as places they visit and / or examples of places with quality facilities were Noble Park Aquatic Centre, Waves Leisure Centre, GESAC, Monash Aquatic and Recreation Centre, Casey ARC and Casey RACE.

Safety and Security

Raised through various parts of the consultation program, safety and security is an issue that will need to be considered in developing the existing or a new Dandenong Oasis. Particular areas of concern were safety for females and the safety of patrons after dark, but there were also some suggestions about improved security around access to the Centre including implementing a swipe card system and improving the entry control points.

Consulting with Hard to Reach Cohorts

Future additional consultation is recommended to better understand the particular needs and interests of multicultural communities, young people and young adults, as despite the extensive consultation program, these parts of the community were underrepresented. In addition, health and disability providers were underrepresented in the consultation program. It is recommended that Council undertake future targeted consulting with these cohorts as part of the design development process (i.e. subsequent to the Feasibility Study).

4 Stakeholder Consultation

In addition to the detailed consultation undertaken with community, consultation was also undertaken with key stakeholders. A summary of the key findings is outlined below and detailed in the Consultation Report (Appendix C).

4.1 Internal Consultation

The following information is a summary of key findings for meetings undertaken with officers from Council's planning, community service and buildings and assets departments.

Planning

- The three main sites would allow for a permit for the development of a leisure and aquatic centre. (Information was provided for each proposed site to help inform the review and analysis of site options)
- There are four Activity Centres in CoGD and these are at Dandenong, Springvale, Noble Park and Parkmore.
- NPAC could be considered as an option, with potential opportunities to utilise the space underneath the sky-rail. This is particularly relevant due to the CoGD operational subsidy for both centres combined.
- Sandown Racecourse is identified as a strategic site in Plan Melbourne and it is projected that there will be 15,000 to 20,000 new residents into the future.

Community Services

- Increased women's and potentially men's only programs. Whilst these programs are currently offered for hydrotherapy only, and they have excellent participation levels, there are limitations in the times available.
- Potentially a different location that is more accessible with better public transport.
- Inclusion of entertainment experience opportunities for children such as water feature attractions.
- Would need to consider the potential provision of outdoor type opportunities particularly for teenagers. Other recreational opportunities such as half court sports courts would be valuable to increase teenage utilisation.
- A suitable environment for aquatic education to consider those groups that have low water familiarisation.
- Greater provision of space for the warm water program with high usage of this space.
- Improved functional design including universal design principles and enhanced amenities such as changerooms.
- Current car parking provision appears to be adequate however current usage is relatively low. Parking should be provided for parents with prams.
- Amenities at Dandenong Oasis are currently poor, as an example, the school changerooms are temporary.
- General accessibility throughout the current facility is poor, as an example, there are no lifts to the gymnasium area.
- Safety and security are major considerations, so any design should consider the inclusion of CCTV, external lighting, passive supervision and appropriate pathways.
- Potential for the inclusion of allied health services as part of any future development.
- In summary, the view is that Dandenong Oasis is old, in poor condition and has a dated design. Therefore, it does not provide an indication of demand for an aquatic and leisure centre.

- The question was raised as to how much cost is a barrier to usage. A few local government areas in both Australia and New Zealand are providing free access to users, higher concession pricing or airline type pricing. This is also a relevant factor due to the mortgage stress associated with growth and higher disadvantaged areas.
- Potential inclusion of a community lounge / café space that caters for longer stays at the facility.

Building and Assets

The following information is a summary of the key findings for the meeting undertaken with officers from Building and Assets.

- The Council has a budget allocation at Dandenong Oasis of \$250K for renewal and \$217K for maintenance for a total of \$467K. This amount is in addition to the annual spend by the management group.
- Council has a policy that at least a 5-star rating must be incorporated into assets over \$5M. The additional cost allocation associated with this provision is 5% of the construction cost.
- Council generally allocates 1% of the construction cost to annual maintenance and refurbishment.
- A range of options should be considered as part of the design and / or operational processes including: geothermal, the use of ozone, water harvesting, solar panelling, BMS technology and inclusion of a thermal mask (e.g. trees etc.). Ideally the management group should have a dedicated specialist facility manager to oversee the operation of the pool plant and the building servicing.

4.2 Management Group

The following information is a summary of the key findings for the meeting undertaken with the YMCA management group.

- Any future development must consider the provision of aquatic space inclusive of warm water pool learn to swim, water play and recreational space.
- The provision of warm water, learn to swim and water play is a high priority. If these components were to be provided then potentially the lap swimming pool could be 25m but it would need to be wider than eight lanes.
- Dandenong Oasis has the highest participation level by school groups of just about any of the YMCA managed sites.
- The major need for a 50m pool is from the Oasis Otters and potentially some of the aquatic members.
- There was a significant increase in lap swimming and spa participation when Casey ARC was closed.
- Currently have low participation in infant and pre-school swim lessons and crèche and the view is that this may be a result of the lower socio-economic status and cultural factors.
- NPAC seems to work better for younger families as there is water play, a large warm water pool and outdoor facilities including BBQ's.
- There are several female only programs that are very popular, it would be desirable to increase the provision of these however current design constrains this.
- A very high participation at Dandenong Oasis is by the 50 to 70-year-old age group however there is an under-representation of females and also those from different cultural backgrounds.
- There is an opportunity to integrate maternal health care, allied health and community meeting spaces co-located with a new facility development. Dandenong Oasis appears

to have strong demand for community meeting programs and services hence meeting rooms.

- There is a possibility to provide outdoor type activities (e.g. outdoor parkour) or indoor sport court (or rage facility in Geraldton) facilities for youth as they are a high priority needs group.
- The completion of the sky-rail project may enhance east west access and improve the level of access in the west of CoGD to the eastern area.
- If a new facility was to be developed, an alternate site would provide the benefit of service continuity and enhanced public transport. A more central site could also have the benefit of servicing officer workers, Activity Centre residents and some centrally located schools.
- There is a strong need for at least three to four group fitness spaces including: aerobics, mind/body, spin and a virtual type classes. This is central to high retention levels and a different positioning to 24/7 type facilities.
- The inclusion of a reflection room (for praying, meditation, breast feeding, work etc.) would also be valuable in a contemporary environment.
- The provision of squash facilities requires considerations with potentially only two courts required in the future.
- There is the potential to consider the inclusion of gymnastics into any new development as there appears to be strong demand for this.
- General affordability is a key factor for participation so consideration could be given to innovative pricing options such as: off peak time pricing, free swimming between 10am and 2pm, airline type pricing and means tested pricing (e.g. different rates based on income).

4.3 Other Stakeholder Groups

The following information provides a summary of consultation undertaken with a range of other key stakeholders. The results from other consultation sessions (i.e. with centre and reserve user groups) is contained within the Community Consultation Report – Appendix C.

Positive Aging Advisory Committee

A meeting was conducted with the Positive Aging Advisory Committee and the following aquatic and leisure centre inclusions / factors were identified as being important to increase use amongst older adults:

- Good access for all abilities.
- Hydrotherapy, warm water exercise, important for arthritis sufferers (x3).
- Water aerobics.
- Gentle exercise classes.
- Non-slip concourse and a need to overcome safety concerns.
- Quality change room facilities including the provision of greater privacy (not open change areas).
- Increased promotion. Many people unaware of facilities and programs.
- Accessible via public transport.
- Continued access via Community Bus is important.
- Needs to be affordable. Cost of entry to include Community Bus.
- A good gym.

Other general feedback provided included:

- Some separation from school groups / children and older adults (i.e. warm water pool).

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- Staff will need to enforce rules and parents to supervise children.

Overall, no major concerns were raised about a new location, other than maintaining or improving access via public transport.

Disability Advisory Committee

A meeting was conducted with the Disability Advisory Committee and the following key points were identified as being important for consideration, to better cater for people with a disability and to facilitate increased participation levels:

- All-purpose wheelchairs to access the pools (like at Casey ARC and GESAC).
- Universal change rooms.
- Changing places room/s.
- Two hydraulic lifts – in case one breaks down.
- Level access / beach entry into children's water play areas.
- Larger hydrotherapy pool, or two separate hydro / warm water pools. Need to be mindful of temperature regulation.
- Breakout rooms for other types of exercise classes / sessions.
- Good access to gym facilities.

Sport and Recreation Victoria

A meeting was conducted with Assistant Director Community Infrastructure and Regional Facilitation, Sport and Recreation Victoria. The key issues discussed include:

- The role that aquatic and leisure centres play in health prevention and rehabilitation will increase in the future.
- Aquatic and leisure centres should continue to evolve the role they play in contributing to social connection and reducing social isolation.
- Integration of aquatic and leisure centres with health providers should be part of the planning process.
- Development of aquatic centres should be done with consideration to the local context. To that end the requirements for improvement in health and wellbeing of the local community and the proximity to a range of health services providers ideally positions Oasis to contribute to the local health agenda.
- The current site appears to be the most suitable to integrate Oasis with health service providers.
- Future programs could include partnerships with local health providers for the development of health improvement plans that incorporate the facilities and programs at Oasis.
- The Centre's design should be considerate of the local community cultural diversity.
- Beyond the health agenda there is also an opportunity to integrate the centre better in the enhanced sporting precinct
- There are high levels of disadvantage and cultural diversity in the area. Programs and pricing models should be considerate of how to encourage use of the centre by people experiencing disadvantage and people from CALD backgrounds.

Swimming Victoria – Metro District South

A phone interview was conducted with the President of Swimming Victoria – Metro District South and the following key points were raised.

- From a Swimming Victoria perspective, there is poor provision of competition facilities in the south east metropolitan zone. While Casey Race has previously been used for

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regional events, temporary seating is required hence usage is somewhat restricted. This situation results in a requirement to use MSAC for district championships in order to accommodate participation and spectator numbers. This is a once a year event that has approximately 800 participants and up to 600 spectators for a total of 1,400 total entries.

- There are approximately 20 clubs in the south-east zone with the larger clubs being: the Cranbourne Tiger Sharks (estimated 180 members), Oasis Otters Swimming Club (estimated 100 members), Peninsula Flyers Swimming Club (estimated 100 members) and Fairbank Aquastars Swimming Club (estimated 150 members).
- The ideal competition facility, for regional events, would incorporate the following elements: 50m competition pool, warm up pool, grandstand with seating for regional events, marshall area, electronic timing and change rooms. The provision of this type of facility would assist the clubs in enhanced fundraising for club development as events are central to financial success.
- The President advised that the NPAC did not comply as a competition facility as the length was not 50 metres long. Consultants Note: following on from this comment the consulting team liaised with the City of Greater Dandenong and the architect who both advised that the recently developed pool had been signed off as a 50-metre complying facility.

Life Saving Victoria

A meeting was conducted with General Manager of Public Training and Pool Safety Life Saving Victoria.

- The main issues raised related to the implementation of Poseidon computer vision drowning detection technology. The technology has been widely installed in Europe and North America but there are only two installations in Australia.
- Poseidon is computer-aided vision technology designed to complement the work of lifeguards. It is able to detect when a person is in a 'drowning' state as opposed to just being 'still' in the water. In simple terms when a person is detected in a drowning state a notification is sent to a centre staff who can immediately implement emergency rescue plans.

5 External Consultation

The following information provides an overview of the external consultation undertaken.

5.1 Neighbouring Local Government Areas

The following information provides a summary of consultation undertaken with neighbouring local government areas.

City of Casey

A meeting was conducted with the Leisure Facilities Coordinator and the following major points were identified.

The City owns three aquatic and leisure centres: Casey ARC, Casey RACE and Doveton Pool in the Park. The Doveton Pool in the Park, which is an outdoor seasonal pool and the oldest aquatic centre, is located on the western side of the Monash Freeway and is only 4.3 kilometres from Dandenong Oasis. Casey Race is the newest City of Casey aquatic facility opening in 2009 and it is already experiencing some capacity issues. The City outsources the management of its aquatic and leisure centres and plans to continue to do this into the future.

The City of Casey is unique as it is a major growth area with the population projected to increase from 300K in 2016 to almost 500K in 2041. As a result of this situation, the City is about to undertake an aquatic and leisure facilities strategy to guide future provision. Major planning considerations associated with the strategy include: the future redevelopment of Casey RACE, the potential provision of a new facility in the Clyde Growth Area and the future provision at Doveton Pool in the Park. The City advised that the future planning for the Oasis facility would be a major driver when considering the future plans for the Doveton site. The City is aware that Dandenong Oasis attracts moderate visitations from Doveton residents and hence any future Casey planning must be done complementary to City of Greater Dandenong plans.

City of Frankston

A site visit to the Peninsula Aquatic Recreation Centre (PARC) was undertaken and a meeting was conducted with the Centre Manager. The major findings from these discussions are outlined below.

The City of Frankston owns two aquatic and leisure centres and these are: PARC, a large multipurpose facility which opened in 2014, and the Pines Forest Aquatic Centre which is an outdoor seasonal pool. Both of these centres are managed by Peninsula Leisure which is a Council Controlled Entity.

While it is anticipated that the Pines Forest Aquatic Centre provision will continue as is, the major aquatic and leisure provision challenge for the City has resulted from the success of PARC. The original Business Plan projected peak visitations of 620K (in 2020) however the centre has averaged in excess of 800K visitation per annum in its first three years. The major success areas have been very high health and wellness membership numbers, learn to swim participation and leisure-based usage, all of which have been driven by a focus on customer service and the provision of contemporary facilities with adequate space.

A major challenge for the Centre has been the management of car parking. Similar to GESAC, there has been a requirement to increase car parking provision since the Centre opened highlighting in both cases that car parking was significantly under specified. In relation to PARC, it was identified that 96% of visitations used a car as the mode of transport hence the provision of appropriate car parking is a critical success factor for the centre. Also given that the centre is co-located in an activity precinct and next to Chislm TAFE, necessary controls were required to be put in place to ensure user provision.

In early 2017, there was approximately 300 car parks available for centre users and this was inadequate as highlighted by customer feedback. As a result of the level of usage, the Council recently endorsed the acquisition of an adjacent site (on Quality Street) for the development of a further 100+ car parks for the centre. This will effectively result in the

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provision of over 400 car parks for centre users which is more consistent with industry benchmarks.

Kingston City Council

A phone interview was conducted with the Manager of Waves Leisure Centre and the following key points were identified.

The City operates two aquatic and leisure centres: Waves Leisure Centre and Don Tatnell Leisure Centre. The Waves Leisure Centre is the major facility and this opened in the early 1990's replacing the old Turner Road pool which opened in the 1960's. The Don Tatnell Leisure Centre is now over 40 years old and at the end of its practical life and requires renewal/redevelopment. The City is in the early phases of considering the options for the centre with the basis of the direction being that these two facilities adequately service the needs of the community. As a result, there are no current plans for additional facility provision within the municipality.

Knox City Council

A phone interview was conducted with the contract manager for the Knox City Council outsourced aquatic and leisure management contract and the information below provides a summary of the key points raised.

The City owns one aquatic and leisure centre, the Knox Leisureworks, which is managed by the YMCA. Due to the age and the condition of the centre, the City is currently undertaking a review of the options for future development. It is not proposed that an additional facility be built in Knox and at this stage it is expected that, subject to suitable condition, the Knox Leisureworks will be redeveloped or renewed. The current site location is suitable for the centre and hence from a City of Greater Dandenong perspective, limited change or impact is anticipated into the future. As a result of parallel planning however, the City of Knox is keen to continue discussions with the City of Greater Dandenong to share information on proposed directions.

City of Monash

A review of the City of Monash aquatic and leisure facilities identified that the City owned and operated three quite different centres:

- Clayton Aquatics and Health Club which is co-located with a library, medical and allied health services.
- Monash Aquatic and Recreation Centre which is the major facility in the municipality, it is multipurpose with both indoor and outdoor pools.
- Oakleigh Recreation Centre which is an outdoor seasonal pool located with indoor sports courts and a gymnasium.

The City plans to update these facilities with planning currently underway for the potential redevelopment of the Oakleigh facility.

5.2 Industry Consultation

Aquatic Centre Operators – Past and Present

Broad ranging industry consultation was undertaken which included managers from both the local government and private sector, many of which are operating recently developed or redeveloped aquatic and leisure centres. Centres which the industry experts were involved in the development or redevelopment with included the following:

- Ashburton Pool and Recreation Centre redevelopment.
- Aqualink Box Hill redevelopment.
- Aquanation.
- Aqua Pulse.
- Brunswick Baths redevelopment.

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- Eltham Leisure centre redevelopment.
- GESAC.
- Harold Holt redevelopment.
- Hawthorn Aquatic Centre redevelopment.
- Ivanhoe Aquatic Centre redevelopment.
- Leisure Link (Geelong).
- Thomastown Recreation and Aquatic Centre.
- WaterMarc.

Key issues addressed together with key findings are summarised below.

1. What are the key Design Principles that will assist operational performance and customer experience?

- Intuitive (and easy) way finding from arrival to building (car parking, pedestrian access, bike and foot paths) to reception/foyer then into activity areas within the centre. All complemented by clear signage.
- Implement technology to help with communicating with customers including welcoming specific customers to the centre, way finding and capturing customer data. There is extensive preplanning required in this area – major stadiums are starting to do this and it should be adapted in aquatic and leisure centres.
- Technology must be used to add to the centre as being the 3rd place to allow residents to remain connected to the centre and also contribute to ease and convenience of use.
- Leisure facilities should look to enhance learn to swim and aquatic leisure facility components, as these components can provide competitive advantages against private operators.
- Good line of sight for staff to view change areas and program areas.
- Provide spaces that enhance social connection.
- Implement universal design initiatives - Include changing places.
- Make buildings more adaptable for alternative energy input/use - energy efficient designs.
- Plan for male/female only swimming sessions: incorporate screens to facilitate privacy.
- Include schools and group change rooms.
- Provide school entry/exit and change space.
- Provision of spaces for allied health / health consultation.
- Ensure storage space is not “value managed”: to unworkable levels.
- Don't be limited by one water play installation such as a slide.
- The Warm Water Program Pool (WWPP) should be a designated space and large (300m²) - develop an aquatic wellness area incorporating spa/sauna/steam and WWPP (will maximise use by older adults, people with disabilities and chronic health issues)
- Provide Wi-Fi connection throughout the centre – it is a drawcard for customers (even if not using centre)
- Include flexible program spaces: multi-purpose rooms for e.g. child care, meetings self-service kiosk for purchasing programs and services.
- Provide a member's entrance.

2. Design issues and initiatives to enhance the perception of (and actual) safety for customers

- The centre needs to be open and welcoming with limited blind spots and corridors.
- Clear lines of sight throughout the centre.
- High levels of lighting in the entry promenade, in car parks and on paths to the centre.
- Aquatics: Consider including Poseidon technology (Drowning prevention).
- Panic alarm internally and in car parks and paths.
- Locker areas to be highly visible.
- Good view lines from the foyer area to car parks.
- Implement (and communicate) high levels of cyber security - protection of personal data, credit card details etc.
- Install visible CCTV. Viewed on all PC's— direct connection to police station.
- Facilitate an active neighbourhood watch program: enhance community engagement
- Women's only and schools.
- Secure program areas— female only gym, privacy screen for swim lessons and lap swimming.
- Family change spaces to have cubicles that lead onto a central change space – Cardinia Life.
- Avoid male and female change room doors adjacent to each other.
- Spas and saunas to be highly visible – but no overlooking other aquatic activity areas if possible
- Ongoing engagement with representatives that have a focus for programming activities for females through design phase.

3. What are the design factors that will facilitate social connections?

- Café linked to facility and community activity areas within the precinct. Café and meeting areas should become “pulse” areas.
- Opportunities for people to connect to facility without entering door – e.g.: café-serving options for families that may use some co-located play features; but doesn't need to be in pool for example.
- Positioning of pool/café/gym to encourage access by all users.
- Implement Technology connectivity, Wi-Fi connection a drawcard (even if not using centre).
- Provide quiet space for study / work.
- Separate aquatic health and wellness area – WWPP, Spa, Sauna, Steam room.
- Location/profile on the site - don't set it back too far so it gets lost in precinct e.g.: Aquanation doesn't have a strong physical profile.
- Multiple areas for people to congregate: combination of large and breakout spaces.

4. What are the potential design innovations for the future?

- No front desk. Implement a concierge – apple store concept.
- Technology, and the way customers react and use it, needs to be built into the experience in the design phase.

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- Leisure facilities have traditionally lost customers within the age of 12-18. Technology and virtual reality type programming may provide an opportunity to make leisure facilities an entertainment experience for this age group.
- Virtual reality incorporated into learn to swim.
- Pop up kiosk – food and beverage more accessible.
- Identify opportunities for gaming.
- Create a seamless experience from home to the front door using technology.
- Consider viability of a 24/7 pool work.
- Provide art spaces.
- Implement a community garden - Provide spaces for teaching cooking and healthy eating.
- Study hub: 24/7.
- Opportunities for free, unconstructed activity.
- 'All gender' change spaces.
- Licensed café.
- Consider alternatives to the 50m pool – 50m pool not used by many. Perhaps 10 lane 25m pool.
- Recreational gymnastics, parkour, skate, virtual reality studios/space.

5. What are the facility elements and design approach that encourage increased use by people from CALD backgrounds?

- Easy to navigate: good signage (multilingual).
- Curtains around pool hall: women only.
- Ongoing engagement with CALD representatives through design phase.
- Incorporate the good design inclusions/lessons from libraries and community facilities that have been tailored to include CALD communities – City of Melbourne recently undertook upgrades of facilities in South Kensington and Docklands area with specific target audiences in mind. It has been noted that libraries and leisure centres are regarded as two of the 'safest', public places for people to go.

6. How the industry can impact on health (outcomes)

- Improved health outcomes appear to be more a function of strategy, management approach and programming as opposed to specific design elements.
- Integrate fitness services with health service – relationships with providers and physical co-location with community health services / spaces.
- Ongoing measuring of patron healthy wellbeing status throughout lifetime.
- Partner with local medical practitioners and health service providers.
- Understand community health issues tailoring programs to meet these at a local level.
- Enhance patron's social connection with facility: e.g. – older adults who use a WWP activity as their social connection opportunity – particularly if they live on their own.
- Push to get more non-traditional community members. The Centre is competing with private facilities to get the same 10-12% of market in gyms; need to be open minded about other community members that need assistance but wouldn't traditionally walk in the doors.
- One stop shop: exercise, nutrition, mental health, programs and workshops to cover broader health and happiness.

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- Ability for patrons to engage with apps and seminars offered to tap into their mental health as well as physical health.
- Remove language as a barrier to usage.
- Community garden → café.
- Good size warm water program pool.
- Café to have healthy eating options and provide good options for social connection.
- Better customer retention strategy to increase customer satisfaction.
- Health and wellness to be embed in the management model (specification): A fully integrated approach to enhance community health.

Fitness Australia

A previous discussion was conducted with Fitness Australia CEO. The key issues identified included:

- The market is defined as a low membership fee environment.
- The 24 hour gym model will experience continued growth.
- There will be growth in older adult usage and associated service provision requirements.
- A drive to get the health benefits onto the Public Health Agenda – the industry has been slow to react to the opportunities.
- Future could see aquatic and leisure facilities repositioned to health and wellbeing centres incorporating allied health providers.
- The client profile is changing and as a result, fitness and recreation professionals increasingly need to be able to work with older adults, younger clients, and those with medical conditions.
- There are emerging opportunities for those who can manage fitness and recreation services and relationships between fitness professionals and professionals in allied health services.

6 Contextual Research

The following information provides a summary of the relevant contextual information associated with future aquatic and leisure facility planning in the City of Greater Dandenong.

6.1 Council Strategy and Planning Documents

A summary of the key planning and strategy documents is outlined below.

Greater Dandenong Council Plan (2017-21)

The Plan sets the strategic direction of the City of Greater Dandenong and describes how the community's vision of a safe, vibrant city of opportunity for all will be achieved. Under strategic objective 1 (a vibrant, connected and safe community) the plan outlines a desire for improved health and wellbeing. The Plan aims to achieve this through increasing community participation in physical activity through leisure and recreation services and by providing quality and affordable community facilities to enable effective programs and activities for all.

Activate Sport and Active Recreation Strategy (2014-19)

This strategy was developed to guide Council in the provision of facilities, services and programs designed to increase participation in sport and active recreation in the City of Greater Dandenong. Under Objective 2 (providing improved access to quality indoor sport and recreation facilities – major facilities) the strategy recommended to undertake the next planning phase for Dandenong Oasis including interim actions, schematic and detailed designs, capital cost estimate, business planning and management models.

Community Wellbeing Plan (2017 - 21)

The following key priorities are identified in the Community Wellbeing Plan:

- Community Infrastructure, Transport and Environment: Appealing, accessible and appropriate community infrastructure contributes to inclusive communities resulting in improved health and wellbeing.
- Mental and Physical Health: Health and wellbeing outcomes can be positively influenced through increasing access to services and improving the quality of opportunities that are available to all members of the community.

Dandenong Oasis Future Directions Discussion Paper (2016)

The Discussion Paper noted that Dandenong Oasis was originally built in 1976 and underwent a major redevelopment in 1991 and further upgrade in 2003. Asset renewal works have continually been undertaken however many facility components are nearing the end of their service life. The aging infrastructure together with escalating operational costs and declining attendance figures highlights the increasing need to progress planning for a new / replacement aquatic and leisure centre in Dandenong.

A number of key recommendations were proposed for the existing and proposed aquatic centres and these were:

- Undertake a detailed structural and technical assessment of the existing Dandenong Oasis, as part of a master plan to guide short to medium-term capital improvements.
- Investigate opportunities to improve the operation and financial performance of Council's existing aquatic centres (Dandenong Oasis and NPAC).
- Progress the planning for the proposed aquatic centre by developing concept plans, cost estimates, master plans and financial modelling for preferred facility components.

Dandenong Oasis Condition Audit (2016)

Calibre Consulting were commissioned by the City of Greater Dandenong to complete a visual inspection of the Oasis Aquatic Centre. Inspections were undertaken on the 9th and 15th of November which involved a ground level inspection of the façade, inspection of the roof and inspection of the ceiling space in six designated locations.

In general, there were no significant structural engineering issues with the facility. It was recommended that a number of items be rectified within three months to prevent them causing any significant structural issues in the future. A large number of items were noted as requiring monitoring on a yearly basis. The in-ceiling inspections did not reveal any defects that require immediate rectification.

Dandenong Market Precinct Leisure & Community Facility Feasibility Study (2016)

The study aimed to give the City of Greater Dandenong a resource in determining the potential to locate a new Leisure and Community Facility within the Dandenong Market Precinct. The report concluded that the required program for the Leisure and Community Facility and the associated building envelope can be accommodated on the subject site. Further to this, confining the building envelope to the west side of Stuart Street and to the south of the on-grade market car park is beneficial in terms of staging the construction and maximising the amount of residential development within the study area. The study area currently provides 1,119 off-street car parking spaces, including 871 spaces associated with the Market. The feasibility proposes 900 additional off-street car parking spaces for a total on-site provision of 2,019 spaces. Ratio's car parking demand assessment indicates that car parking demand across the site will be in the order of 992, resulting in a minor shortfall of car parking on the residential apartment sites.

The Case for A Regional Table Tennis Facility in Greater Dandenong (2016)

The purpose of the study is to provide an indication of demand and strategic directions about: location options, design costs and management structure for a Regional Table Tennis Facility in Greater Dandenong. The Greater Dandenong Table Tennis Association is currently located at the Dandenong Oasis Aquatic Leisure Centre. The report recommended the continued growth and development of a regional Table Tennis Centre in Greater Dandenong, and hub for participation in Table Tennis. The report also recommended the preparation of a design for the expansion of the Table Tennis facility.

Greater Dandenong Sustainability Strategy (2016-30)

The Strategy provides the strategic framework to allow The City of Greater Dandenong to become one of Australia's most sustainable cities by 2030 by informing decisions, helping to shape plans and activities undertaken across the municipality and region. The Strategy outlines the need to enhance energy and water efficiency of existing buildings and that new Council buildings will be designed, constructed and operated to meet best practice ESD standards.

Sport and Active Recreation Participation Study (2015)

The Study has been developed to provide a comprehensive understanding of participation trends in Greater Dandenong, to help Council and key stakeholders develop strategies to minimise barriers and increase participation in sport and recreation activities. The study found that half of Greater Dandenong residents do not engage in the recommended levels of physical activity. Swimming was the equal second most participated activity at 15% with fitness/gym activity.

Dandenong Oasis Condition Assessment (2014)

A comprehensive audit of the asset identified a five year general maintenance and cyclical maintenance cost (for the period 2014/15 to 2018/19) of \$2.4M. Major cost items identified at the time included: boiler replacement - \$130K, exterior painting - \$82K, switchboard upgrade - \$44K and replace function room air conditioners - \$22K. It was also identified that boilers needed to be replaced in years two and three (at \$130K each) and that a UV system was required in year two - \$65K.

Community Infrastructure Plan (2012)

The Plan's fundamental purpose is to 'provide the City of Greater Dandenong with accurate and realistic community infrastructure plans for key municipal areas as a means of enabling Council to affordably continue to provide efficient and integral civic and community services within a long-term context.'

Disability Action Plan (2010-2014)

The Plan outlines the actions to be achieved to ensure Greater Dandenong continues to be a more accessible and inclusive community for all. The Plan focuses on four key areas for action: reduce barriers associated with services, facilities and accessing goods; supporting positive employment opportunities for people with a disability; meeting legislative responsibilities; and meeting challenges.

Disability Policy

The Policy outlines that Council committed to the provision of accessible services to ensure that everybody, regardless of ability, can participate in the social, economic and political life of the City. The Policy proposes a whole-of-council, whole-of-community approach to identify initiatives to increase access and inclusion of people with disabilities.

CoGD Aquatic Redevelopment Options (2008)

The review of aquatic services provision undertaken in 2008 identified the following key recommendations for the CoGD:

- Endorse Dandenong Oasis as the prime indoor aquatic facility and Noble Park Swim Centre as a significant outdoor seasonal facility and commit to the redevelopment of both facilities, Noble Park Swim Centre being the first priority.
- Maintaining Dandenong Oasis in the short-term requires an investment of \$2.7 million with \$24 million referred to the long term financial plan for the redevelopment of the facility.
- Immediate rectification tasks at Noble Park Swim Centre will require a capital budget of \$35,700, with an estimated \$9 million required for the redevelopment of the facility.
- Do not proceed with the development of aquatic facilities at Springers Leisure Centre.

6.2 Demographics

Greater Dandenong encompasses an area of 129 square kilometres in Melbourne's south-east, approximately 35km from Melbourne's CBD. The estimated residential population of Greater Dandenong in 2017 was 164,148 people. It is noted that Greater Dandenong is the most culturally diverse community in Victoria.

Greater Dandenong is comprised of residents from over 160 different birthplaces. Over half (64 per cent) of the population were born overseas, with 52 per cent from nations where English is not the main spoken language, double the Melbourne metropolitan average of 26%. Birthplaces include Vietnam, Cambodia, Sri Lanka, India, China, Italy, Greece, Bosnia, Afghanistan, New Zealand and Britain. The number of Greater Dandenong residents born overseas rose 13,600 between 2011–2016 including more than 2,400 Indian-born residents, nearly 2,300 Afghans, 1,500 Vietnamese and 1,400 Cambodians.

The diversity of this city is reflected in the range of religious faiths including Buddhism (15 per cent), Islam (13 per cent), Hinduism (5 per cent) and Christianity (37 per cent). A majority (70 per cent) of Greater Dandenong residents speak languages other than English – the largest proportion in Victoria – including Vietnamese, Khmer, Chinese, Greek, Punjabi and Sinhalese.

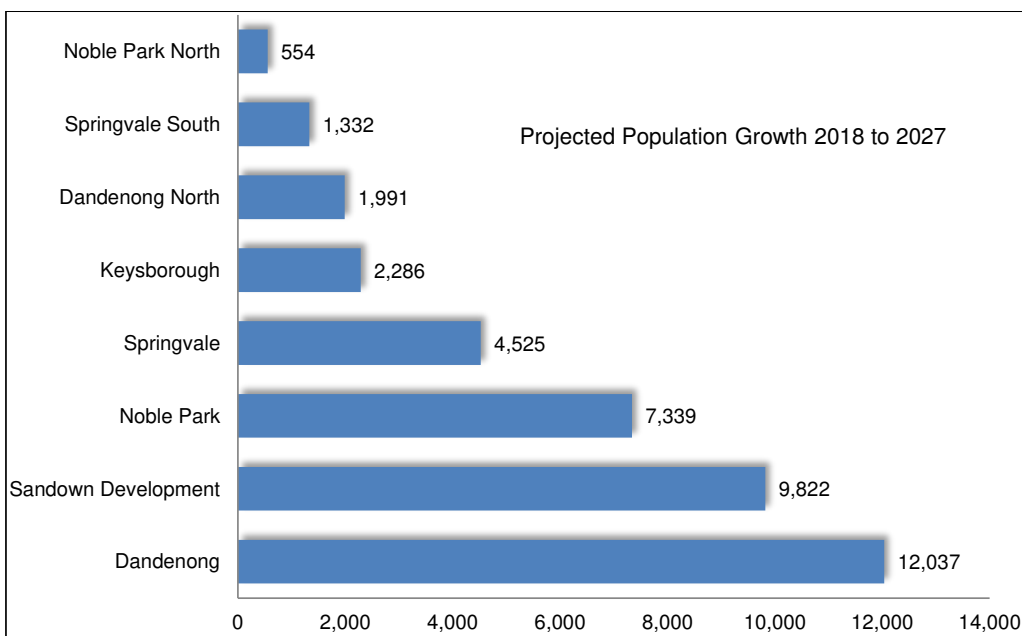
Population Overview

The table below provides an overview of Greater Dandenong (usually resident) population numbers by suburb on the 2016 Census night. This data highlights that the most populated suburbs in the municipality are: Noble Park which accounts for 19.5% of the population, Dandenong (18.8%), Keysborough (16.2%), Dandenong North (14.1%), Springvale (13.7%) and Springvale South (8.0%). At the time of the 2016 Census, these six suburbs accounted for 90.3% of the total Greater Dandenong population.

Suburb	Usually Resident Population 2016	Percentage of CoGD Population
Bangholme	786	0.5%
Dandenong	29,901	18.8%
Dandenong North	22,448	14.1%
Dandenong South	161	0.1%
Keysborough	25,785	16.2%
Lyndhurst	6,722	4.2%
Noble Park	30,997	19.5%
Noble Park North	7,465	4.7%
Springvale	21,713	13.7%
Springvale South	12,770	8.0%
Total	158,748	100%

Table 10: CoGD Usually Resident Population in 2016**Projected Population Growth**

The estimated residential population of Greater Dandenong is expected to reach 201,000 by 2027. For the period from 2018 to 2027, it is projected that the major growth areas will be: Dandenong with an increase of 12,037, Sandown (9,822) and Noble Park (7,339).

**Graph 4: Projected Population Growth**

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6.3 Competitor Analysis

The table below provides a summary of the major aquatic and leisure facility provision in Greater Dandenong and the surrounding municipalities with a map of the Greater Dandenong facilities provided on the following page.

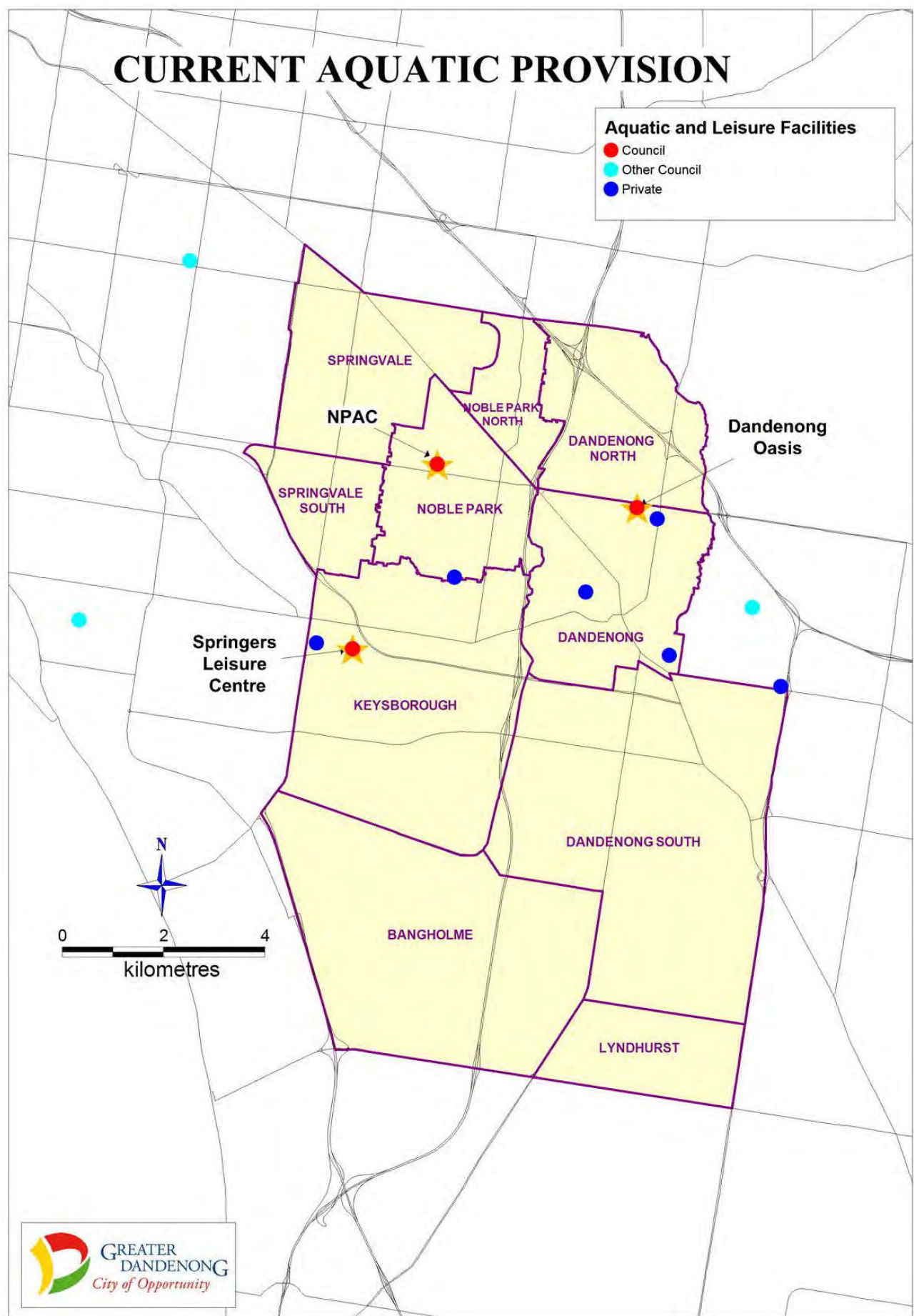
Municipality	Aquatic Centre	Distance and Travel Time (by Car)			
		Dandenong Oasis		Dandenong CBD	
Greater Dandenong	Dandenong Oasis	N/a	N/a	4 min	2.4km
	NPAC	7 min	4.2km	9 min	5.3km
	Genesis fitness/Swimming School, Dandenong (20m indoor pool, gym and fitness/program rooms)	6 min	5.2km	4 min	1.2km
	North Lodge Swimming Academy, Dandenong	1 min	0.8km	5 min	2.7km
	Parkmore Swim Centre, Keysborough	10 min	5.0km	11 min	5.6km
	Fastlane Aquatics/Grenda Aquatic Centre, Haileybury College, Keysborough (50m pool & diving pool)	14 min	9.6km	16 min	7.7km
Casey	Casey ARC, Narre Warren	12 min	10.9km	13 min	9.5km
	Casey RACE, Cranbourne	21 min	20.6km	22 min	18km
	Doveton Pool	7 min	4.2km	5 min	2.5km
Frankston	PARC, Frankston	20 min	24.6km	21 min	25.4km
	Pines Forest Aquatic Centre	19 min	23.5km	21 min	24.3km
Glen Eira	GESAC, Bentleigh East	21 min	19.2km	23 min	20.4km
	Carnegie Swim Centre	23 min	20.2km	25 min	21.4km
Kingston	Waves Leisure Centre	24 min	16.0km	23 min	16.8km
	Don Tatnell Leisure Centre	18 min	14.6km	19 min	12.6km
Knox	Knox Leisureworks	21 min	16.7km	22 min	17.3km
Monash	Monash Aquatic & Recreation Centre	14 min	14.3km	15 min	15.2km
	Clayton Aquatics and Health Club	17 min	11.1km	18 min	11.7km
	Oakleigh Recreation Centre	17 min	18.7km	19 min	15.1km

Legend: Distance to Dandenong Oasis

< 5km 5-10km > 10km

Table 11: Major Competitor Analysis

The following map provides a summary of the aquatic and leisure facilities within the City of Greater Dandenong. This map also includes the Springers Leisure Centre.



7 Industry Trends and Benchmarks

The following information provides a summary of relevant trends and benchmarks associated with the aquatic and leisure facility provision in the City of Greater Dandenong.

7.1 Redevelopment Performance

A comprehensive review of aquatic and leisure centre redevelopments in Victoria was undertaken, which highlighted that annual visitation numbers increased by an average of 40% post redevelopment.

Overall the total annual visitation numbers for the 11 facilities increased from 4.5M to 6.4M per annum.

7.2 Car Parking Provision

A detailed review of car parking provision was undertaken by the consulting team. Based on the facilities assessed it is identified that

- The average number of car parks provided is 320.
- 92% of users visit the aquatic and leisure facilities by car as the mode of transport.

In consulting with facility managers, it is also noted that many stated that they were under provisioned for with the number of car parks.

On average it is identified that each car park accommodates just over 2,600 visits per annum and hence this can be a “starting point” benchmark for assessing car park provision requirements for a facility.

7.3 Design Trends

Over the past five years, there has been significant development and renewal of aquatic leisure centres nationally. These developments are in direct response to: ageing assets, the changing needs of users and the provision of health and leisure activities for individuals, groups and families. A summary of the key design trends from research undertaken by the consulting team is outlined below with further details of key trends and benchmarks outlined in Appendix D. This research includes consultation with aquatic leisure centre managers and ongoing site visits.

Dedicated Learn to Swim Pools

As a common design trend, dedicated learn to swim pools are now included into new facilities and existing facility redevelopments. These pools, which are generally around 10m by 12m with a temperature of 34 degrees Celsius and depths ranging from 0.7m to 0.9m, cater for in excess of 50% of a Centre's total learn to swim participation. The provision of this type of aquatic space together with other aquatic spaces, allows for the provision of progressive learn to swim programs and this facilitates high enrolment levels. A successful learn to swim program is critical to the overall financial sustainability of contemporary aquatic leisure centres. This has become even more important as a result of increased competition in the traditional local government “cash cow” area of health and fitness.

Water Play Areas – Leisure Water

The provision of all year round “leisure water” has been the most obvious development trend in facility design over the past five years. Leisure water includes sprays, tipping buckets, fountains, small water slides and the like. All new centres that the Warren Green Consulting team has worked on in the past three years in particular have included leisure water facilities. The installation cost of splash pads and water slides have ranged from \$400K to \$3.0M.

Modern water play installations are highly interactive and can transform aquatic centres into entertainment destinations and increase activity levels in children aged from 2-14 years of age. Water play features provide significant revenue streams from increased patronage but

also provide indirect revenue through increases in aquatic education revenue and secondary spend.

Water slides have become particularly popular in new centres replacing wave pools as the major attraction. Whilst water slides act as a major attraction, particularly when they initially open, usage tends to drop off after a year two as they lose impact particularly to the teenage market - teenagers tend to lose interest once the initial risk factors have been conquered. The drop-in patronage and the high costs of supervising slides suggest that there are some challenges associated with long-term financial sustainability.

Warm Water Exercise Pools and Wellness Area

Physiotherapists, general practitioners, personal trainers and other healthcare professionals are increasingly prescribing aquatic exercise programs for patients and clients. Studies have demonstrated the benefits of aquatic exercise for rehabilitation, injury prevention and pain management. Arthritis patients have an increased range of movement and more flexibility in water, allowing them to improve their physical condition.

As the population continues to age, the demand for venues to deliver aquatic therapies will grow. In response to the increased demand for warm water activities, most new facilities now incorporate either a hydrotherapy pool or a warm water exercise pool.

Further to the provision of dedicated warm water exercise pools, the demand for high quality wellness facilities has also increased. These facilities include: spa, sauna and steam facilities, passive spaces and appropriate areas for social interaction such as meeting areas and quality cafes.

Universal Design and Disability Access

Changes to government legislation with regard to disability access means that modern facilities now require ramp access into all pools, hoists and accessible toilets and change facilities. Indoor heated pools are now more widely used by disability groups and individuals. Added to this is the growing range of programs and activities offered to people of different abilities and physical condition.

Universal Design Principles encourage the development of facilities suitable for use by everyone including people with vision and hearing impairments, families with prams and young children, people with injuries, the elderly and people with mobility impairments. An introduction to the seven principles of Universal Design as identified by Sport and Recreation in Victoria are outlined below.

Principle	Definition	Guideline
A. Equitable Use	The design is useful and marketable to people with diverse abilities.	1a. Provide the same means of use for all users: identical whenever possible; equivalent when not. 1b. Avoid segregating or stigmatizing any users. 1c. Provisions for privacy, security, and safety should be equally available to all users. 1d. Make the design appealing to all users.
B. Flexibility in Use	The design accommodates a wide range of individual preferences and abilities.	2a. Provide choice in methods of use. 2b. Accommodate right- or left-handed access and use. 2c. Facilitate the user's accuracy and precision. 2d. Provide adaptability to the user's pace.
C. Simple and Intuitive Use	Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.	3a. Eliminate unnecessary complexity. 3b. Be consistent with user expectations and intuition. 3c. Accommodate a wide range of literacy and language skills. 3d. Arrange information consistent with its importance. 3e. Provide effective prompting and feedback during and after task completion.

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Principle	Definition	Guideline
D. Perceptible Information	The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.	4a. Use different modes (pictorial, verbal, tactile) for improving on redundant presentation of essential information. 4b. Provide adequate contrast between essential information and its surroundings. 4c. Maximize "legibility" of essential information. 4d. Differentiate elements in ways that can be described (i.e., make it easy to give instructions or directions). 4e. Provide compatibility with a variety of techniques or devices used by people with sensory limitations.
E. Tolerance for Error	The design minimizes hazards and the adverse consequences of accidental or unintended actions.	5a. Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded. 5b. Provide warnings of hazards and errors. 5c. Provide fail safe features. 5d. Discourage unconscious action in tasks that require vigilance.
F. Low Physical Effort	The design can be used efficiently and comfortably and with a minimum of fatigue.	6a. Allow user to maintain a neutral body position. 6b. Use reasonable operating forces. 6c. Minimize repetitive actions. 6d. Minimize sustained physical effort.
G. Size and Space for Approach and Use	Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.	7a. Provide a clear line of sight to important elements for any seated or standing user. 7b. Make reach to all components comfortable for any seated or standing user. 7c. Accommodate variations in hand/ grip size. 7d. Provide adequate space for the use of assistive devices or personal assistance.

Table 12: Universal Design Principles

Family and Group Change Facilities

The introduction of leisure water features and the drawing card these provide for families can place significant strain on change facilities. The industry has responded to the increased demand on change facilities by providing family specific change rooms. These change rooms generally consist of cubicles but do not include showers or toilets. The change cubicles are grouped together to form a change village. "On deck" (poolside) showers complement change villages and enable people to rinse off prior to changing into their clothes. Change villages are a low-cost way of increasing overall change facility capacity and providing dedicated change facilities for families.

Group Training and/or Meeting Spaces Provision

Major redevelopments have incorporated the provision of additional group training or meeting spaces for a range of activities including: community meetings, educational sessions, allied health services, spin classes, traditional aerobics, older adult programs, special needs groups sessions, programs for minority or ethnic groups and alternate training (e.g. yoga, tai chi, pilates etc.). These spaces have been shown to significantly increase customer retention, facilitate social interaction, create a sense of belonging, enhance overall financial performance and create a point of difference with the private sector.

Reception Foyer Areas Designed to Take into Account Self-Entry Opportunities

Changes in technology have made the implementation of self-entry options possible in aquatic leisure centres. Self-entry involves customers swiping their membership cards over

a scanner to gain access through entry gates in the foyer. Self-entry systems have many benefits including quick entry for members, reduction of queues, enhanced capacity to manage over the counter enquiries and some reduction in staff costs.

Technology Factors

Up until recent times, the application of technology has only been given moderate consideration in local government leisure and aquatic facilities. Industry leaders however identified this as being a major factor in influencing successful operation into the future with, as an example, significant opportunities associated with the following:

- Create a more customer centric approach to the business through a seamless and more user-friendly approach (e.g. cashless, paperless, iCloud sharing of information).
- Utilise software/apps to enhance the customer experience and focus specifically on outcomes and objectives and the associated monitoring and assessment.
- Introduce a range of new service and program options including educational services on site through the use of online options.
- Utilise data for customer tracking, revenue generation and continuous improvement.

It is highlighted that future facility developments should be designed with consideration of incorporating the capability of accommodating technology requirements.

Environmentally Sustainable Design (ESD) and Management

Reducing energy usage is an increasingly critical part of centre management plans, facility design and operations. Many local governments require a detailed response on the capacity to deliver environmentally sustainable management outcomes as part of tender submissions when outsourcing facility management for example. Increasingly, centres are using their environmental credentials as an opportunity to differentiate themselves from the rest of the market. Energy and water costs are predicted to continue to rise, therefore requiring increased capital investment in ESD to assist with long-term viability. It is important to recognise the emissions produced by aquatic facilities and to be environmentally responsible in reducing their footprint through ESD. This trend is likely to continue as people become more educated regarding the impact of ESD.

Consultation with architects highlighted the following points in relation to the design and planning process to maximise ESD outcomes:

- The design process requires analysis of site specific conditions to assist in the creation of a facility that will react to its surroundings rather than impose upon them. This is particularly important with regards to the design of indoor aquatic facilities which consume significant amounts of energy to heat pool water and indoor environments.
- Through investigation into water management and bio diversity potential, climate mitigation will ensure a holistic and coordinated solution.
- Passive strategies for ventilation and day lighting are driven by detailed modelling and analysis, and material selection is carefully considered to ensure a healthy indoor environment with maximum thermal comfort for occupants.
- Three stages in the planning should occur: i) Optimise building performance via orientation, massing and fabric design. ii) Service optimisation and energy recovery and iii) On site power generation.

Further details on Sustainable Design are attached in Appendix E.

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7.4 Facility Development Examples

Examples of contemporary aquatic and leisure facility components are outlined below.



Image 6: Dedicated Learn to Swim and Shallow Water



Image 7: Older Adult Special Need Spaces

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Image 8: Large Health and Wellness Spaces



Image 9: Multiple Program Rooms

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Image 10: Social and Passive Spaces



Image 11: Multiple Amenity Options

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Image 12: Accessible and Family Change



Image 13: Access Ramps and Walkways

7.5 Societal Trends

As part of the future planning process the Consulting Team commissioned a “Futurist” to undertake a detailed Environmental Scan on relevant future societal trends that may impact on aquatic and leisure facility design and long-term participation levels. This is also relevant as major aquatic and leisure facility redevelopment may take up to five years (or more) to deliver with changes occurring in the intervening period.

A summary of potential key trends relevant to long-term planning are outlined below:

- **Higher Density Lifestyles** - There is a shift from horizontal housing to vertical lifestyles in Australia’s major cities. Residents could enjoy the liberation that comes with precinct living; accessibility to abundant choices, freedom from the car and from commuting. Precincts are desired according to the social density they offer – the number of lifestyle interactions easily attainable to residents. Accordingly, Australian cities evolve from a low social density, high transport lifestyle, to high social density living.
- **Community Belonging** - The desire for stable and trusted relationships with people and places of common interest. The social desire or need for community belonging will grow stronger, a logical response to a sustained period of hyper-individualism. People will increasingly want to be with others, to be engaged, to collaborate, to participate in and to contribute to their local communities - they will want to belong to something. In turning down their materialistic interests, the priorities of individuals will turn to more participatory lifestyles - experiences, social interaction, doing. Key themes include: belonging, contributing, engaging, participating and collaborating.
- **Post Materialism** - A fundamental shift away from materialistic pursuits leads to a growing interest in lifestyle factors such as creativity, collaboration, community belonging, personal time and experiences. This may be manifested via: i) A redefining of what constitutes status - movement away from ownership and material possessions as symbols of success and movement towards lifestyle experiences; and ii) A greater sense of personal identity that comes from within (inner awareness, inner health, inner confidence), as opposed to being expressed superficially.
- **Woe is Me** - The emerging intolerance and lack of resilience for coping on one’s own. As Australians grow increasingly intolerant of their own company, we are losing the resilience to cope with being on our own. This trend will accentuate the rising incidence of mental health issues, depression and suicide. Combined with an ageing population and more people living on their own, social isolation and loneliness will become social epidemics.
- **Brain Health** - A growing awareness of the need for lifelong mental engagement, stimulation and care. A dementia and Alzheimer’s tsunami in the years 2020-2030, raises awareness of the need for lifelong brain health. With so many younger Australians being impacted through personal experience with older relatives, mental and brain health become greater social priorities and begin to receive as much individual attention as physical health.

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Part B – Key Findings and Strategy

8 Strategic Overview

The following information provides an overview of the key strategic factors associated with future aquatic and leisure provision in CoGD.

8.1 Vision and Guiding Principles

Based on the consultation, research and analysis undertaken the following strategic framework is proposed for future aquatic and leisure facility planning.

Vision

More People, More Active, More Often¹.

Purpose

To enhance the physical and mental health of our community and opportunities that support community connectedness.

Guiding Principles

The Guiding Principles support and guide progress towards the Vision for Greater Dandenong aquatic and leisure facilities.

Enhancing Community Health and Wellbeing

By encouraging activity and participation by people from all sectors of the community the Greater Dandenong aquatic and leisure facilities will play a key role in enhancing community health and well-being. This will be achieved through the provision of specific health and well-being facility components, collaborative partnerships with local health service providers and programs and services that target those in most need of health improvement.

Maximising Equity and Access

The adoption of Universal Design principles and concession pricing policies will make aquatic and leisure facilities accessible and encourage use by the whole community regardless of age, race, gender, ability or socioeconomic background.

Facilitating Social Connection

The aquatic and leisure facilities will be a welcoming, vibrant and engaging community hub that is a natural meeting and gathering place. The designs will include spaces for social interaction and the approach to customer interaction will encourage social connection and create a sense of belonging.

Providing High Quality Facilities

The facilities will reflect industry best practice design which is flexible, adaptive and represents a 'sense of place' for the community. However, they must be affordable with consideration to the many competing demands for infrastructure funding. Consequently, a complementary, whole of region approach is important in the context of overall provision to deliver maximum benefits across the whole community.

Creating Sustainable Outcomes

Council is sensitive to the need for fiscal responsibility and financial sustainability. Consequently, the aquatic and leisure facilities need to have a sufficient range of commercial elements to maximise financial performance and provide balance for subsidised access and services.

Environmental sustainability is critical to the City of Greater Dandenong hence the design and operation should reflect this commitment.

¹ Note: this vision was developed by Cockburn ARC in Western Australia.

8.2 Summary of Key Findings

Based on the analysis undertaken, the major findings are outlined below.

Current Situation

1. Dandenong Oasis is in excess of 40 years old and no longer adequately caters for the diverse community need. When compared to a contemporary aquatic and leisure facility the overall design of DO is poor with, as an example, the following limitations or weaknesses:
 - The warm water / hydrotherapy pool is approximately 70m² compared to a contemporary facility with a pool size of at least 260m².
 - General accessible design is poor with no ramps into the warm water pool or 50 metre pool, absence of quality special needs and family change rooms, no lift to the gymnasium on level one.
 - Change room options are limited and when compared to a contemporary design, Dandenong Oasis does not cater well for school and other groups, families, gymnasium members, special needs individuals and CALD groups.
 - Dandenong Oasis is a relatively older design with a large building footprint, it also has a large water volume including a deep 50 metre pool. This results in an inefficient building design with a high energy usage and cost to operate.
 - The performance of the core business areas of the gymnasium, learn to swim area, retail and cafe are all constrained by quality, size and / or location. This has a detrimental impact on participation levels and also financial performance contributing to the need for a high Council financial subsidy.
 - The age and general condition of the building creates a requirement for significant ongoing maintenance at a larger cost to Council and an inconvenience to the operation of the facility.
2. NPAC was redeveloped in 2012 and while it is in very good condition overall it is underutilised and has capacity to accommodate increased usage. It is estimated that NPAC is located close to the population centre of Greater Dandenong and close to future growth areas such as Sandown. NPAC is sited in Ross Reserve precinct which is an important recreational and sporting precinct and hence an excellent strategic fit. The recent elevation of the adjacent train line has contributed to enhanced access to the facility for western suburb residents and also a plan to further activate the broader precinct as a community hub.

Both Dandenong Oasis and NPAC have significantly lower attendance levels when compared to 23 other benchmarked metropolitan Melbourne municipalities. CoGD facilities have total visitation that are 47% lower, visits per head of population are 53% lower and the average visits per facility are 28% lower. As further background, Dandenong Oasis has approximately 509,000 visits per annum compared to an average of five other major aquatic and leisure facilities of 1,010,000 visits per annum.

An assessment of the annual visitations per three-kilometre catchment population for Dandenong Oasis, NPAC and the average of 11 aquatic and leisure facilities from other local government areas indicates that:

 - Both Dandenong Oasis (8.1 visits per annum per head of three-kilometre catchment) and NPAC (2.4) both have participation levels significantly lower than the 11 facility average (16).
 - It also highlights that NPAC annual visitation numbers are exceptionally low and that the NPAC three-kilometre catchment is actually greater than that of Dandenong Oasis.
3. An analysis of relative participation levels at CoGD aquatic and leisure facilities by suburb highlights that overall Dandenong Oasis had 3.1 visits per head of the residential population while NPAC had 1.1 visits per head of the residential population. The highest participation rates by suburb are from Dandenong, Dandenong North and Noble Park

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residents which have between 3.9 and 5.0 visits per head of population. It is important to highlight that these participation levels are still relatively low being at least 25% lower than the average of 6.6 visits per head of population experienced in other municipalities. The lowest participation levels are from Noble Park North, Springvale and Springvale South which each have less than 2.4 visits per head of population. It was also noted that Eastlink is a barrier for movement west to east and east to west in the municipality and this impacts on visitation numbers at both facilities.

4. A breakdown of usage by local government areas for both Dandenong Oasis and NPAC indicates that NPAC is predominately used by CoGD residents who account for 82% of usage. This is most likely a direct result of the NPAC location and the relatively limited range of facilities. By comparison, only 64% of users of Dandenong Oasis reside in the CoGD with 21% living in the City of Casey.
5. In 2017/18 and historically, both Dandenong Oasis and NPAC have been deficit operations. The Dandenong Oasis deficit in 2017/18 was \$1.18M while the NPAC deficit was \$890K (excluding major maintenance / asset renewals). The financial performance of both of these facilities is worse than available industry performance benchmarks.

Community Consultation Results

1. The key findings identified from the extensive community consultation were as follows:
 - The replacement of Dandenong Oasis with a new facility is important with in excess of 65 percent of respondents providing a score of 8 or more (out of 10) and an overall average response score of 7.9 out of 10.
 - The existing site was the strongly preferred site by current CoGD resident Oasis users (67.5 percent) and moderately preferred by CoGD resident non-users (34.4 percent which was the highest preferred response).
 - The age, poor condition / quality and accessibility (to and within) of Dandenong Oasis are key reasons why it is difficult for existing users to use the Centre, why past users no longer use the Centre, and why people have never used the Centre. Addressing this will be a critical part of any proposed development.
 - The information gathered through the community consultation program indicates that the provision of free and readily available car parking is important to existing users of Dandenong Oasis, and is valued because it helps to make the Centre more accessible.
 - As noted above, age, condition and accessibility are key areas of concern for existing, past or non-users of Dandenong Oasis, and at the top of the list of their concerns are the change room facilities. Specifically, there are not enough change rooms, showers and toilets to cater for demand; the condition, size and standard of the existing facilities is poor; the lack of accessible and family change room facilities; and the need for separate change facilities to support use of the Centre by schools is a key concern.
 - The consultation results suggest that cost is a barrier for past and non-users of Dandenong Oasis, and is an area of concern for existing users. This is not unexpected given the socio-economic profile of the Greater Dandenong community. In redeveloping or building a new Dandenong Oasis, Council will need to strike a reasonable balance between the cost to Council to operate the Centre and the ability of the community to pay to access the Centre.
 - The lack of facilities to support use of the Centre by families, children and young people is one of the key reasons why past users and non-users do not visit Dandenong Oasis, and is also a key aspect that is likely to encourage them to use a new or redeveloped Centre. Water play, water park, water slides, dive boards, wave pool, wave machine, learn to swim facilities, and family change rooms were raised repeatedly throughout the consultation program as suggestions about what families, children or young people would like to see incorporated into a new centre.
 - The results from the consultation program suggest that the provision of more hydrotherapy / warm water rehabilitation space is the number one improvement to

water space that is likely to encourage people to use a new or redeveloped Centre. Either a larger hydrotherapy pool or multiple pools to support the needs of people with a disability or long or short-term injuries, and older adults is the key priority.

- An analysis of facility preferences by age cohorts specifically highlighted that: the provision of a warm water pool was of high importance for all age cohorts over the age of 50 years and that general accessibility was very important for the 70 years plus age groups. The 12 to 24 year age groups highlighted the importance of several facilities including: quality gymnasium areas, group fitness rooms, good lap swimming pools, improved swim lessons and programs for teenagers.
- The consultation results indicate that a new or redeveloped Dandenong Oasis will need to be a place for health and fitness, and a place for fun and entertainment. These are the primary reasons why people use Dandenong Oasis or other aquatic leisure facilities.
- Raised through various parts of the consultation program, safety and security is an issue that will need to be considered in developing the existing or a new Dandenong Oasis.

Municipal Overview

1. At a strategic and planning level the Greater Dandenong Council Plan outlines how the community's vision of a safe, vibrant city of opportunity for all will be achieved. Under strategic objective 1 (a vibrant, connected and safe community) the plan outlines a desire for improved health and wellbeing. The Plan aims to achieve this through increasing community participation in physical activity through leisure and recreation services and by providing quality and affordable community to enable effective programs and activities for all. The Council's Community and Wellbeing Plan also highlights the importance of maximising access to health and wellbeing services and improving the quality of opportunities that are available to all members of the community.
2. Greater Dandenong encompasses an area of 129 square kilometres in Melbourne's south-east, approximately 35km from Melbourne's CBD. The estimated residential population of Greater Dandenong in 2017 was 164,148 people. For the period from 2018 to 2027, it is projected that the major growth areas will be: Dandenong with an increase of 12,037, Sandown (9,822) and Noble Park (7,339).

It is noted that Greater Dandenong is the most culturally diverse community in Victoria. Greater Dandenong is comprised of residents from over 160 different birthplaces. Over half (64 per cent) of the population were born overseas, with 52 per cent from nations where English is not the main spoken language, double the Melbourne metropolitan average of 26%. Birthplaces include Vietnam, Cambodia, Sri Lanka, India, China, Italy, Greece, Bosnia, Afghanistan, New Zealand and Britain. The number of Greater Dandenong residents born overseas rose 13,600 between 2011–2016 including more than 2,400 Indian-born residents, nearly 2,300 Afghans, 1,500 Vietnamese and 1,400 Cambodians.

Industry Benchmarking Results

1. Industry benchmarking indicates that two aquatic leisure facilities in Greater Dandenong is consistent with the level of provision in other benchmarked municipalities. The analysis indicates that CoGD has one aquatic and leisure facility per 80,476 residents while the municipalities have a similar provision level with one aquatic and leisure facility per 75,247 residents.

A specific analysis of 50 metre pool provision in Greater Dandenong compared to the average of 23 other local government areas indicates that Greater Dandenong has on average a higher level of all year round 50 metre pool access (i.e. two locations compared to on average one location) and almost twice the level of provision for the local government area (i.e. one 50 metre pool per 65km² compared to the benchmark of one 50 metre pool per 113km²).
2. A review of redevelopments in Victoria is outlined in the table below and this highlights that annual visitation numbers to aquatic and leisure facilities increased by an average of

40% post redevelopment. Overall the total annual visitation numbers for the 11 facilities increased from 4.5M to 6.4M per annum. The indicative capital cost of the five major aquatic and leisure facilities was between of \$56.9M to \$62.0M (current day values).

3. A review of industry design trends indicates that over the past five years, there has been significant development and renewal of aquatic leisure centres nationally. These developments are in direct response to: ageing assets, the changing needs of users and the provision of health and leisure activities for individuals, groups and families. Key design elements include: the provision of dedicated learn to swim pools, inclusion of water play, development of warm water pools and wellness areas, enhanced universal design, range of size of change room options, improved group and social spaces and enhanced ESD.
4. A review of future societal trends indicates that a range of factors may influence future aquatic and leisure facility provision. These factors and / or drivers may include:
 - Higher Density Lifestyles - There is a shift from horizontal housing to vertical lifestyles in Australia's major cities.
 - Community Belonging - The desire for stable and trusted relationships with people and places of common interest.
 - Post Materialism - A fundamental shift away from materialistic pursuits leads to a growing interest in lifestyle factors such as creativity, collaboration, community belonging, personal time and experiences.
 - Woe is Me - The emerging intolerance and lack of resilience for coping on one's own. As Australians grow increasingly intolerant of their own company, we are losing the resilience to cope with being on our own.
 - Brain Health - A growing awareness of the need for lifelong mental engagement, stimulation and care.

8.3 Initial Recommendations

Based on the analysis undertaken, the following initial recommendations are made for the future aquatic and leisure facility provision in CoGD.

1. That the Vision of *"More People, More Active, More Often"* and Guiding Principles of: enhancing community health and wellbeing, maximising equity and access, facilitating social connection, providing high quality facilities and creating sustainable outcomes be endorsed as central components of future planning framework.

General Background – this vision and the guiding principles are based on the extensive consultation and research undertaken.

2. That the CoGD continue to provide two aquatic and leisure facilities into the future.
General Background: It is recommended that two aquatic and leisure facilities is the appropriate provision number for CoGD based on: population numbers, the size of municipality, the costs associated with facility development / provision and the other opportunities for participation levels (refer below).
3. That NPAC be redeveloped in the future to include expanded, year-round services.
General Background: It is recommended that NPAC be redeveloped due to the geographic location near the population centre of the municipality, the current very low utilisation levels, poor financial performance, capacity to expand the facility, accessibility from the west, future population catchment growth and the Ross Reserve community precinct positioning,
4. That a new replacement facility (as opposed to a redevelopment) be planned for Dandenong Oasis.
General Background: A replacement facility is recommended as a result of the significant design limitations, age and condition of Dandenong Oasis and general community expectations and support for a new facility.

5. That complementary functions be performed by Dandenong Oasis and NPAC into the future based on the following:
- NPAC to be a family friendly facility offering all year-round services with a focus on: leisure, recreation and fitness, sport-based usage (e.g. swim club competitions and school carnivals) and summer activities.
 - The Dandenong replacement facility to be a multi-purpose offering all year-round services with a focus on: allied health, passive activity, education and wellness and in particular for special needs and targeted groups.

General Background: this recommendation is based on the current function of each facility, the Dandenong facility located near the medical and health precinct, NPAC located in a community recreation precinct, overall capital cost, operational efficiency and community aspiration and need.

6. That CoGD provides one 50 metre pool with the Dandenong Oasis replacement facility having a 25-metre pool in addition to a range of complementary aquatic and leisure facility components.

General Background: This recommendation is made based on the community having poor swimming skills, enhanced programming opportunities in a 25-metre pool, the suitability of NPAC for recreational swimming and competitions, a point of difference with the other CoGD aquatic and leisure facility, benchmarking on 50 metre pool provision, improved financial performance and delivering maximum benefit for the capital costs.

8.4 Facility Components Review

The table below highlights the key facility elements for the Dandenong replacement facility and the primary impact they have on guiding principles. It is implicit that each element will partly or fully impact the majority of the principles. However, the purpose of the analysis is to highlight where elements will have the maximum benefits and to provide clarity as to the purpose of each element. Similarly, whilst all elements will be accessible to the whole community through the implementation of universal design principles and concession pricing strategies, the service users listed in the table are those which are specifically identified as being priority users for that particular element.

Facility Element	Specific Targeted Service Users	Primary impact
Warm water exercise pool	People with disabilities Older adults People with mobility issues People with chronic health issues People from culturally diverse backgrounds Health service providers	Accessibility and services for whole community Equitable provision of facilities for people of all abilities Provision of facilities that facilitate improved health and well being Providing a platform for social connection
Lap swimming pool with ramp	Lap swimmers Swim clubs and swim squads including master swimmers	Accessibility for whole of community Provision of facilities that facilitate improved health and well-being
Activities (25m) pool with ramp (shared with lap swimmers)	School learn to swim Aquarobics Water walking Recreational use	Accessibility for whole of community Provision of facilities that facilitate improved health and well-being Providing a platform for social connection Water safety and education Financial sustainability

Aquatic Strategy
City of Greater Dandenong

Facility Element	Specific Targeted Service Users	Primary impact
Aquatic education pool	Children and parents	Water safety and education Financial sustainability
Spa, sauna and steam room	Adults Older adults People from culturally diverse backgrounds	Providing a platform for social connection Provision of facilities that facilitate improved health and well being
Disability change rooms (Universal design principles)	Whole of community	Accessibility for whole of community Equitable provision of facilities for people of all abilities
Water play pool	Children and families	Accessibility and services for whole of community Financial sustainability (Complementary to learn to swim)
Family change facilities	Families	Accessibility and services for whole of community
Group change options	School groups Sporting clubs	Accessibility and services for whole of community
Health and Fitness - Strength training and cardio areas	Teenagers Adults Older adults	Financial sustainability Provision of facilities that facilitate improved health and well-being
Group fitness Program rooms	Teenagers Adults Older adults	Financial sustainability Provision of facilities that facilitate improved health and well-being
Occasional care	Parents and children	Accessibility and services for whole of community Providing a platform for social connection
Café and social Spaces	Whole of community	Providing a platform for social connection

Table 13: Facility Components Review

The following additional background information is provided in relation to the proposed facility direction.

Squash and Table Tennis Provision

- Income for squash in 2017/18 was \$31K, which was \$10K behind budget, and accounted for only 0.8% of Dandenong Oasis' total income. The 2017/18 income was \$9K or 23% less than the 2016/17 squash income indicating a decline in participation. The decline in squash participation is also noted nationally over the longer term with the number of regular participants decreasing from 178,000 in 2001 to 59,000 nationally in 2016 which is a 67% decline (source Roy Morgan Analysis 2016). For these reasons, squash facilities have not been included into the proposed future design.
- While the table tennis facility is currently annexed to the Dandenong Oasis, it is understood that it could potentially be co-located with a new facility (subject to location and site size) or at an alternate location. For this reason, a table tennis facility has not been included into the future design recommendations.

25m and 50m Pool Options

In determining the future facility components for the Dandenong replacement facility consideration was given to a range of factors including: contemporary facility design, current Oasis facilities, the strategic framework, capital cost, general need and community feedback. As an outcome, two potential development options were identified with the major difference being: Option 1 – 25m pool and two warm water pools and Option 2 – a 50m pool and one warm water pool.

It is recommended that Option 1 – a 25m pool with two warm water pools be developed as this option results in a better value community outcome with increased warm water and shallower water being far more appropriate for: allied health, passive activity, education and wellness and in particular for special needs and targeted groups.

The following additional background comments are also provided:

Future Service Provision

- The proposed 25m pool option has a 10 lane by 2.5m wide lanes hence would be a square pool (i.e. 25m by 25m) making it one of the largest (if not the largest) 25m pool in Australia at 625m².
- To the best of the consulting team's knowledge this option would also be the only community facility in Australia with two warm water pools. This would cater for both group bookings and casual use and result in an exceptional level of accessibility.
- A 25m pool is not currently provided for in the CoGD and this provision creates a point of difference with the 50m pool at NPAC contributing to increased program diversity across the municipality.

Current Situation

- Oasis management has advised that the extensive deep water requires a high level of supervision particularly given the diversity within the community and hence there is a strong preference to reduce the amount of deep water.
- A review of the current Oasis usage indicates that recreational swimming only accounts for 7.6% of total business income compared to health and wellness - 34.9% and learn to swim – 29.0%. (Hence arguably the additional investment of \$7.96M doesn't provide substantial value).
- In relation to the current usage of the 50m pool at Oasis, a head count (over 18 days in September) indicates that approximately 40% of users at any one time were lap swimmers with 60% being recreational (non-lap swimming) users. It is also noted that the top ten head counts were for recreational usage (and not lap swimming).
- Based on the current usage type of the 50m pool, it is anticipated that many of the current recreational users would use the warm water pool in a new facility freeing up capacity for other users in a 25m pool.
- Over the 18-day period, it was identified that the peak 50m pool usage (i.e. combined recreational and lap swimmer usage) at any one time was 90 users (with the next highest being 80 users) which equate to approximately one user per 11m². Even at its peak, this is relatively low usage.
- The consulting team has been advised that the 50m pool at Oasis operates at around 29.0 degrees Celsius which is relatively high for a 50m pool. For comparison the international competition standard is around 27 degrees Celsius. The implication is that historically the 50m pool at Oasis has not been overly conducive to high intensity lap swimming with usage more likely to be recreational in nature.

Community Consultation

- Comprehensive consultation with residents indicated that the highest priorities were (by far) the provision of warm water pool and water play areas.

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City of Greater Dandenong

NPAC

- The NPAC 50m pool is in very good condition and is in a central municipal location and hence suitable and accessible for carnivals, swim club events and lap swimmers.
- A consolidation of one 50m pool in the municipality should result in increased patronage at NPAC and hence contribute to improved utilisation and financial performance.
- Swimming Victoria (Metro District South) advised that they were not aware that the NPAC pool was actually 50m in length and hence now realise that it could be used for local competitions.

Strategic Factors – Cost and Operations

- It is estimated that the 25m pool option would cost approximately \$8M less than the 50m pool option (Note: for direct comparison two warm water pools have been assumed).
- An indicative analysis of operational performance indicates that a replacement facility with a 50m pool would perform approximately \$201K worse than a facility with a 25m pool.
- The additional cost of a 50m pool could compromise the delivery of the full Greater Dandenong strategy with the development of NPAC being of high importance to accommodate differing future needs (e.g. families), demands (e.g. population growth) and different catchment (i.e. including central and eastern part of the municipality).
- A 50m pool would have a greater impact on the carbon footprint and other ESD factors related to energy consumption.
- The site requirements of a 50m pool are greater and this would impact on open space provision and design options.
- NPAC, which has a 50m pool open all year round, is only 3.9km from Oasis while Doveton Pool in the Park, which is a seasonal outdoor heated 50m pool, is 4.5km away.

Other Benchmarking

- A review of the 50m pool at PARC Frankston indicates that it is only set in 50m mode in weekday mornings before 8am and is reconfigured as two 25m pools at all other times. In a standard week this equates to 15 hours of 50m set up and 84 hours of two by 25m pool set up. This equates to a mix of 14.4% in 50m mode and 85.6% in 25m mode.
- When compared to 23 other municipalities it is identified that CoGD currently has a significantly higher level of 50m pool provision with one 50m pool per 65km² compared to a benchmark of one 50m pool per 113km².

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Part C – NPAC Redevelopment and Future Dandenong Facility

9 NPAC Redevelopment

Consistent with the vision to redevelop NPAC as a family friendly facility offering all year-round services with a focus on: leisure, recreation and fitness, sport-based usage and summer activities,

9.1 Redevelopment Components

It is proposed that this redevelopment of NPAC would include:

- Enclosure of the children's water play to make it suitable for year-round use.
- The development of a dedicated learn to swim pool.
- The inclusion of a spa / sauna and steam room.
- Redevelopment of the existing program pool by increasing the area of deeper water.
- Enhanced accessible change rooms.
- Retention of the 50-metre pool as an outdoor pool to accommodate competitions, carnivals and summer time recreational usage.
- Addition of a health and wellness gymnasium.

An area schedule of these changes is provided in the table below.

Facility Component	Current (m ²)	Proposed (m ²)	Change (m ²)
Entrance Foyer	427	500	73
Indoor Pool Hall	605	1,700	1,095
Learn to Swim Pool	-	150	150
Indoor Program Pool	204	250	46
Leisure Pool 5 - 12+ years	0	375	375
Spa	-	20	20
Sauna / Steam	-	25	25
Accessible Family Change Rooms	30	40	10
Gymnasium	-	650	650
Pool Plant	241	350	109

Table 14: NPAC Additional Facility Components

9.2 Indicative Capital Cost

The indicative cost for the redevelopment of NPAC is \$20.72M.

The option to enclose the 50-metre pool was also costed with an estimate being \$30.08M. An indoor 50 metre pool option however is not recommended due to the requirement to accommodate school carnivals / competitions (which an indoor pool would not do) and cater for summer and recreational use. An outdoor pool increases diversity and creates a point of difference to Dandenong Oasis and NPAC indoor water spaces.

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9.3 Design Option

The proposed design of a redeveloped NPAC is provided on the following page. Note that the red outline is the current indoor building footprint.

9.4 Indicative Performance Projections

Operational performance projections were prepared for the NPAC redevelopment, which projected that the visitations per head would almost double as a result of additional services and facilities. This is a conservative figure when compared with other facilities.

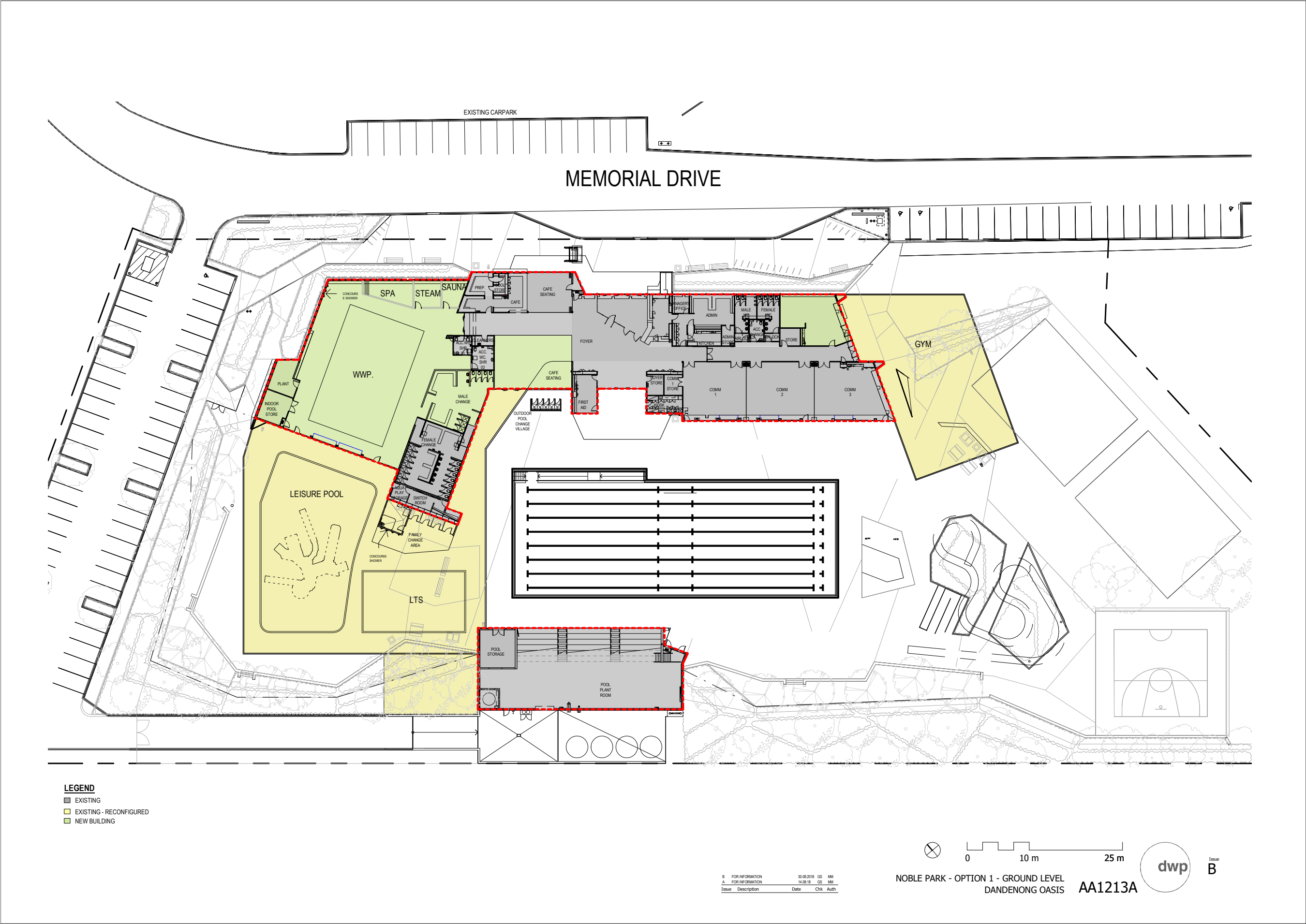
The expense per head was also adjusted to the midpoint between current industry performance of \$6.70 per head and the NPAC actual value.

In summary, a significant difference in performance is projected between the current facility and proposed redeveloped Centre and this includes:

- An increase in annual visitation numbers by 202K.
- An increase in income by \$1.8M.
- An increase in expenditure by \$1.4M.
- An improvement on the net performance by over \$402K.

9.5 Recommendation

It is recommended that the NPAC design be further refined as part of a future design development process.



10 Future Dandenong Aquatic and Leisure Facility

The following information provides an overview of the proposed Dandenong Oasis replacement facility and an analysis of the potential site options.

10.1 Potential Site Options

As previously mentioned, three major potential site options have been identified for the Dandenong Oasis replacement facility. These are: Mills Reserve, Dandenong Market Site and the Stage 8 site. Details and research associated with these three sites is outlined in the table below.

Item	Mills Reserve	Dandenong Market	Stage 8
Address (refer maps following for further details)	Corner of Cleeland Street and Heatherton Road, Dandenong.	Corner of Clow and Stuart Streets, Dandenong.	Corner of Cheltenham Road and George Street, Dandenong.
General Information	Greenfields site currently used as open space and for occasional sport. Residential area to the east.	Brownfields site with current youth and social services. Co-located in Dandenong Market precinct which has approximately 5.3M visits per annum. Was a football oval many years ago hence retention of gum trees.	Greenfields site which is currently unused but is being considered for a rectangular stadium. The site was previously the stock yards which finished in the mid 1990's and was operated for in excess of 40 years.
Zoning	PPRZ (GRZ is the adjacent zone if it was to be rezoned).	Comprehensive Development Zone 2 (will require permit involving public consultation).	Comprehensive Development Zone 1 (will require permit involving public consultation).
Provision of Site Services (electricity, gas and water)	Yes.	Yes.	Yes.
Easement or Siting Factors	Unaware of any significant easements.	Unaware of any significant easements.	Gas and sewerage lines run east - west through the site.
Site Size (Estimated and subject to final footprint)	5,300m ² plus current car parking for total of approximately 16,300m ² .	5,000m ² for site.	5,000m ² for site.
Potential Development Car Parking Solution	On site as per existing provision at grade of about 11,000m ² with potential to expand.	Design requires below ground car parking with the possibility of 2,000m ² of additional car parking on the corner of Clow and Stuart Streets.	Potential to be included into stadium design if it proceeds.

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City of Greater Dandenong

Item	Mills Reserve	Dandenong Market	Stage 8
Public Transport	Bus stop on Cleeland Street which also goes to Central Dandenong Activity.	Multiple bus routes.	Bus interchange and train station close by. Bus on Cheltenham Road. Council is also working on a pedestrian pathway to the west from the train station.
Access to Major Roads	Heatherton Road runs east west to Moorabbin and Casey with Stud Road running north south.	Stud Road running north south and Princes Highway close by.	Cheltenham Road linking into Stud Road to the north (busy at peak time) and Moorabbin to the west. Eastlink on and off ramps to and from north only.
Site or Precinct Planning	No current plans for this component of the site. Council intends to undertake a master plan for the full site.	A separate siting analysis for an aquatic and leisure facility was completed in in 2016.	As part of the Team 11 bid a plan has been developed for the potential stadium on the site.

Table 15: Potential Development Sites

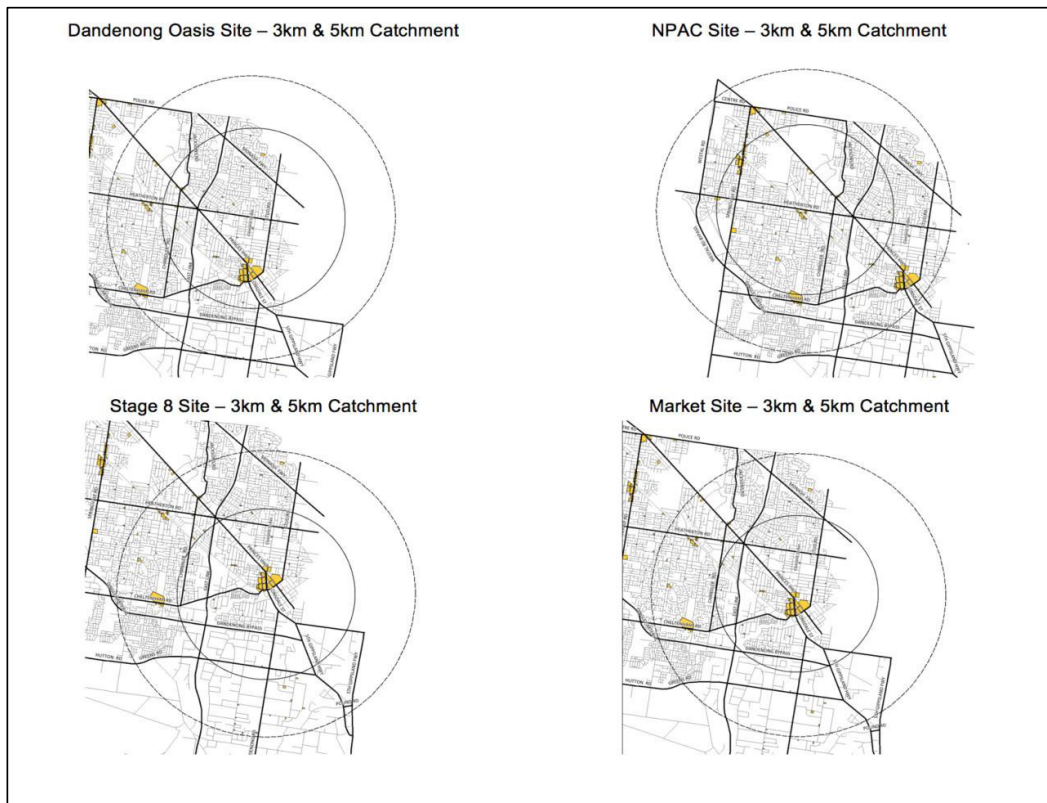
10.2 Site Catchment Details

The table below provides a summary of the catchment populations for the three sites together with NPAC (based on 2017 census data). This analysis indicates that NPAC has the highest CoGD residential catchment of 77,000 followed by the Mills Reserve with 53,000. Including worker populations NPAC has the highest catchment population of 92,777 followed by the Dandenong Market site with 92,048 and Mills Reserve with 91,500.

Site	Mills Reserve	Dandenong Market	Stage 8	NPAC
CoGD Residents in 3km Catchment (Approx)	53,000	47,000	37,000	77,000
Residents in Other LGA in 3km Catchment	10,000	12,000	10,000	0
3km Worker Population	28,500	33,048	37,300	15,777
Total Catchment	91,500	92,048	84,300	92,777

Table 16: Catchment Populations by Site

Mapping of these catchment areas is provided below.



Mapping 3: Catchment Mapping

10.3 Development Overview and Area Schedule

A detailed area schedule for the potential development option of an aquatic and leisure centre located in Dandenong is outlined below. Note that this option is based on the provision of a 25-metre pool and does not include table tennis facilities or squash courts (which were not identified as a priority). As a guide, this area schedule indicates a total building floor area of 7,920m² with an additional external area of 8,800m² (car parking etc.).

Area	Specific Area	Area (m ²)	Number	Total Area (m ²)
Entry and Administration				
	Foyer	200	1	200
	Reception / Entry control	20	1	20
	Administration Area	220	1	220
	Staff Meeting and Staff Room	100	1	100
	Cafe / Kiosk including Seating	150	1	150
	Retail Area	20	1	20
	Sub-total			710
Aquatic Facilities				
	50m Indoor Pool	0	0	0
	25m Indoor pool	688	1	688
	Learn-to-Swim	120	1	120
	Leisure Play Pool	400	1	400
	Warm Water Program (1)	200	1	200
	Warm Water Program (2)	200	1	200
	Spa	40	1	40
	Sauna	25	1	25
	Steam	25	1	25
	Change Rooms - Female	100	1	100
	Change Rooms - Male	100	1	100
	Family Change Village	60	1	60
	Accessible Change Room	8	8	64
	Changing Places	15	4	60
	Group Change Room	40	2	80
	Wet Lounge	40	1	40
	Spectator seating	90	1	90
	Birthday Party Room/Meeting Room	40	1	40
	First Aid Room	15	1	15
	Club and Squad room	50	1	50
	LTS Store Room	30	1	30
	General Store Room	30	1	30
	Pool Blanket Store Space	30	1	30
	Aquatic Offices	20	2	40
	Sub-total			2,487
Health and Wellness Facilities				
	Cardio and Strength Area	650	1	650
	Group Fitness - 1	300	1	300
	Group Fitness - 2	200	1	200

Aquatic Strategy
City of Greater Dandenong

Area	Specific Area	Area (m ²)	Number	Total Area (m ²)
	Group Fitness - 3	100	1	100
	Consulting Rooms	15	2	30
	Member - Male and Female	80	2	160
	Accessible change	8	2	16
	Member's Lounge	30	1	30
	Group Fitness Lobby	30	1	30
	Crèche	170	1	170
	Sub-total			1,686
Other Areas				
	Squash	0	0	0
	Table Tennis	0	0	0
	Sub-total			0
Building Services				
	Plant Rooms (Indoor Pools)	650	1	650
	Mechanical Plant	400	1	400
	Data and Communications	15	1	15
	Meter Room	20	1	20
	Waste Management	15	1	15
	Cleaner's Room	10	1	10
	Sub-total			1,110
Net Area				5,993
	Pool Concourse and Deck Showers	1,550	1	1,550
	Circulation	377	1	377
Total Floor Area				7,920
External Areas				
	Plant Access and Loading	100	1	100
	Mechanical Plant Access	100	1	100
	Waste Management Area	60	1	60
	Entry Plaza - External Area	200	1	200
	External Public Areas	500	1	500
	Car Parking			7,840
Total External Area				8,800

Table 17: Facility Development Area Schedule

Aquatic Strategy
City of Greater Dandenong

10.4 Site Development Concepts

The concepts on the following pages provide an overview of indicative layouts for aquatic and leisure facilities on each of the three sites based on the area schedules and the site information outlined above. The order of these concepts on the following pages is:

- Mills Reserve site ground floor.
- Mills Reserve site first floor.
- Dandenong Market site ground floor.
- Dandenong Market site first floor.
- Stage 8 ground floor.
- Stage 8 site first floor.

DANDENONG OASIS - OPTION 1 - GROUND LEVEL

LOWER GROUND FLOOR	
DATA & COMM.	15 M²
METER ROOM	20 M²
MECHANICAL PLANT	400 M²

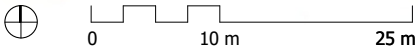
GROUND FLOOR	
FOYER	200 M²
RECEPTION	20 M²
ADMIN & STAFF ROOM	320 M²
CAFÉ	30 M²
CAFÉ SEATING	120 M²
RETAIL	20 M²
CRÈCHE	170 M²

25M INDOOR POOL	668 M²
LTS POOL	120 M²
LEISURE POOL	420 M²
WARM WATER X 2	400 M²
SPA/SAUNA/STEAM	90 M²
FEMALE CHANGE	100 M²
MALE CHANGE	100 M²
FAMILY CHANGE	60 M²
ACC. CHANGE	64 M²
GROUP CHANGE	80 M²
WET LOUNGE	40 M²
SPECTATOR SEATING	90 M²
PARTY/MEET.ROOM	40 M²
FIRST AID ROOM	15 M²
CLUB ROOM	50 M²
LTS STORE	30 M²
GENERAL STORE	30 M²
BLANKET STORE	30 M²
AQUATIC OFFICES	40 M²
WASTE MANAG.	20 M²
CLEANER'S ROOM	10 M²
PLANT ROOMS	225 M²

UPPER LEVEL	
CARDIO & STRENGTH	650 M²
GROUP FITNESS 1	300 M²
GROUP FITNESS 2	200 M²
GROUP FITNESS 3	100 M²
CONSULTING	30 M²
MEMBER	160 M²
ACC. CHANGE	16 M²
MEMBER LOUNGE	30 M²
PLANT ROOMS	425 M²

TOTAL FOOTPRINT 5300 M²

NOTE
EXISTING CAR PARK TO BE MAINTAINED. PROVIDE NEW SET DOWN / DROP-OFF ADJACENT NEW ENTRY AND ALLOWANCE FOR REFURBISHMENT OF EXISTING CAR PARK (RE-SURFACING AND LINE MARKING) CAR PARK REFURBISHMENT.



A	FOR INFORMATION	02.08.18	GS	MM
Issue	Description	Date	Chk	Auth

DANDENONG OASIS - OPTION 1 - GROUND LEVEL
DANDENONG OASIS AA1201



DANDENONG OASIS - OPTION 1 -
UPPER LEVEL

LOWER GROUND FLOOR	
DATA & COMM.	15 M ²
METER ROOM	20 M ²
MECHANICAL PLANT	400 M ²

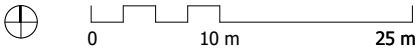
GROUND FLOOR	
FOYER	200 M ²
RECEPTION	20 M ²
ADMIN & STAFF ROOM	320 M ²
CAFÉ	30 M ²
CAFÉ SEATING	120 M ²
RETAIL	20 M ²
CRÈCHE	170 M ²

25M INDOOR POOL	668 M ²
LTS POOL	120 M ²
LEISURE POOL	420 M ²
WARM WATER X 2	400 M ²
SPA/SAUNA/STEAM	90 M ²
FEMALE CHANGE	100 M ²
MALE CHANGE	100 M ²
FAMILY CHANGE	60 M ²
ACC. CHANGE	64 M ²
GROUP CHANGE	80 M ²
WET LOUNGE	40 M ²
SPECTATOR SEATING	90 M ²
PARTY/MEET.ROOM	40 M ²
FIRST AID ROOM	15 M ²
CLUB ROOM	50 M ²
LTS STORE	30 M ²
GENERAL STORE	30 M ²
BLANKET STORE	30 M ²
AQUATIC OFFICES	40 M ²
WASTE MANAG.	20 M ²
CLEANER'S ROOM	10 M ²
PLANT ROOMS	225 M ²

UPPER LEVEL	
CARDIO & STRENGTH	650 M ²
GROUP FITNESS 1	300 M ²
GROUP FITNESS 2	200 M ²
GROUP FITNESS 3	100 M ²
CONSULTING	30 M ²
MEMBER	160 M ²
ACC. CHANGE	16 M ²
MEMBER LOUNGE	30 M ²
PLANT ROOMS	425 M ²

TOTAL FOOTPRINT	5300 M ²
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NOTE
EXISTING CAR PARK TO BE MAINTAINED. PROVIDE NEW SET
DOWN / DROP-OFF ADJACENT NEW ENTRY AND ALLOWANCE
FOR REFURBISHMENT OF EXISTING CAR PARK (RE-SURFACING
AND LINE MARKING) CAR PARK REFURBISHMENT.



A - FOR INFORMATION		02.08.18	GS	MM
Issue	Description	Date	Chk	Auth

DANDENONG OASIS - OPTION 1 - UPPER LEVEL
DANDENONG OASIS AA1202



Issue
A

DANDENONG MARKET - OPTION 1 - GROUND LEVEL

LOWER GROUND FLOOR

DATA & COMM.	15 M²
METER ROOM	20 M²
MECHANICAL PLANT	400 M²

GROUND FLOOR

FOYER	200 M²
RECEPTION	20 M²
ADMIN & STAFF ROOM	320 M²
CAFÉ	30 M²
CAFÉ SEATING	120 M²
RETAIL	20 M²
CRÈCHE	170 M²

25M INDOOR POOL	668 M²
LTS POOL	120 M²
LEISURE POOL	420 M²
WARM WATER X 2	400 M²
SPA/SAUNA/STEAM	90 M²
FEMALE CHANGE	100 M²
MALE CHANGE	100 M²
FAMILY CHANGE	60 M²
ACC. CHANGE	64 M²
GROUP CHANGE	80 M²
WET LOUNGE	40 M²
SPECTATOR SEATING	90 M²
PARTY/MEET. ROOM	40 M²
FIRST AID ROOM	15 M²
CLUB ROOM	50 M²
LTS STORE	30 M²
GENERAL STORE	30 M²
BLANKET STORE	30 M²
AQUATIC OFFICES	40 M²
WASTE MANAG.	20 M²
CLEANER'S ROOM	10 M²
PLANT ROOMS	225 M²

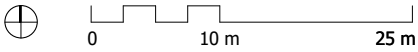
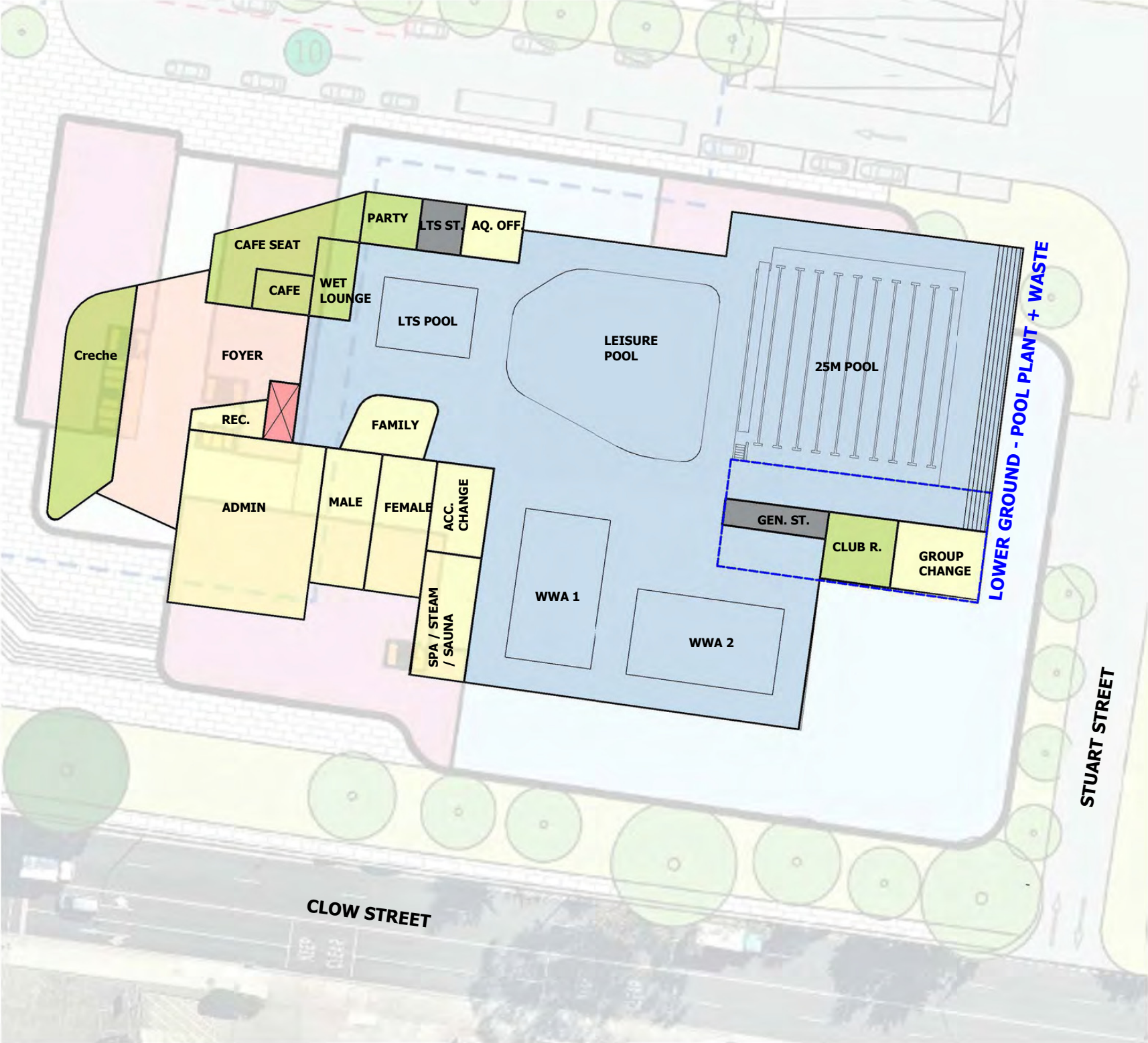
UPPER LEVEL

CARDIO & STRENGTH	650 M²
GROUP FITNESS 1	300 M²
GROUP FITNESS 2	200 M²
GROUP FITNESS 3	100 M²
CONSULTING	30 M²
MEMBER	160 M²
ACC. CHANGE	16 M²
MEMBER LOUNGE	30 M²
PLANT ROOMS	425 M²

TOTAL FOOTPRINT	5000 M²
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NOTE
PROVIDE BASEMENT LEVEL CAR PARK SPACES
BELOW LEISURE FACILITY.



A	FOR INFORMATION	02.08.18	GS	MM
Issue	Description	Date	Chk	Auth

DANDENONG MARKET - OPTION 1 - GROUND LEVEL
DANDENONG OASIS AA1205



DANDENONG MARKET - OPTION 1-
UPPER LEVEL

LOWER GROUND FLOOR	
DATA & COMM.	15 M²
METER ROOM	20 M²
MECHANICAL PLANT	400 M²

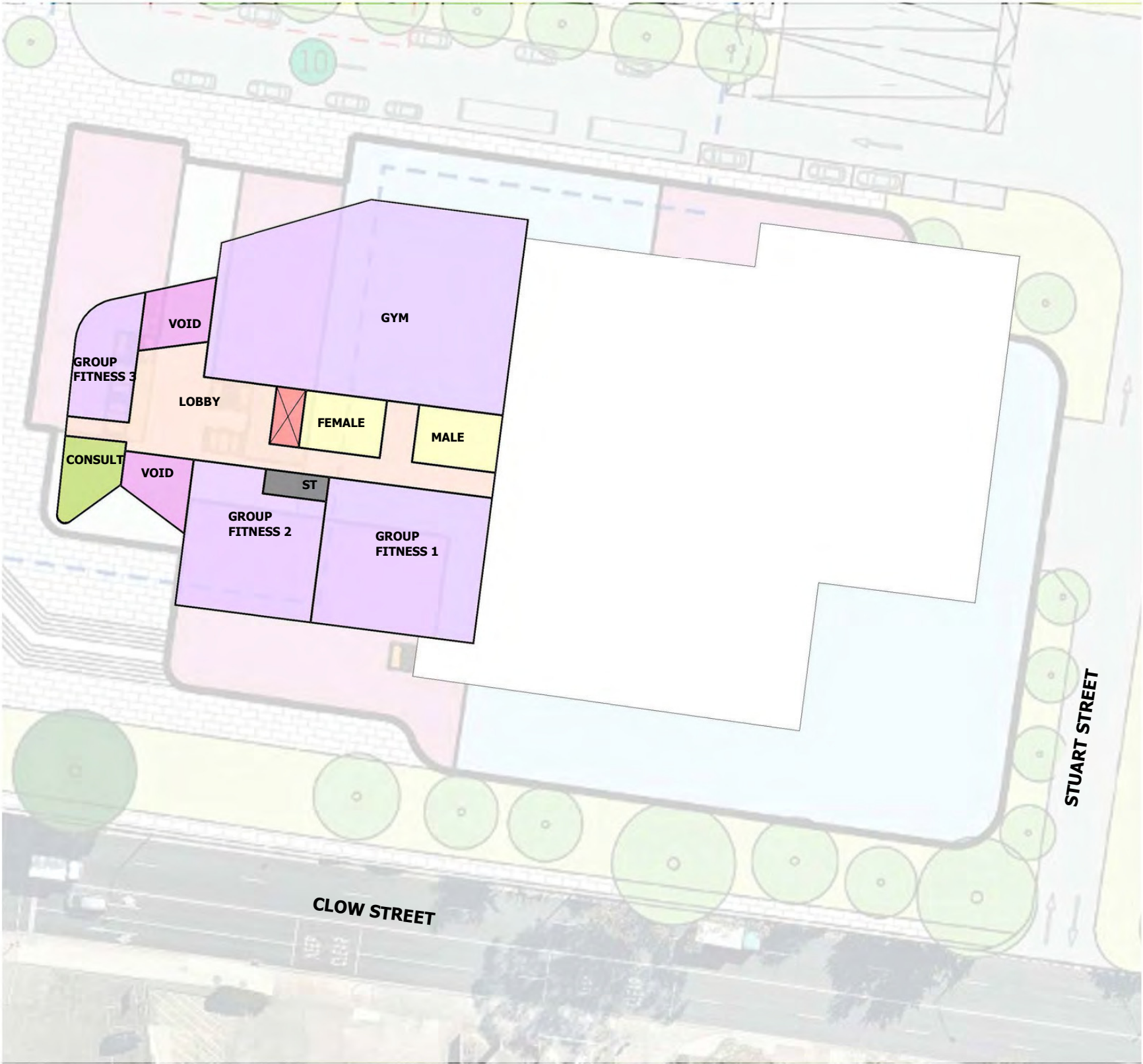
GROUND FLOOR	
FOYER	200 M²
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ADMIN & STAFF ROOM	320 M²
CAFÉ	30 M²
CAFÉ SEATING	120 M²
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GROUP CHANGE	80 M²
WET LOUNGE	40 M²
SPECTATOR SEATING	90 M²
PARTY/MEET.ROOM	40 M²
FIRST AID ROOM	15 M²
CLUB ROOM	50 M²
LTS STORE	30 M²
GENERAL STORE	30 M²
BLANKET STORE	30 M²
AQUATIC OFFICES	40 M²
WASTE MANAG.	20 M²
CLEANER'S ROOM	10 M²
PLANT ROOMS	225 M²

UPPER LEVEL	
CARDIO & STRENGTH	650 M²
GROUP FITNESS 1	300 M²
GROUP FITNESS 2	200 M²
GROUP FITNESS 3	100 M²
CONSULTING	30 M²
MEMBER	160 M²
ACC. CHANGE	16 M²
MEMBER LOUNGE	30 M²
PLANT ROOMS	425 M²

TOTAL FOOTPRINT	5000 M²
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NOTE
PROVIDE BASEMENT LEVEL CAR PARK SPACES
BELOW LEISURE FACILITY.



A	FOR INFORMATION	02.08.18	GS	MM
Issue	Description	Date	Chk	Auth

DANDENONG MARKET - OPTION 1 - UPPER LEVEL
DANDENONG OASIS
AA1206



Issue
A

STAGE 8 SITE - OPTION 1 -
GROUND LEVEL

LOWER GROUND FLOOR	
DATA & COMM.	15 M²
METER ROOM	20 M²
MECHANICAL PLANT	400 M²

GROUND FLOOR	
FOYER	200 M²
RECEPTION	20 M²
ADMIN & STAFF ROOM	320 M²
CAFÉ	30 M²
CAFÉ SEATING	120 M²
RETAIL	20 M²
CRÈCHE	170 M²

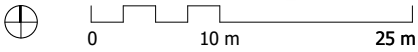
25M INDOOR POOL	668 M²
LTS POOL	120 M²
LEISURE POOL	420 M²
WARM WATER X 2	400 M²
SPA/SAUNA/STEAM	90 M²
FEMALE CHANGE	100 M²
MALE CHANGE	100 M²
FAMILY CHANGE	60 M²
ACC. CHANGE	64 M²
GROUP CHANGE	80 M²
WET LOUNGE	40 M²
SPECTATOR SEATING	90 M²
PARTY/MEET.ROOM	40 M²
FIRST AID ROOM	15 M²
CLUB ROOM	50 M²
LTS STORE	30 M²
GENERAL STORE	30 M²
BLANKET STORE	30 M²
AQUATIC OFFICES	40 M²
WASTE MANAG.	20 M²
CLEANER'S ROOM	10 M²
PLANT ROOMS	225 M²

UPPER LEVEL	
CARDIO & STRENGTH	650 M²
GROUP FITNESS 1	300 M²
GROUP FITNESS 2	200 M²
GROUP FITNESS 3	100 M²
CONSULTING	30 M²
MEMBER	160 M²
ACC. CHANGE	16 M²
MEMBER LOUNGE	30 M²
PLANT ROOMS	425 M²

TOTAL FOOTPRINT	5000 M²
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NOTE
CAR PARKING FOR PROPOSED LEISURE
FACILITY TO BE PROVIDED BELOW
PROPOSED FOOTBALL STADIUM.



A	FOR INFORMATION	02.08.18	CS	MM
Issue	Description	Date	Chk	Auth

STAGE 8 SITE - OPTION 1 - GROUND LEVEL
DANDENONG OASIS AA1209



Issue
A

STAGE 8 SITE - OPTION 1 -
UPPER LEVEL

LOWER GROUND FLOOR

DATA & COMM.	15 M²
METER ROOM	20 M²
MECHANICAL PLANT	400 M²

GROUND FLOOR

FOYER	200 M²
RECEPTION	20 M²
ADMIN & STAFF ROOM	320 M²
CAFÉ	30 M²
CAFÉ SEATING	120 M²
RETAIL	20 M²
CRÈCHE	170 M²

25M INDOOR POOL	668 M²
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FAMILY CHANGE	60 M²
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WET LOUNGE	40 M²
SPECTATOR SEATING	90 M²
PARTY/MEET.ROOM	40 M²
FIRST AID ROOM	15 M²
CLUB ROOM	50 M²
LTS STORE	30 M²
GENERAL STORE	30 M²
BLANKET STORE	30 M²
AQUATIC OFFICES	40 M²
WASTE MANAG.	20 M²
CLEANER'S ROOM	10 M²
PLANT ROOMS	225 M²

UPPER LEVEL

CARDIO & STRENGTH	650 M²
GROUP FITNESS 1	300 M²
GROUP FITNESS 2	200 M²
GROUP FITNESS 3	100 M²
CONSULTING	30 M²
MEMBER	160 M²
ACC. CHANGE	16 M²
MEMBER LOUNGE	30 M²
PLANT ROOMS	425 M²

TOTAL FOOTPRINT	5000 M²
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NOTE
CAR PARKING FOR PROPOSED LEISURE
FACILITY TO BE PROVIDED BELOW
PROPOSED FOOTBALL STADIUM.



A	FOR INFORMATION	02.08.18	CS	MM
Issue	Description	Date	Chk	Auth

STAGE 8 SITE - OPTION 1 - UPPER LEVEL
DANDENONG OASIS
AA1210

dwp
Issue
A

10.6 Development Preliminary Cost Plan

The information outlined below provides background on the preliminary cost plan.

Important background notes in relation to these preliminary costs include:

- A minimum of 300 dedicated car parks are required for the facility.
- Mills Reserve cost assumes retention of existing car park.
- Market site includes 200 basement car parks (\$12M) and 100 on-grade car parks (\$550K.)
- Market site cost excludes replacement of existing community service facilities.
- Market site cost excludes any precinct traffic management upgrades.
- Stage 8 site includes 600 car parks under stadium (\$19.09M).
- All options exclude table tennis.
- NPAC costed at \$20.7M should be considered as part of overall strategy.

Preliminary estimated costs (i.e. at the concept phase of the project) are summarised below.

Item	Mills Reserve	Market Site	Stage 8
Building Works	\$21,226,800	\$33,301,433	\$39,597,233
Aquatic Works	\$8,489,600	\$8,489,600	\$8,489,600
External Works & Services	\$2,613,403	\$5,577,303	\$2,338,303
Construction Cost	\$32,329,803	\$47,368,335	\$50,425,135
Contingencies	\$8,353,752	\$12,239,613	\$13,029,565
Fees and Charges	\$5,380,355	\$7,347,795	\$7,748,470
Total Project Cost (Excluding GST)	\$46,063,910	\$66,955,743	\$71,203,170

Table 18: Preliminary Cost Plan Summary

The summary of preliminary costs for each site are as follows:

- Mills Reserve - \$46.0M.
- Market Site - \$66.9M.
- Stage 8 - \$71.2M.

Note: the points identified above and the exclusions outlined in the detailed costing report must be considered as part of the costing summary.

10.7 Site Option Analysis and Recommendation

An analysis of the site options is provided below with scoring based on the following:

- 5 – Excellent, 4 – Good, 3 – Average, 2 – Poor and 1 – Very Poor.

Assessment Criteria	Mills Reserve		Market Site		Stage 8	
	Summary	Score	Summary	Score	Summary	Score
Cost	Costed at \$46.0M.	5	Costed at \$66.9M with significant additional costs associated with replacement of existing community facilities and precinct traffic management upgrades.	1	Costed at \$71.2M.	1
Site Characteristics	Relatively flat site 16,300m ² on-grade with access to all services. Caters for future proofing. Currently zoned GRZ so would require rezoning. Design would need to consider neighbours adjacent to location.	4	5,000m ² for site with car parking below ground and adjacent. Access to all services. Site size would constrain design options and future proofing. Comprehensive Development Zone 2 (will require permit involving public consultation).	2	5,000m ² for site with car parking option to be finalised. Site size would constrain design options and future proofing. Comprehensive Development Zone 1 (will require permit involving public consultation). Relocation of gas and sewer lines required.	2
Catchment Population	CoGD residents – 53K. Other LGA residents – 10K. Workers – 28K. Total Catchment – 91K.	5	CoGD residents – 47K. Other LGA residents – 12K. Workers – 33K. Total Catchment – 92K.	5	CoGD residents – 37K. Other LGA residents – 10K. Workers – 37K. Total Catchment – 84K.	4
Resident Preference	Preferred by 67% of CoGD residents who use DO. Preferred by 34% of CoGD residents who don't use DO.	4	*Preferred by 11% of CoGD residents who use DO. Preferred by 8% of CoGD residents who don't use DO. *Note: as a Central Dandenong site.	1	*Preferred by 11% of CoGD residents who use DO. Preferred by 8% of CoGD residents who don't use DO. *Note: as a Central Dandenong site.	1

Aquatic Strategy
City of Greater Dandenong

Assessment Criteria	Mills Reserve		Market Site		Stage 8	
	Summary	Score	Summary	Score	Summary	Score
Accessibility	Very good car parking capacity on-grade with good public transport and proximity to major roads.	5	Central location with very good public transport servicing precinct and proximity to major roads. Very busy precinct to access and car parking may be problematic as shared with precinct users and below ground. Community perception is that the Central Dandenong precinct is busy and hard to access particularly by car which is traditionally the predominate mode of transport to an aquatic and leisure facility.	3	Central location with very good public transport servicing precinct and proximity to major roads. Community perception is that the Central Dandenong precinct is busy and hard to access particularly by car which is traditionally the predominate mode of transport to an aquatic and leisure facility.	4
Risk	Low risk as greenfields site and construction could be isolated. Would need to design with consideration to neighbouring residents.	4	High risk as tight brownfields site, requirement to replace and co-locate community facilities, co-located in market precinct which has 5.3M visitations per annum and involves other stakeholders such as the Market Board.	2	Moderate risk as potential co-location in a broader precinct involving other stakeholders. Relocation of services required (gas and sewer).	3
Ability to Implement Full Strategy with future NPAC Redevelopment	High potential due to low risk and lower cost.	5	Low potential due to overall cost associated with site option.	1	Low potential due to overall cost associated with site option.	1
Assessment Total		32		15		16

Table 19: Site Option Analysis

Site Recommendation

Based on the assessment outlined above, it is recommended that the future Dandenong aquatic and leisure facility be located at the identified greenfields site in the Mills Reserve precinct.

- The community generally has a much stronger preference for this site with 67% of current Oasis users and 34% of CoGD resident non-Oasis users preferring this site over the other options.
- When compared to the Market and Stage 8 sites, the Mills Reserve site is larger and hence provides more flexibility for the design solution, future proofing and accommodating table tennis (if required).
- The 3km residential catchment population for the Mills Reserve site of 53,000 is greater than the Market site, 47,000 and the Stage 8 site 37,000 hence the Mills Reserve site maximises access for CoGD residents.
- There is a relatively lower risk with the Mills Reserve site as it is a greenfields site and has no other critical siting relationships (e.g. Market site is in the very busy market precinct with the location providing other community facilities and Stage 8 is linked to the stadium development).
- It is expected that Oasis would continue to operate through the construction period ensuring service continuity.
- The site is located close to a medical and health precinct and as such opportunities exist to position the facility with consideration to an aligned health and well-being function.
- The overall combined lower cost of \$20.7M for NPAC and \$46.1M for the Dandenong replacement facility allows for the delivery of the whole CoGD aquatic and leisure provision strategy including NPAC which is critical to maximise municipal wide community benefit.

10.8 Indicative Financial Performance Projections

A significant range of factors will influence overall visitation numbers and financial performance and for a new aquatic and leisure facility in Dandenong, these include: leadership capability, centre management model, establishment period timeframes and pre-opening marketing, programs and service provision, approach to pricing, staff awards, ESD initiatives and other design elements, car parking provision, etc. As a result of these variables, it is appropriate to use industry benchmarking as a guide to overall performance at the concept stage of the project.

Annual visits to Dandenong Oasis are approximately 509K which equate to 8.1 visits per head of population. This is low when compared to contemporary major aquatic and leisure facilities benchmarked that average approximately 16 visits per head of population catchment. Based on this benchmarking, it is estimated that a new Dandenong Oasis facility would have approximately 12 visits per head of population. This is a conservative mid-point between the current Dandenong Oasis performance and the industry average as a result of the lower SEIFA index and the higher level of multi-culturalism in the CoGD.

The 2017/18 spend per visit at Dandenong Oasis was \$6.95 and this is significantly lower than the industry average which is predominately a result of: pricing policy which considers affordability, the level of concessions and the mix of business use (e.g. relatively low health and wellness member numbers and learn to swim participants which are the higher yield activities). It is therefore anticipated that with enhanced facilities, a growth in the core business areas (e.g. higher yield activities such as memberships and learnt to swim) and improved secondary spend (through quality cafe and merchandise offerings) that the spend per visit would increase by 15% but potentially up to 25% subject to pricing policy and services.

It is noted that in 2017/18 total expenditure at Dandenong Oasis was \$4.7M excluding major maintenance. This equates to a cost of approximately \$9.26 per visit which is exceptionally high by comparison to industry benchmarks which for contemporary multi-purpose facilities can be as low as \$6.70 per visit. This difference is predominately a result of design impacts

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on operational costs, an appropriate facility provision for the population and higher usage levels (resulting in economies of scale). It is assumed with a contemporary design and increased attendance numbers that the expense per visit will be approximately \$7.98 which is the mid-point between Dandenong Oasis currently and an industry benchmark.

Indicative Financial Projections

An analysis of the implications of these assumptions was undertaken for a new Dandenong aquatic and leisure facility (in current day values and excluding maintenance and a sinking fund) compared to Dandenong Oasis actual performance in 2017/18.

In summary, a significant difference in performance is projected between the current Dandenong Oasis facility and a new Dandenong aquatic and leisure facility and this includes:

- An increase in annual visitation numbers by 247K.
- An increase in income by \$2.5M.
- An increase in expenditure by \$1.3M.
- An improvement on the net performance by \$1.2M and a projected operational surplus..

11 Preliminary Recommendations and Benefits

An overview of the preliminary recommendations together with a general summary is outlined below.

11.1 Major Recommendations

Based on the extensive research, consultation and analysis undertaken, the proposed future directions for the Greater Dandenong Aquatic Strategy are summarised as follows:

1. That the City of Greater Dandenong provide two complementary aquatic and leisure centres that provide the following primary functions into the future.
 - a. The Dandenong replacement facility to be a multi-purpose aquatic and leisure facility offering all year-round services with a focus on: allied health, passive activity, education, fitness and wellness and in particular accommodating special needs and targeted groups.
 - b. NPAC to be a family friendly facility offering all year-round services with a focus on: leisure, recreation and fitness, sport-based usage (e.g. swim club competitions and school carnivals) and summer activities.
2. That a new aquatic and leisure centre be developed to replace the existing Dandenong Oasis.
3. That Greater Dandenong provide one 50m pool for the municipality, with the new Dandenong facility comprising a 25m (10 lane) pool, in addition to a range of complementary aquatic and leisure facility components.
 - a. Proposed facility components to include:
 - i. 25m 10 lane pool.
 - ii. Two (2) warm water pools.
 - iii. Learn to swim pool.
 - iv. Leisure pool / water play.
 - v. Spa, sauna and steam room.
 - vi. Gymnasium.
 - vii. Program / group fitness rooms (3).
 - viii. Amenities – café, meeting room, crèche, change rooms etc.
4. That the future Dandenong aquatic and leisure centre be located in Mills Reserve.
5. That NPAC be redeveloped into the future to include an expanded range of year-round services.
 - a. Proposed improvements / facility components:
 - i. Expanded indoor pool hall:
 - Dedicated learn to swim pool.
 - Enclosure of water play / leisure water.
 - Spa, sauna and steam room.
 - Redeveloped program pool.
 - ii. Health and wellness gymnasium.
 - iii. Enhanced accessible change rooms.
 - b. Retention of 50m pool as an outdoor pool (short to medium term) and reassess the future enclosure of the pool as a long term option.

11.2 Proposed Direction Benefits

The key outcomes and benefits of the proposed direction are outlined below.

- Resident's site preference for a new Dandenong aquatic and leisure facility are met.
- Resident's facility component preferences have been incorporated.
- Whole of municipal approach that maximises community benefit across CoGD.
- Low risk option with the suitability of the Mills Reserve site.
- Enhanced efficiency and financial performance at both facilities.
- Meets Guiding Principles and Vision (e.g. accessibility).
- Allows for staging and considers future proofing.
- Flexibility for a table tennis solution either at Mills Reserve or an alternate site.
- Lowest capital cost option of those considered.
- Excellent value compared to Industry benchmark costs.
- Provides funding opportunities (e.g. co-location in a medical and health precinct).

12 Second Round Consultation and Implications

As part of developing the Greater Dandenong Aquatic Strategy a second-round consultation process was undertaken. The information below provides a summary of the key findings together with an overview of the potential implications.

12.1 Second Round Consultation Findings

The consultation and engagement process endeavoured to seek public feedback on the draft Aquatic Strategy. In addition to seeking general comments about the draft recommendations, the consultation focused on the proposed mix of facilities across Council's two aquatic and leisure centres, namely:

- The main pool size at the proposed Dandenong aquatic and leisure centre (25m v 50m).
- The potential to retain or enclose the existing outdoor 50m pool at NPAC.

Over 570 responses to the draft Aquatic Strategy were noted across all consultation opportunities, in which the key points outlined below were noted. Full report details are attached in Appendix F.

Proposed Dandenong Aquatic and Leisure Centre

There was overwhelming preference for 50m 8 lane pool – The consultation process found strong support for a 50m 8 lane pool at the new Dandenong Aquatic and Leisure Centre, as reflected by 68% of survey respondents who indicated their preference to use and support a 50m 10 lane pool, as opposed to 26% in favour of the proposed 25m 10 lane pool.

Key messages included the need to provide for lap swimming, larger water spaces to avoid congestion, future proofing the facility for the high / growing population, avoiding loss of business and the perceived loss of an existing asset. The use of a moveable boom was suggested to maximise use and flexibility.

There was support for the site selection. General support for the proposed Mills Reserve site and the ability of existing Centre operations to continue without disruption during the construction process. Parking and security to be considered during the planning process.

There was overall support for the new Centre and proposed facility components including:

- Warm water / hydrotherapy pool – high demand confirmed and need to balance casual and programmed use (two pools supported).
- Spa and sauna – popular facilities. Need to ensure they are large enough to cater for demand.
- Facilities for children and families – including learn to swim (LTS) pool, leisure pool / water play and family change rooms etc. Need to ensure LTS pool is large enough to cater for high numbers.
- Health and fitness facilities – including large gym, modern equipment and group fitness rooms to cater for high demand.

Universal design principles were identified as being critical in the new facility including ramp access to pools, lift to level one, accessible change rooms etc. Environmentally Sensitive Design (ESD) principles also identified as a priority.

Proposed Noble Park Aquatic Centre Redevelopment

There was a preference to retain the existing 50m pool as an 'outdoor' pool. Whilst mixed views were received, the majority of survey respondents indicated their preference to retain NPAC's 50m pool as an outdoor pool (43%), over the potential enclosure of the pool (36%). This view was particularly evident amongst existing NPAC users who highly value the outdoor / open air environment (which is not readily available in the region). Other comments related to the potential negative impact on summertime activities and swimming carnivals and an unnecessary use of resources.

There was strong support for expansion of indoor pool hall and provision of additional indoor facilities including:

- Program pool. Support for redeveloping existing pool to better cater for adults and increase capacity (increased depth and size). High demand for warm water activities and hydrotherapy.
- Spa, sauna and steam room would be welcome additions to the Centre, however need to ensure they are large enough to cater for expected high demand.
- Reinforced need to cater for families and children with learn to swim (LTS) pool and leisure pool / water play. Consideration to be given to acoustics and ensuring sufficient space around pools for people / families to congregate.

There was support for a gym to complement program rooms, but need to ensure it is well integrated with the Centre and includes adequate change facilities. Consideration of 24 hour access (secure access to gym only).

Integration of Centre expansion with Ross Reserve precinct – to ensure a coordinated approach to addressing car parking, lighting and security, access to adjoining facilities (i.e. playground) etc.

12.2 Implications- 50m Pool Option at Mills Reserve

Based on the second round consultation preference for a 50m pool at Mills Reserve, further analysis was undertaken by the Consulting Team to assess the potential 50m pool design options and the associated cost.

Design Options

If a 50m 8 lane pool was to be incorporated into the proposed Dandenong Aquatic and Leisure Centre it would replace the 25m pool that was included into the design option previously outlined (refer Section 10.3). The facility components for an option with a 50m pool would effectively remain the same as the 25m pool option except for an increase in the indoor pool hall size and circulation spaces.

An indicative siting plan for a 50m pool option at Mills Reserve for both the Cleeland Street and Heatherton Road locations is attached in Appendix G. Concept floor plans for a 50m pool option at the Cleeland Street and Heatherton Road locations are also attached in Appendix G.

Costings

The approximate cost associated with the development of a 50m pool option at Mills Reserve is \$54.4M plus the costs associated with the exclusions identified.

Differences between a 50m and 25m Pool Options

Based on the analysis undertaken, the following key differences are identified between a 50m and a 25m pool option at Mills Reserve:

- Increased capital cost, with the 50m pool option costing approximately \$8.3M more than a 25m pool option (\$54.4M versus \$46.1M plus exclusions).
- Increased building footprint of approximately 825 square metres for the 50m pool option, compared to the 25m pool option contributing to greater site impact and loss of open space.
- Increased operational subsidy associated with additional utilities and staff requirements (estimated at \$201K per annum).
- Increased carbon footprint and energy consumption.
- Potential need for a staged implementation program for the delivery of the full Aquatic Strategy (i.e. proposed Dandenong centre + proposed NPAC redevelopment).

13 Final Recommendations

Based on the extensive research, consultation and analysis undertaken, the key recommendations for the Greater Dandenong Aquatic Strategy are as follows:

1. That the City of Greater Dandenong provide two complementary aquatic and leisure centres that provide the following primary functions into the future.
 - a. The Dandenong replacement facility to be a multi-purpose aquatic and leisure facility offering all year-round services with a focus on: allied health, passive activity, education, fitness and wellness and in particular catering for special needs and targeted groups.
 - b. NPAC to be a family friendly facility offering all year-round services with a focus on: leisure, recreation and fitness, sport-based usage (e.g. swim club competitions and school carnivals) and summer activities.
2. That a new aquatic and leisure centre be developed to replace the existing Dandenong Oasis.
3. That the new Dandenong facility comprise a range of complementary aquatic and leisure facility components.
 - a. Proposed facility components to include:
 - i. 25m 10 lane pool.* (refer below - 13.1 'Alternate Option')
 - ii. Two (2) warm water pools.
 - iii. Learn to swim pool.
 - iv. Leisure pool / water play.
 - v. Spa, sauna and steam room.
 - vi. Gymnasium.
 - vii. Program / group fitness rooms (3).
 - viii. Amenities – café, meeting room, crèche, change rooms etc.
4. That the future Dandenong aquatic and leisure centre be located in Mills Reserve.
5. That NPAC be redeveloped into the future to include an expanded range of year-round services.
 - a. Proposed improvements / facility components:
 - i. Expanded indoor pool hall:
 - Dedicated learn to swim pool.
 - Enclosure of water play / leisure water.
 - Spa, sauna and steam room.
 - Redeveloped program pool.
 - ii. Health and wellness gymnasium.
 - iii. Enhanced accessible change rooms.
 - b. Retention of 50m pool as an outdoor pool (short to medium term) and reassess the future enclosure of the pool as a long term option.

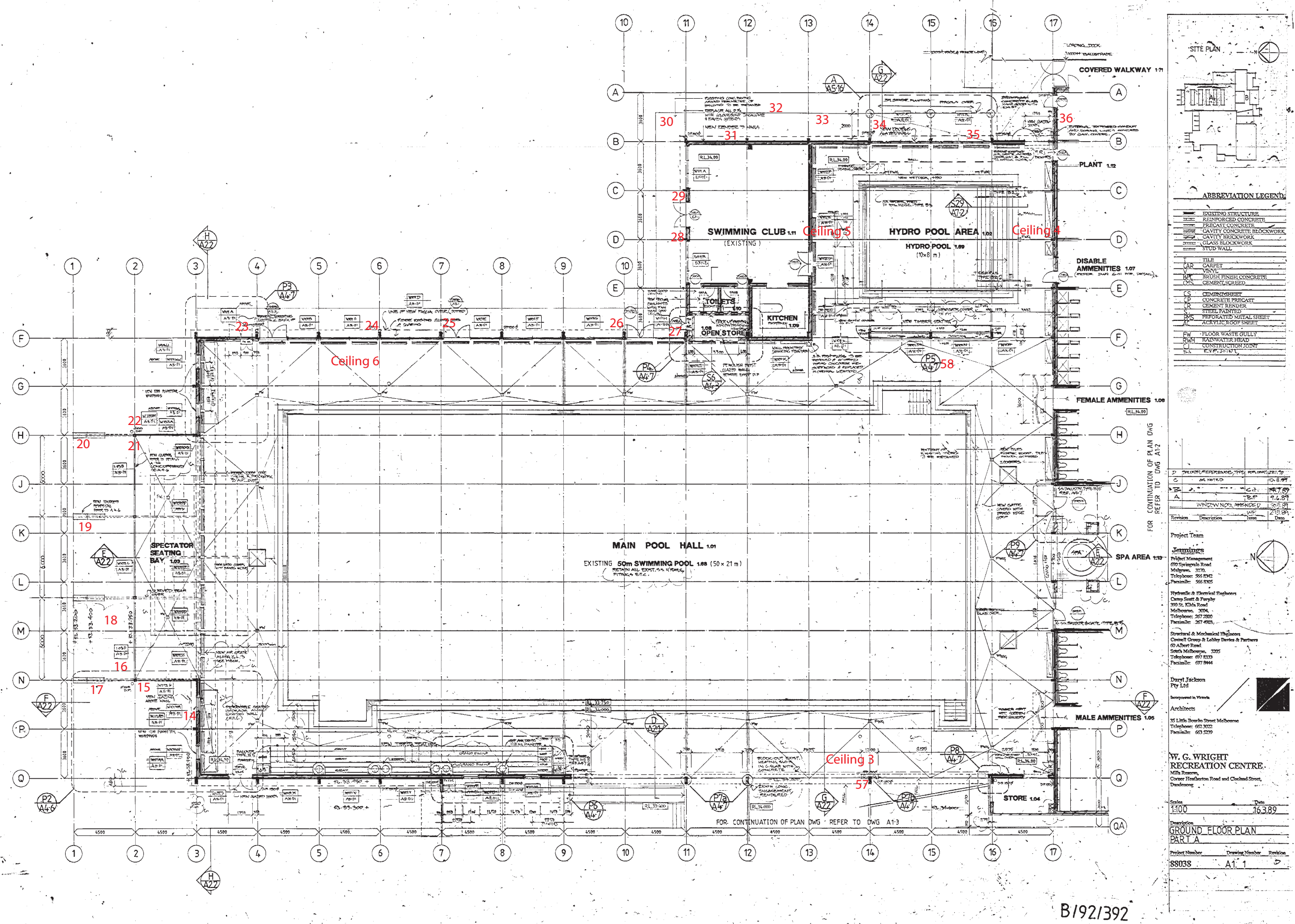
13.1 Alternate Option

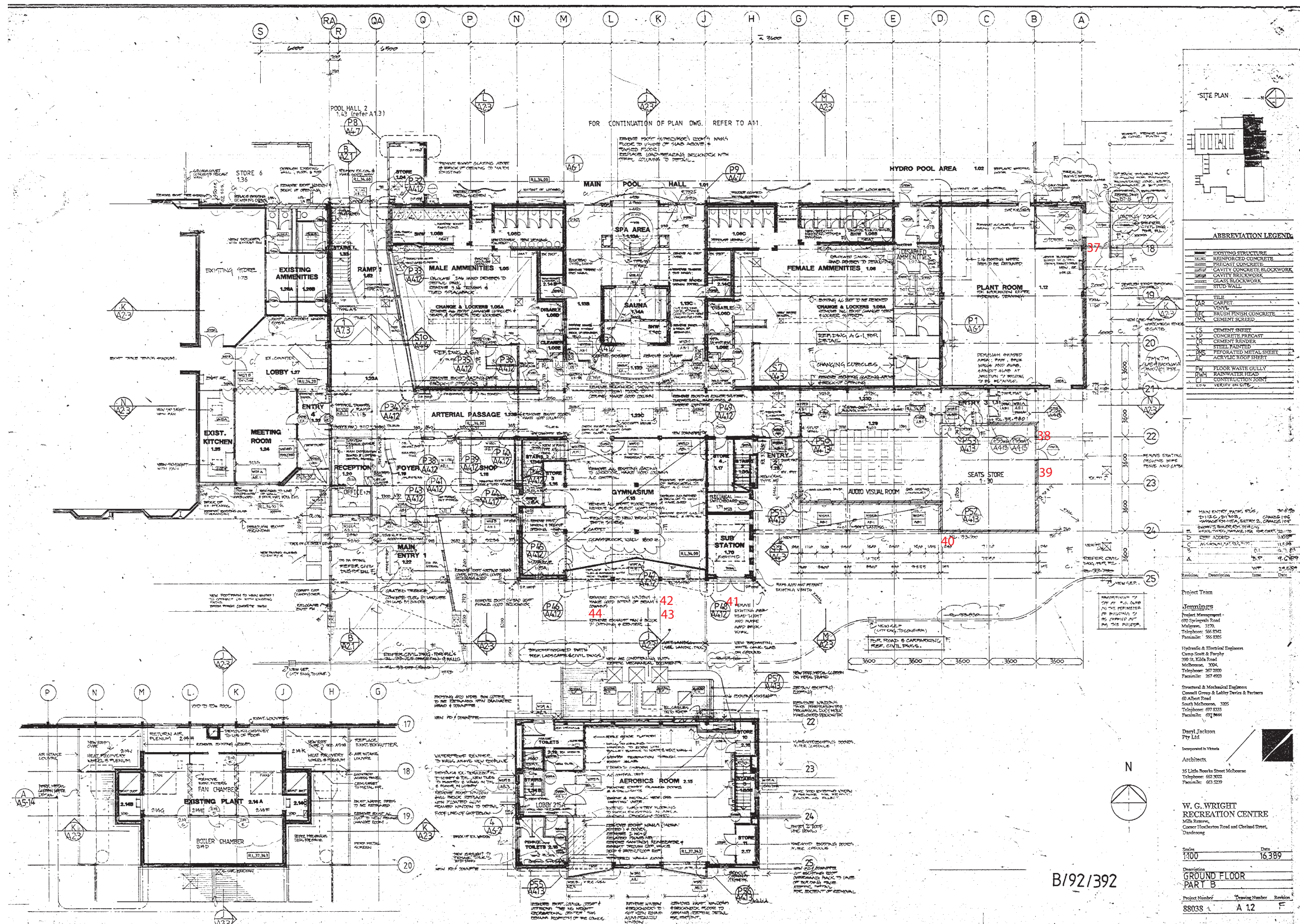
Based on the second round consultation feedback, Council may consider an alternate option of providing a 50m 8 lane pool (including a boom or swim wall), rather than a 25m 10 lane pool, at Mills Reserve.

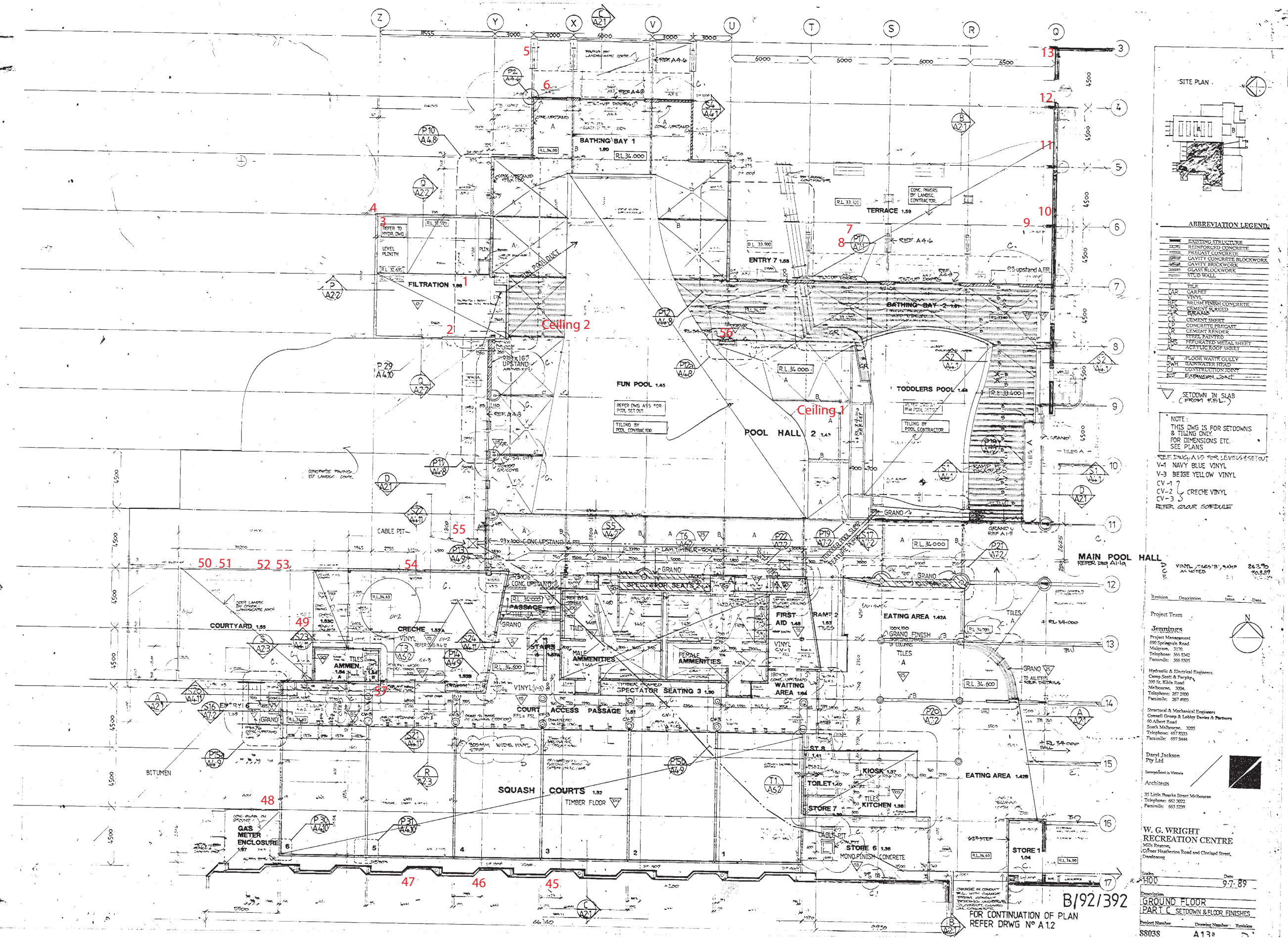
This consideration however should be balanced against the associated implications including: an additional capital cost of at least \$8.3M, an additional operational subsidy estimated at \$201K per annum, an increased building footprint and associated loss of open space and a potential staged implementation of the full Aquatic Strategy (i.e. proposed Dandenong centre and proposed NPAC redevelopment).

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Appendix A - Dandenong Oasis Floor Plan

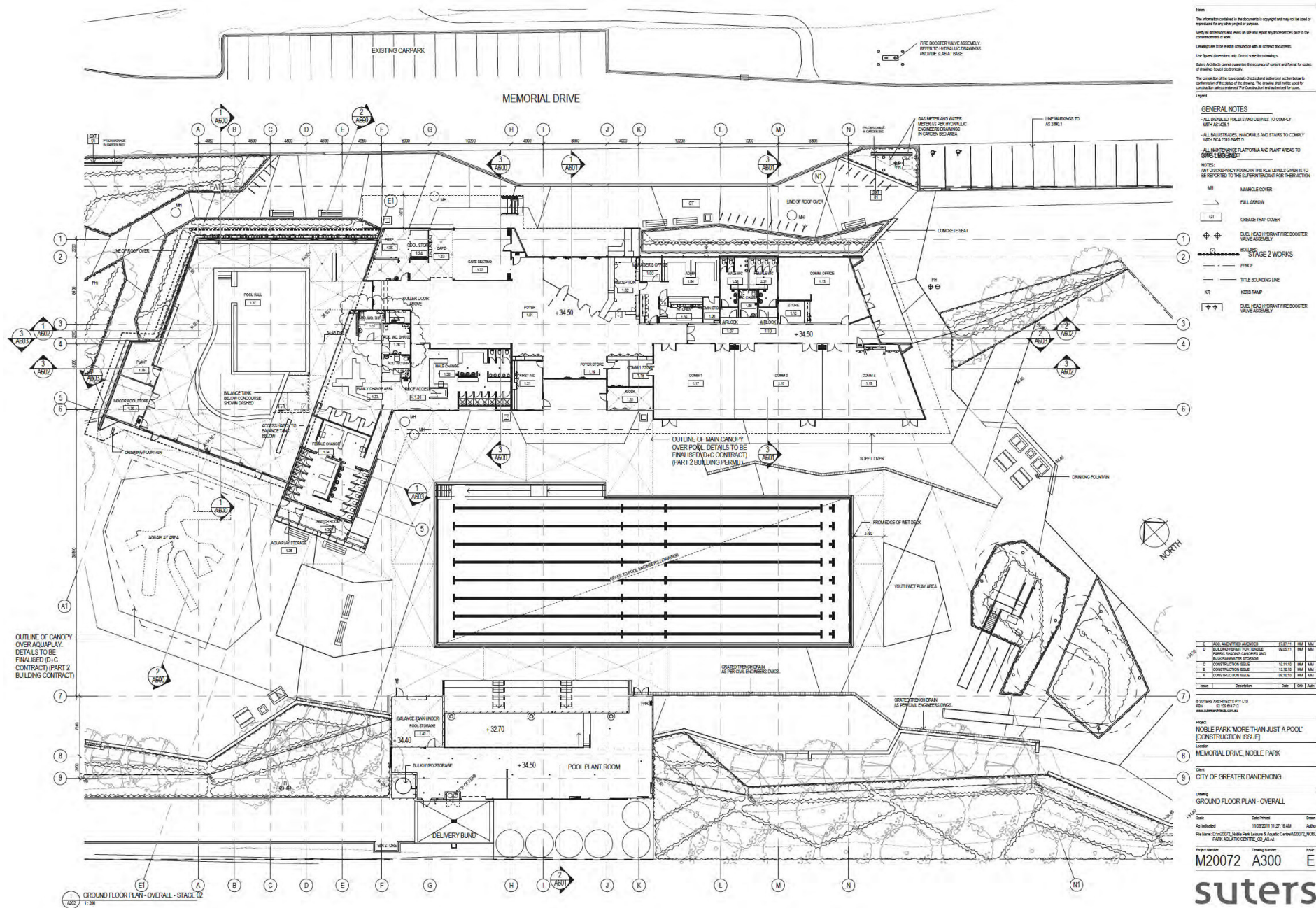






Aquatic Strategy
City of Greater Dandenong

Appendix B - NPAC Floor Plan



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Appendix C - Community Consultation Report (Round 1)

WARRENGREENCONSULTING

sport&leisure
SOLUTIONS

Future Dandenong Oasis Feasibility Study Community Consultation Report

Prepared for the City of Greater Dandenong

February 2018

Prepared by

Michelle Read

Planning for communities

Future Dandenong Oasis Feasibility Study - Community Consultation Report

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1.0 Introduction

This Report provides the results from the first round of community consultation and engagement undertaken as part of developing a Feasibility Study for the future Dandenong Oasis aquatic leisure facility. The Report provides the detailed results from each of the consultation and engagement tools implemented, and explores possible implications for the Feasibility Study.

The consultation and engagement program focused upon developing an understanding of what community members, organisations and Council value about the existing Dandenong Oasis and what they would like to see changed or improved in a new facility. As part of this, community preferences for the location of the Centre were explored.

To make the community aware of the consultation and engagement program, a large-scale marketing and promotion strategy was implemented including:

- Use of online mechanisms such as Council and the YMCA's websites and social media
- Issuing media releases to the local newspapers
- Emails to various Council databases including Council advisory committees, Dandenong Oasis members and users, sports clubs, community groups, and schools
- Mail outs to senior's groups, neighbourhood houses and community bus users
- Providing hard copies of surveys at key community venues such as Council's customer service centres, libraries, aquatic leisure facilities, youth facilities, and Council's Food Distribution Centre
- Attending key community events and facilities to make the community aware of and encourage them to complete the various surveys
- Attendance at targeted forums such as the Youth Leader Program and Children's Advisory Group, to make the community aware of and encourage them to complete the various surveys.

The community consultation and engagement program included:

1. **A community survey** (long survey) available through Council's online consultation platform. In total 940 surveys were completed. Hard copies of these surveys were distributed to a number of targeted locations throughout the municipality with 213 of the total responses received via this medium. 'Pop up consultation sessions' in various locations throughout the City also occurred to make people aware of the survey and encourage them to complete it
2. **A separate community survey** (short survey) that focused solely upon understanding the community's preferences for the future site / location of the Dandenong Oasis Centre, and the features the redeveloped Dandenong Oasis could have. In total 150 surveys were

Future Dandenong Oasis Feasibility Study - Community Consultation Report

completed. Hard copies of these surveys were distributed to a number of targeted locations throughout the municipality with 89 of the total responses received via this medium

3. **A survey of children in the City of Greater Dandenong.** In total 101 young people completed the survey
4. **A survey of schools in the City of Greater Dandenong.** The survey was provided to 55 school, and 16 completed the survey
5. **One on one discussions with key stakeholder organisations.** The organisations involved in these discussions were the Otters Swim Club and the Greater Dandenong Table Tennis Association. They were designed as targeted conversations to understand the specific needs and aspirations of these groups as existing key users of the Centre, Hockey Club and Advisory Groups.
6. **Two community workshops** open to all members of the community. The workshops were held in the morning and early evening to provide multiple opportunities for community members to participate. In total 37 people attended the community workshops
7. **Two workshop discussions with health and disability providers and groups who currently use Dandenong Oasis.** While only 2 organisations attended these sessions, the information gathered was consistent with findings from other parts of the consultation program
8. **Submissions from the public** were also invited, and in total 14 were received.

In addition to the above community consultation and engagement program, the following targeted consultation was also undertaken:

- **Consultation with Council officers and YMCA** to understand the key issues and opportunities that must be considered and responded to in developing the Feasibility Study. These included factors such as existing use of Dandenong Oasis, traffic and parking, the current and future community profile and needs, and contextual issues unique to the City of Greater Dandenong. Consultation with officers will continue throughout the life of the project
- **Industry consultation** with key players and peak bodies from across the aquatic leisure facility industry to understand issues, opportunities and factors that should be considered in planning for the future redevelopment of Dandenong Oasis
- **Consultation with Councillors** will continue throughout the project and include updates and a site tour to Dandenong Oasis and other aquatic leisure facilities
- **Other relevant stakeholder groups** to understand the potential issues and opportunities associated with the future provision of an aquatic and leisure facility in the City.

The outcomes from these consultation mechanisms have been captured separate to this report.

2.0 Key Findings

The consultation and engagement program has identified some very clear messages and themes for Council to consider in preparing the Feasibility Study for the future Dandenong Oasis. These include:

Proposed Development is Important: For those who participated in the consultation, the redevelopment of the existing Dandenong Oasis or development of a new facility is important to them with in excess of 65 percent of respondents providing a score of 8 or more (out of 10) and an overall average response score of 7.9 out of 10. (It is important to acknowledge that this is not the case for all who were involved in the consultation with 10 percent of survey respondents, providing a score of 4 or less indicating the development is not important to them).

Site Location: There is strong support from those who participated in the consultation and engagement program for Dandenong Oasis to remain in its current location. The analysis of the two community surveys combined (long and short), identified that 55.3 percent of those that responded preferred the current site followed by 18.8 percent who had no site preference and 18.1 percent who preferred at CBD site.

A further breakdown of the site preference indicates some quite specific findings that are related strongly to the variables of Dandenong Oasis usage or non-usage and also to residential suburb and these are summarised below.

- The existing site was the strongly preferred site by current CoGD resident Oasis users (67.5 percent) and moderately preferred by CoGD resident non-users (34.4 percent which was the highest preferred response)
- The greatest site preference variation occurred with non-users and in particular a strong preference for a Keysborough site by Keysborough residents (57.0 percent). Of the CoGD resident non-users, only residents from: Dandenong, Dandenong North and Noble Park nominated the current site as the preferred site
- A CBD site was preferred by non-COGD resident non-users (37.6 percent).

In total, 17 sites/areas were nominated in the two surveys (short and long) as potential locations with only 4 being preferred by more than 10 respondents. These sites were: the current site - 484, CBD (generally) – 159, Springers Leisure Centre – 30 and Springvale (generally) - 10. Of the total respondents, 165 had no preference.

The Age, Poor Condition / Quality and Accessibility (to and within) of Dandenong Oasis are key reasons why it is difficult for existing users to use the Centre, why past users no longer use the Centre, and why people have never used the Centre. Addressing this will be a critical part of any proposed development.

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Car Parking: The information gathered through the community consultation program indicates that the provision of free and readily available car parking is important to existing users of Dandenong Oasis, and is valued because it helps to make the Centre more accessible. Existing users expressed concern that car parking would be difficult to access and likely to incur a charge if Dandenong Oasis was relocated to the centre of Dandenong. This suggests that in addition to any planning requirements, Council will need to give careful consideration to the provision of car parking at the proposed new or redeveloped aquatic leisure facility, and that it may be challenging to encourage Centre users to make use of other forms of transport to access the Centre.

Changeroom Facilities: As noted above, age, condition and accessibility are key areas of concern for existing, past or non-users of Dandenong Oasis, and top of the list of their concerns are the change room facilities. Specifically, there are not enough change rooms, showers and toilets to cater for demand; the condition, size and standard of the existing facilities is poor; the lack of accessible and family change room facilities; and the need for separate change facilities to support use of the Centre by schools is a key concern. The impact upon people with a disability who are required to wait to access change rooms facilities is profound, and causes significant discomfort, frustration and at times embarrassment. The lack of family change room facilities not only creates difficulties for families but also creates operational challenges for staff associated with the age limit for children being allowed in change rooms with their parents.

Cost to Access the Centre: The consultation results suggest that cost is a barrier for past and non-users of Dandenong Oasis, and is an area of concern for existing users. This is not unexpected given the socio-economic profile of the Greater Dandenong community. In redeveloping or building a new Dandenong Oasis, Council will need to strike a reasonable balance between the cost to Council to operate the Centre and the ability of the community to pay to access the Centre. Genuine concession pricing is something Council must consider carefully. While the aquatic and leisure industry has generally applied concession pricing of between 10 and 20 percent, this is unlikely to mean the facility will be accessible for people with reduced capacity to pay.

Facilities for Families, Children and Young People: The lack of facilities to support use of the Centre by families, children and young people is one of the key reasons why past users and non-users do not visit Dandenong Oasis, and is also a key aspect that is likely to encourage them to use a new or redeveloped Centre. Water play, water park, water slides, dive boards, wave pool, wave machine, learn to swim facilities, and family change rooms were raised repeatedly throughout the consultation program as suggestions about what families, children or young people would like to see incorporated into a new centre. Other suggestions directly from children included making sure there are big change rooms, and making it colourful -

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colourful tiles, colourful seats and change rooms. There were also some delightful and insightful comments from children including:

'Don't spend all your money on something that people aren't going to come back. It needs something that will make them come back to keep them interested'

'As people grow you need privacy so, I want to say that, maybe you can add a personal closet for each person because, getting changed in one room is VERY awkward'

'Just make sure that it is suitable for all ages because everyone wants to have fun'

Facility Improvements: The results from the consultation program suggest that the provision of more hydrotherapy / warm water rehabilitation space is the number one improvement to water space that is likely to encourage people to use a new or redeveloped Centre. Either a larger hydrotherapy pool or multiple pools to support the needs of people with a disability or long or short-term injuries, and older adults is the key priority.

Other facility improvements that were raised consistently throughout the consultation program were: the provision of leisure facilities for families; larger gym, improved accessibility and enhanced equipment; larger / more spa and sauna facilities; provision of a bigger café with healthier food choices; and providing more / improved program rooms for fitness classes. The provision of more water space generally was also raised in various forums, in particular the need for enough water space that allows lots of different activities to occur at the same time e.g. swimming lessons, lap swimming and schools.

Facility Preferences by Age Cohort: An analysis of facility preferences by age cohorts specifically highlighted that: the provision of a warm water pool was of high importance for all age cohorts over the age of 50 years old and that general accessible was very important for the 70 years plus age groups. The 12 to 24 year age groups highlighted the importance of several facilities including: quality gymnasium areas, group fitness rooms, good lap swimming pools, improved swim lessons and programs for teenagers. Of interest, the 18 to 24 year old age cohort had the highest average score for facility component preferences combined.

Health, Fitness, Fun and Entertainment: The consultation results indicate that a new or redeveloped Dandenong Oasis will need to be a place for health and fitness, and a place for fun and entertainment. These are the primary reasons why people use Dandenong Oasis or other aquatic leisure facilities. A challenge for Council will be the potential number of other providers offering these experiences in close or reasonably close proximity to Dandenong Oasis, and the consequent expectations the community has about what a new or redeveloped Centre will provide. The reality is that people have many choices about how their health and fitness, or fun and entertainment needs can be met, as evidenced by the large number of public or private facilities consultation participants indicated they use or have used. Public facilities identified by people many times as places they visit and / or examples of places with

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quality facilities were Noble Park Aquatic Centre, Waves Leisure Centre, GESAC, Monash Aquatic and Recreation Centre, Casey ARC and Casey RACE.

Safety and Security: Raised through various parts of the consultation program, safety and security is an issue that will need to be considered in developing the existing or a new Dandenong Oasis. Particular areas of concern were safety for females and the safety of patrons after dark, but there were also some suggestions about improved security around access to the Centre including implementing a swipe card system and improving the entry control points.

Operational: While the outcomes from the consultation indicate participants were very focused upon current or future facilities for Dandenong Oasis, there was some feedback about the existing operation of the Centre. This included some suggestions that the cleanliness of the facility needs to be improved, the approach and manner of staff needs to be improved, and there needs to be better management of the behaviour of Centre users by staff. These are factors that can be addressed in the short term.

Consulting with Hard to Reach Cohorts: Future additional consultation is recommended to better understand the particular needs and interests of multicultural communities, young people and young adults for aquatic leisure facilities, programs and services as despite the extensive consultation program, these parts of the community were underrepresented. In addition, health and disability providers were underrepresented in the consultation program. It is recommended that Council undertake future targeted consulting with these cohorts as part of the design development process (i.e. subsequent to the Feasibility Study).

3.0 Community Survey (Long Survey)

In total 940 people completed the survey that was available on-line and in hard copy. The survey asked respondents to reflect on their existing or past use of Dandenong Oasis, and share what would influence them to use a redeveloped Dandenong Oasis in the future, including the preferred location. It also explored the experience of those who do not use Dandenong Oasis and why. The survey specifically sought information about:

- Existing users and how they travel to Dandenong Oasis, whether they have a membership and what type, how long they have been attending the Centre, how frequently they usually attend the Centre and who they usually attend with, the main activity they undertake and main reason they attend Dandenong Oasis, and the factors that make it difficult or challenging for them to use Dandenong Oasis
- Past users of Dandenong Oasis and why they no longer use the Centre, if they use other aquatic and leisure centre, private swim school or private gymnasiums, what was the main activity they undertook and the main reason they attended Dandenong Oasis in the past
- Non-users of Dandenong Oasis and why they don't attend the Centre, and if they use other aquatic and leisure centre, private swim school or private gymnasiums
- The facilities and factors that would encourage existing, past or non-users of Dandenong Oasis to use a new or redeveloped Dandenong Oasis
- The preferred site for locating a new or redeveloped Dandenong Oasis
- How important the development of a new Dandenong Oasis is.

The survey also collected key demographic data to assist in understanding how representative the survey responses are of the Greater Dandenong community.

Detailed survey results can be found in Appendix A.

3.1 Key Findings from Survey Results

Who Completed the Survey

Nearly two thirds of all survey respondents were female and around one third were aged between 35 and 49 years. This may reflect that people in this age range are more likely to have children and currently access, or wish to access an indoor aquatic centre such Dandenong Oasis.

In relation to other age cohorts, there was a relatively even spread of survey respondents across those aged 25 – 34 years, 50 – 59 years, 60 – 69 years, and 70 - 84 years. The lowest number of responses came from those aged 5 -11 years, and those aged 85 years or older. For those in the older age cohort, this is not unexpected given that the ability of people aged 85 years and older to use a facility such as Dandenong Oasis, is more likely to be restricted because of health and aging issues. However, with

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people living longer and a much greater understanding of the health benefits of remaining physically active, this cohort is one that Council should consider carefully when planning for the redevelopment of the Dandenong Oasis.

While a moderate response level was received from the those aged 5 – 24 years it was noted that, where relevant, adults provided responses on behalf of families (i.e. on behalf of teenagers and children under the age of 18 years old). In addition, there was a separate survey targeting young people and this was very successful in reaching grade 5 and 6 students.

A higher proportion of survey respondents were born in Australia compared with the Greater Dandenong population (two thirds compared with just over one third). Similarly, a much higher proportion of survey respondents indicated a person in their household has a disability compared with the rates of disability in the Greater Dandenong community.

There was strong response from individuals not born in Australia (31 percent of responses). Given the multi-cultural diversity of the City of Greater Dandenong, it will be important to continue ongoing targeted consultation with this group as the planning process for the new Dandenong Oasis continues beyond the Feasibility Study phase.

Over one third of survey respondents live in Dandenong and Dandenong North. This is not unexpected given Dandenong Oasis is located on the border of these suburbs. Of greater interest is the reasonably high proportion of respondents from Keysborough and Noble Park. While Noble Park has the Noble Park Aquatic Centre there is no public aquatic facility in the Keysborough area.

Existing Use of Dandenong Oasis

It is clear ***the survey has been effective in engaging people who currently use or have previously used Dandenong Oasis***, with just over half of survey respondents indicating they are a current user of the Centre, and a further 30 percent indicating they have used the Centre in the past but not in the last 12 months. Just over 17 percent of survey respondents indicated they have never used Dandenong Oasis.

In relation to how people normally travel to Dandenong Oasis, nearly half of all survey respondents chose not to answer this question. Of those who did answer the question, the vast majority travel to the Centre by motor vehicle (87.9 percent), with very small proportions indicating they walk to the Centre (5.0 percent), use public transport (3.7 percent), or travel by bicycle (1.2 percent). These results suggest that current users of the Centre rely heavily upon the car parking available at the Centre, and most likely have an expectation car parking will be provided as part of any new of redeveloped Centre. It also suggests there are likely to be some challenges for Council in encouraging Centre users to make use of other forms of transport to access the Centre.

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In relation to people being a member of Dandenong Oasis, nearly half of all survey respondents chose not to answer this question. Of those who did answer the question, two thirds indicated they are a member, with just over half of them having a full membership, just over one third having an aquatic membership, and a very small proportion having a multi visit pass.

For those who are a member of the Centre, nearly 60 percent have been visiting the Centre for 3 years or more. This is perhaps not unexpected as this type of survey and project often attracts strong interest from existing users, particularly longer-term users of aquatic centres. This usually reflects their strong sense of ownership about the facilities and what they value about the Centre.

For most survey respondents, visiting Dandenong Oasis is something they do by themselves or with a family member. In addition, most visit the Centre once a week or more frequently.

The **main activities** survey respondents undertake when they visit Dandenong Oasis are wide ranging, with top items including lap swimming for fitness, swim lessons, gentle exercise / injury rehabilitation warm water pool, using the gym, aqua aerobics, and group fitness classes. The **main reasons** they visit Dandenong Oasis are to improve general health and wellbeing; personal fitness including lap swimming, strength training and group fitness; swim lessons; and gentle exercise / injury rehabilitation warm water pool.

The aspects survey respondents find most challenging or difficult about using Dandenong Oasis are the cost / price to access the facilities, and the lack of appropriate change room facilities. These responses are perhaps not unexpected, with the City of Greater Dandenong community having a high level of socioeconomic disadvantage, impacting upon the capacity of community members to pay to access Dandenong Oasis. In relation to the change room facilities, this may be connected to the high proportion of survey respondents who have a person living in their household with a disability, but also most likely reflects the generally poor condition of the existing change room facilities at the Centre.

Past Use of Dandenong Oasis

The **main reasons** survey respondents indicated they no longer use Dandenong Oasis is because of the poor quality, condition, age and accessibility of the facilities, particularly the hydrotherapy pool, and gym; the distance from home; that they attend another aquatic and leisure centre, private swim school or private gymnasium; that the facilities do not meet their specific needs; and the lack of appropriate change facilities. Other reasons included the poor cleanliness of the facilities, dissatisfaction with the staff, the lack of play equipment / facilities for children, and cost / value for money.

The **main activities** past users of Dandenong Oasis undertook when they visited the Centre were swimming for fun, followed by lap swimming for fitness. This is consistent with the **main reason** past users visited Dandenong Oasis i.e.: for fun and entertainment, followed by improving my general

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health and wellbeing. Interestingly, past users of the Centre were far more likely to visit Dandenong Oasis for fun and entertainment than current users of the Centre, who are more likely to use the Centre to improve general health and wellbeing or participate in personal fitness activities.

In relation to other aquatic and leisure, private swim school or private gymnasiums used by past users of Dandenong Oasis, there was a wide range of responses highlighting the availability of these facilities in close or reasonably proximity to Dandenong Oasis. In addition, it is likely that factors such as proximity to home, work, study or family, also impact upon the facilities a person may access.

Public aquatic leisure facilities appear to be popular amongst survey respondents, particularly Noble Park Aquatic Centre, Casey ARC, and Casey RACE. A notable number of private gym facilities and private swim school providers are also used by past users of Dandenong Oasis but much less so than other public aquatic leisure facilities.

Non-Use of Dandenong Oasis

The **main reasons** survey respondents indicated they have never used Dandenong Oasis are because of the distance from home, that they attend another aquatic and leisure centre, private swim school or private gymnasium and the poor quality of the facilities. While the proportion of responses was a little different, these were also the top three reasons why past users of Dandenong Oasis no longer attend the Centre.

In relation to other aquatic and leisure, private swim school or private gymnasiums used by non-users of Dandenong Oasis, there was a wide range of responses highlighting the availability of these facilities in close or reasonable proximity to Dandenong Oasis. In addition, it is likely that factors such as proximity to home, work, study or family, also impact upon the facilities a person may access.

Public aquatic leisure facilities appear to be popular amongst survey respondents, particularly Noble Park Aquatic Centre, Monash Aquatic and Recreation Centre, and Frankston PARC. A notable number of private gym facilities and private swim school providers are also used by non-users of Dandenong Oasis, but much less so than other public aquatic leisure facilities.

Future Use of Dandenong Oasis

The facility that is **most likely** to encourage survey respondents to use a new or redeveloped Dandenong Oasis is a warm water program pool for rehabilitation and gentle exercise, followed by quality group fitness program rooms, a lap swimming and squad swimming pool, quality gym areas and equipment, a café and social space, and water play areas for children.

Further analysis of facility preferences by age cohorts indicated that: the provision of a warm water pool was of high importance for all age cohorts over the age of 50 years old while general accessible was very important for the 70 years plus age groups. The 12 to 24 year age groups highlighted the importance of several facility components including: quality gymnasium areas, group fitness rooms,

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good lap swimming pools, improved swim lessons and programs for teenagers. Of interest, the 18 to 24 year old age cohort had the highest average score for all the facility components combined.

The highest priority items identified for each age group is outlined below:

- 12 to 17 years: Quality of gym area (average score of 8.2), improved swim lesson area (7.7), lap swimming (7.6) and water play (7.6)
- 18 to 24 years: Lap swimming pool and swim lesson area (both 8.0)
- 25 to 34 years: Water play (7.7)
- 35 to 49 years: Water play (7.3)
- 50 to 59 years: Warm water pool (7.5)
- 60 to 69 years: Warm water pool (8.2)
- 70 to 84 years: Warm water pool (8.1) and general accessibility (7.5)
- 85 years plus: General accessibility (9.2), warm water pool (8.6) and cafe/social areas (8.4).

Those facilities that are **least likely** to encourage survey participants to use a redeveloped Dandenong Oasis are community meeting rooms, childcare facilities, women's only activity areas, and specific areas and programs for teenagers. In relation to specific program areas for teenagers, the low response for this may be linked to the low number of young people who completed the survey.

The factor that is **most likely** to encourage survey respondents to use a new or redeveloped Dandenong Oasis, is good access to substantial numbers of car parking spaces. This is not unexpected given the high proportion of survey respondents that access the existing Centre by car. Other factors that are likely to encourage survey respondents to use a redeveloped Dandenong Oasis are, good access for pedestrians, and locating the Centre within a park or reserve.

Those factors that are **least likely** to encourage survey participants to use a redeveloped Dandenong Oasis are collocating the Centre with youth services, accessibility by train, locating the Centre close to shops, and collocating the Centre with children and family services.

Preferred Site

As both the long and short surveys incorporated questions relating to site preference, a combined analysis of the site preference is outlined in Section 5.

Importance of the Proposed Centre

Survey respondents were asked to indicate on a scale of 0 to 10, where 0 is extremely unimportant and 10 is extremely important, how important the development of a new Dandenong Oasis / Aquatic and Leisure Centre is. In total 65.8 percent of people who answered the question selected either 8, 9 or 10 which indicates survey respondents consider the development to be very important. However,

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it is worth acknowledging 10 percent of survey respondents who answered this question selected 0,1,2,3, or 4, and do not consider the development to be important.

General Comments

Survey respondents were invited to provide any general comments about the proposed development of Dandenong Oasis. Just over one quarter of survey respondents chose to answer this question providing the following key messages:

- Strong support for the existing Centre, but with an acknowledgement that the facilities are old, tired and need to be upgraded
- Strong support for the Centre to remain in its current location with some suggesting they would cease to use the Centre if it was relocated, and some concern about the cost of and availability of parking if it was located in the centre of Dandenong
- A need for family friendly facilities including family change rooms, water play, water slides etc.
- Some concern about the chlorinated nature of the pool and suggestion that any new pool could be salt water
- Concern about the dirtiness of different parts of the Centre including the pools, change rooms, and gym including the equipment
- Some support for the existing facility and a preference for it to remain as is, be maintained more effectively so that it can continue to operate, or undergo some upgrade works but not a complete redevelopment
- Some programming suggestions such as poolates (i.e. pilates in the pool), more time for individual use of the hydro pool, programs for frail aged and health and wellness programs such as yoga and pilates
- Concern about the extensive use of the spa / sauna facilities by males and the consequent lack of access for women i.e.: women feel uncomfortable using the facilities
- The increasing cost to access the Centre, particularly the increase in membership prices in recent years, and the price to access facilities such as the gym for a one-off session
- The need for facilities to support residents living in Keysborough / Keysborough South
- The need for more appropriate areas for group fitness and gym facilities
- Some preference for a 50m pool to be included as part of redeveloping the Centre
- The need for improved change facilities
- Some concern about the consultation process and outcome of the design for the Noble Park Pool, and suggestions that this not be replicated in planning for the Dandenong Oasis Centre.

4.0 Community Survey (Short Survey)

This survey consisted of only 2 questions that focused upon understanding the community's preferences for the future site / location of the Dandenong Oasis Centre, and the features the redeveloped Dandenong Oasis could have. In total 150 surveys were completed with all survey respondents completing the question about the site / location, and just under 80 percent completing the question about features the redeveloped Dandenong Oasis could have. It is highlighted that no further analysis of these responses could be undertaken due to the absence of respondent details.

Future Site

As both the long and short surveys incorporated questions relating to site preference, a combined analysis of the site preference is outlined in Section 5.

Features of a Redeveloped Dandenong Oasis

In relation to the question about the features a redeveloped Dandenong Oasis could have, this was an open-ended question which means there was a wide range of responses. Key facilities identified through the responses multiple times were:

- Children's/ kid's pool, water play, playground, wave pool or waterslide (identified 50 times)
- 50m swimming pool (identified 37 times)
- Hydrotherapy pool (identified 30 times)
- More change rooms, including family and also group change for schools (identified 20 times)
- Gym facilities, including that is on the ground floor or there is a lift, that it is larger and incorporates women's only areas, and that it has more equipment (identified 19 times).

Facilities or features raised multiple times but less frequently than those listed above included:

- A larger café, particularly with healthy food options and reasonably priced
- Spa and sauna
- Space for and provision of more or different exercise classes including more aquatic classes (not swimming lessons), mums and bubs classes, female only classes, and free fitness classes
- Clean / cleaner facilities
- Close to or accessible to public transport
- Outdoor pools.

5.0 Community Site Preference Analysis

Given that both the long and short surveys incorporated questions in relation to site preference, the following information provides an overall analysis of the responses provided.

Long Survey Site Preference Overview

Overall there was 727 site preference responses to the long survey, a 77.3 percent response rate and these consisted of 403 (55 percent) Dandenong Oasis (DO) users and 324 (45 percent) non-DO users.

For survey respondents, the existing site at Mills Reserve appears to be the preferred site with 52.5 percent of people who answered this question, selecting this site. This is consistent with the feedback from the community workshops (and the results from the site selection survey). It is also not unexpected given the high proportion of survey respondents who are existing users of the Centre.

A further 19.3 percent of survey respondents indicated they had no preference, 18.4 percent selected Central Dandenong and 9.8 percent selected other. Those survey respondents who selected other, identified a large number of alternate sites including three locations that were raised consistently. These were Springers Leisure Centre (or other sites in the Keysborough and Keysborough South area) and next to the Dandenong Stadium. A summary of the more detailed findings is outlined below.

1. Site Preference Analysis by Dandenong Oasis User/Non-User and CoGD/non-CoGD Resident

User or Non-User	Residential LGA	Central Dandenong	Existing Site	No Preference	Other Site
Current Users	CoGD	11.0%	67.5%	15.9%	5.7%
Non-Users	CoGD	24.2%	34.4%	19.5%	21.9%
Current Users	Non-CoGD	8.3%	76.7%	10.8%	4.2%
Non-Users	Non-CoGD	37.6%	22.9%	36.7%	2.8%
Total		18.4%	52.5%	19.3%	9.8%

Table 1a: Site Preference Analysis by Dandenong Oasis User/Non-User and CoGD/non-CoGD Resident

A summary of the consolidated responses for CoGD and Non-CoGD residents is outlined below.

User or Non-User	Residential LGA	Central Dandenong	Existing Site	No Preference	Other Site
All Respondents	CoGD	16.7%	53.2%	17.5%	12.7%
All Respondents	Non-CoGD	22.3%	51.1%	23.1%	3.5%

Table 1b: Site Preference Analysis for all Dandenong Oasis Users

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A summary of the consolidated responses for users and Non-Users is outlined below.

User or Non-User	Residential LGA	Central Dandenong	Existing Site	No Preference	Other Site
Users	All Respondents	10.2%	70.2%	14.4%	5.2%
Non-Users	All Respondents	28.7%	30.6%	25.3%	15.4%

Table 1c: Site Preference Analysis for all Dandenong Oasis Non-User

An analysis of site preferences for these groups indicates that:

- For CoGD resident's - 67.5 percent of current users preferred the existing site compared to only 34.4 percent of non-users for a total for CoGD residents of 53.2 percent
- For non-CoGD/unspecified resident's - 76.7 percent of current users preferred the current site compared to only 22.9 percent of non-users with non-users having a preference for a CBD site for a total 51.5 percent
- Overall 70.2 percent of current users had a preference for the existing site compared to 30.6 percent of non-users (the existing site remained the overall preferred option for non-users).

2. Site Preference Analysis by Suburb for CoGD Residents who are Current DO Users

Suburb	Response Number	Central Dandenong	Existing Site	No Preference	Other Site
Dandenong	82	15%	71%	10%	5%
Dandenong North	91	10%	69%	19%	2%
Keysborough	33	9%	36%	30%	24%
Noble Park	44	11%	75%	11%	2%
Noble Park North	21	10%	81%	5%	5%
Springvale	9	0%	89%	11%	0%
Springvale South	3	0%	0%	100%	0%
Grand Total	283	11%	67%	16%	6%

Table 2: Site Preference Analysis by Dandenong Oasis User/Non-User and CoGD/non-CoGD Resident

An analysis of site preferences for these groups indicates that:

- Current DO users from all CoGD suburbs (with the exception of Springvale South which has a small response) had a preference for the current site
- Overall this was a very strong preference except for Keysborough residents with 36% nominating this as the preferred option.

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3. Site Preference Analysis by Suburb for CoGD Residents who are non-DO Users

Suburb	Response Number	Central Dandenong	Existing Site	No Preference	Other Site
Dandenong	44	36%	57%	7%	0%
Dandenong North	36	14%	75%	3%	8%
Keysborough	68	9%	16%	18%	57%
Noble Park	35	49%	9%	37%	6%
Noble Park North	10	20%	60%	20%	0%
Springvale	14	29%	7%	50%	14%
Springvale South	8	25%	13%	50%	13%
Grand Total	215	24%	34%	20%	22%

Table 3: Site Preference Analysis by Suburb for CoGD Residents who are non-DO Users

An analysis of site preferences for these groups indicates that:

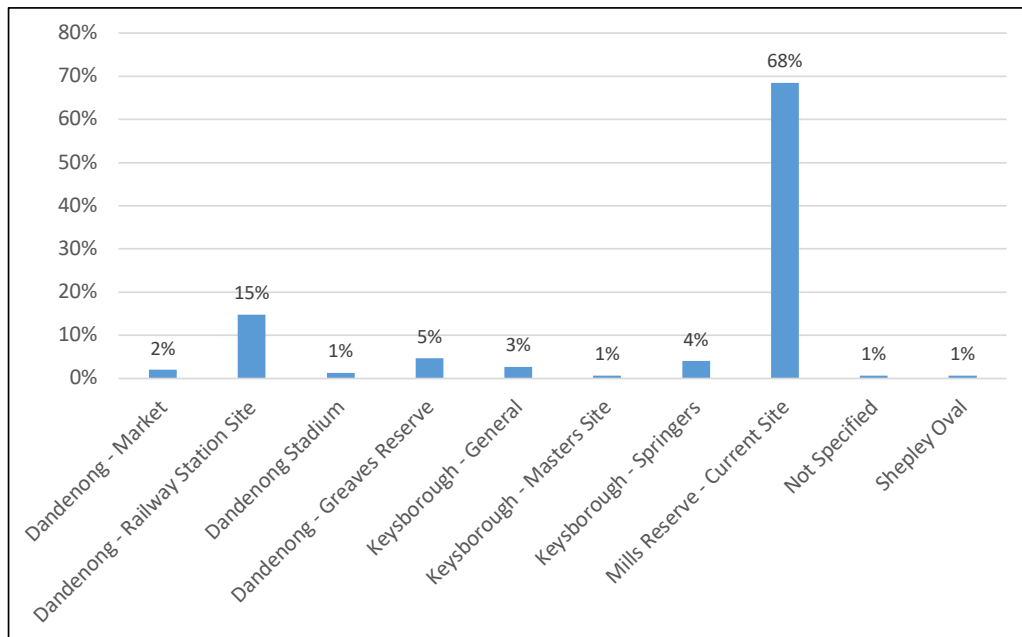
- Of the CoGD resident non-users, only residents from: Dandenong, Dandenong North and Noble Park nominated the current site as the preferred site
- Keysborough residents strongly preferred an alternate site (predominately in Keysborough) while residents from other suburbs didn't have a strong preference.

*Future Dandenong Oasis Feasibility Study - Community Consultation Report***Short Survey Site Preference Overview**

Of the 150 respondents to the survey, 149 provided a response to the site preference question. Apart from the site assessment, no further analysis of the responses could be undertaken as no personal details were requested.

Survey respondents were provided with 4 possible sites and the option to identify other sites not listed. The vast majority of survey respondents (68.5 percent) indicated a preference for the Centre to remain in its current location. A further 14.8 percent indicated a preference for it to be located next to Dandenong Railway Station, 4.7 percent indicated a preference for Greaves Reserve, and only 2.0 percent for next to the Dandenong Market. A small number of survey respondents (10 percent) also identified other possible locations or sites including next to the Dandenong Basketball Stadium, behind or in front of Springers Leisure Centre, the old Masters building in Keysborough, and Keysborough / Keysborough South.

A graph of the site responses is provided below.



Graph 1: Site Preferences

*Future Dandenong Oasis Feasibility Study - Community Consultation Report***Combined Surveys Site Preference Overview**

The table below provides a summary of the site preference for the two surveys combined.

Note: as the two surveys asked slightly different questions in relation to the preferred site, reference to Central Dandenong includes: CBD generally, the Railway site and the Market site.

1. Actual Site Preferences for the Two Surveys Combined

Site	Percentage	Responses
Dandenong - Mills Reserve (Current Site)	55.3%	484
No Preference or Not Specified	18.8%	165
Dandenong - Central Business District	18.1%	159
Keysborough - Springers	3.4%	30
Springvale - General	1.1%	10
Dandenong - Greaves Reserve	0.8%	7
Keysborough South	0.5%	4
Keysborough - General	0.5%	4
Keysborough - Masters Site	0.3%	3
Dandenong - Stadium	0.2%	2
Bangholme - Green Wedge Area	0.1%	1
Dandenong - Shepley Oval	0.1%	1
Dandenong North - Menzies Reserve	0.1%	1
Doveton - Doveton Reserve	0.1%	1
Endeavour Hills Secondary College	0.1%	1
Keysborough - Maralinga Primary School	0.1%	1
Noble Park - Barry J Powell Reserve	0.1%	1
Noble Park Aquatic Centre	0.1%	1
Total	100.0%	876

Table 4: Site Preferences from the Two Surveys Combined

An analysis of site preferences for these groups indicates that:

- 55.3 percent of all respondents nominated the existing site as the preferred location, followed by 18.8 percent who did not nominate a preferred site and 18.1 percent who nominated a CBD location
- In total, 17 sites/areas were nominated as potential locations with only 4 being preferred by more than 10 respondents. These sites were: the current site - 484, CBD (generally) - 159, Springers Leisure Centre – 30 and Springvale (general) - 10.

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Overall Summary on Site Preference

Based on the two completed surveys, the following key points are noted:

- Overall, the existing site was the strongly preferred site by current Oasis users and moderately preferred by CoGD resident non-users while a CBD site was preferred by non-COGD resident non-users
- The greatest site preference variation occurred with non-users and in particular a strong preference for a Keysborough site by Keysborough residents
- Overall site preferences related strongly to the variables of Dandenong Oasis usage or non-usage and also to residential suburb.

6.0 Children's Survey

In total 101 young people completed the children's survey which sought to understand how they use community swimming pools, and what they would like to see in the new Dandenong Oasis. It specifically sought information about:

- How often they go to a community swimming pool each year and who they normally go to the community swimming pool with
- What activities they participate in / what do they like to do at the community swimming pool
- What is their most favourite community swimming pool to visit and why
- What they would like to be included in a new community swimming pool
- Was there anything they wanted Council to particularly know about in developing a new community swimming pool.

The survey also collected key demographic data to assist in understanding how representative of the community the survey responses may be.

Detailed survey results can be found in Appendix B.

Who Completed the Survey

The vast majority of young people who completed the survey were in grade 5 or 6 and a very high proportion attend the Athol Road Primary School, with a much smaller proportion indicating they attend Dandenong South Primary School. The suburb in which the highest number of survey respondents live is Springvale. This is not unexpected given Athol Road Primary School is located in Springvale.

Existing Use of Community Swimming Pools

Nearly three quarters of all survey respondents indicated they have visited a swimming pool in the past year, with just over quarter indicating they visited one less than five times in the past year and just over 20 percent indicating they visited one either 5 – 10 times, or more than 10 times in the last year. Of those who have visited a pool, the majority attended with their family, followed by their school. These results are not unexpected given the age cohort of the survey respondents i.e.: students in grade 5 and 6. At this age, children are most likely to be visiting community swimming facilities with their family because of supervision requirements in aquatic environments and the type of activity they are participating in e.g.: swim lessons.

The activities survey respondents are most likely to participate in when they attend a community swimming pool are swim lessons and playing with friends or family. Other activities they are less likely to participate in are school swimming carnivals, birthday parties, and swim squad.

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What they like to do when they visit a community swimming pool is **swim** including swimming laps, swimming in the deep end, swimming and relaxing, practicing swimming, and swimming lessons, **play** including playing with my friends and family, playing around, **use water play equipment** such as Tarzan ropes, water slides, wave pools, and **have fun**.

The community swimming pool that was identified by the largest number of survey respondents as their favourite to visit was **Noble Park Swimming Pool** because of the water slide, because its lots of fun and there are lots of activities, it's close to home and the staff are helpful. Others included **Dandenong Oasis** because it's close to home, **Waves Leisure Centre** because of the wave pool, **GESAC** because there are lots of different things to do including a slide and outdoor pool, and **Monash Aquatic and Recreation Centre** and **Melton Waves** because of the wave pool facilities.

Future Development of Dandenong Oasis

Key facilities young people would like to see included in a new community swimming pool are a wave pool or wave machine, slides or a water slide, a water park, water play or water equipment, diving boards, a playground or children's area, and inflatables and / or obstacle courses.

In relation to the question about whether there is anything else young people would like to tell Council about building a new community swimming pool key messages included having big change rooms, make it colourful, colourful tiles, colourful seats and change rooms, and include features like wave pools, slides, Tarzan ropes.

Some of the more unexpected comments from the children who completed the survey were:

- 'Don't spend all your money on something that people aren't going to come back. It needs something that will make them come back to keep them interested'
- 'As people grow you need privacy so, I want to say that, maybe you can add a personal closet for each person because, getting changed in one room is VERY awkward'
- 'I think they should build a safe part for babies and toddlers'
- 'Don't forget to hire some lifeguards'
- 'Just make sure that it is suitable for all ages because everyone wants to have fun'
- 'The Council might need more time to redevelop the New Dandenong Oasis as they need to also rethink what safety features there are in the Community Pool.'

7.0 School's Survey

A total of 38 Primary Schools and 17 Secondary Schools were sent the link to this survey via email, with 16 schools completing the survey. Only 6 survey responses indicated which school they were representing. These included:

- Springvale Rise Primary School
- St Gerard's Catholic School Dandenong North
- Emerson School Dandenong
- Dandenong South Primary School
- Springvale Park Special Development School
- Minaret College Springvale.

The survey asked schools about their current use or non-use of Dandenong Oasis, and their potential future use of the Centre. The survey specifically requested information about:

- Whether schools have used Dandenong Oasis in the past 12 months and if yes, how often, what activities they undertake, their reasons for using the Centre, and their level of satisfaction with the Centre
- If schools do not use Dandenong Oasis, why this is the case, and whether they use another Centre
- What would encourage schools to use Dandenong Oasis, what activities they would be likely to undertake if the Centre was redeveloped, and any suggestions for improving the services and facilities at the Centre.

Detailed survey results can be found in Appendix C.

Existing Use of Dandenong Oasis

Three quarters of schools indicated they have used Dandenong Oasis in the past twelve months, with one quarter indicating they have used the Centre occasionally, and another quarter indicating they have used it either frequently or often. Other schools did not answer this question.

The main activity schools are undertaking when they use Dandenong Oasis is swimming lessons, with only a couple indicating they have used the Centre for gym workouts. No other uses were identified by the schools. The main reasons for using the Centre are the close proximity to our school, cost of use, ease of access at times that suit the school, and swimming lessons.

In relation to overall satisfaction with Dandenong Oasis, the **highest levels of satisfaction** were the range of programs available, bus parking and car parking availability, and the options for water play. Those areas with the lowest levels of satisfaction were the quality and size of the change rooms, and

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spectator opportunities for carnivals. The low level of satisfaction with the change rooms is consistent with information gathered through the community survey which found that the size and condition of change facilities is a key area community members would like to see improved or addressed through redevelopment of Dandenong Oasis.

Non-Users of Dandenong Oasis

The primary reason schools indicated they do not access Dandenong Oasis is because of the lack of availability at times that suit the school. Other reasons are the poor space provided for swim lessons, the lack of group change rooms, poor access and facilities for people with disabilities, and the school not participating in swim carnivals. Other Centres schools indicate they use are Genesis Fitness Club, Monash University Swim Centre, and Time for a Swim in Parkmore.

Future Use of Dandenong Oasis

In relation to what would encourage schools to use Dandenong Oasis more frequently or start using it, improved space for swim lessons, provision of group change rooms, water play areas for fun and entertainment and improved overall facility quality were considered to be the most important. Those factors that appear to be less likely to influence future use of the Centre by schools are improved group fitness rooms and improved gym facilities. Consistent with these findings, the activities schools are most likely to undertake at a new or redeveloped Dandenong Oasis are swimming lessons and end of term fun days. They are much less likely to use the Centre for lap swimming, swimming carnivals, fitness classes and gym workouts.

While only a small number of schools answered the question about what could be done to improve the services and facilities at Dandenong Oasis, one of the responses was very consistent with information coming through all aspects of the consultation program - improved change room facilities.

8.0 Stakeholder Organisations

One on one discussions were held with the Otters Swim Club, Greater Dandenong Warriors Hockey Club, Disability Advisory Committee, Positive Aging Advisory Committee and Greater Dandenong Table Tennis Association. Otters Swim Club uses the Centre 5 days per week, while the Table Tennis Association makes extensive use of the table tennis facilities co-located with Dandenong Oasis. The purpose of the discussions was to understand what the groups like about the facilities they use, whether they experience any challenges or difficulties using Dandenong Oasis, and what their future aspirations are for the use and development of Dandenong Oasis.

A summary of the key findings is provided below.

- The Otters Swim Club had a preference for the current location as it works for their swimmers and families, and it is in close proximity to local schools.

Significant challenges for the Swim Club are the recent changeover of management and consequent time required to build working relationships with new contractors, the narrowness of the lap lanes causing swimmers to run into each other (1.8m rather than 2.2m), a lack of access to storage facilities in the Centre, the consequent reliance upon a shipping container in the reserve where Dandenong Oasis is located and the lack of feeder activities and pathways between programs run by the YMCA and the Swim Club

In the future Dandenong Oasis, the Swim Club would like access to storage inside the Centre, would like the Centre to have the capacity to host competitions, would like to have access to a meeting / activity room to conduct dry programs for swimmers and would like a 50m pool with a moveable boom allowing it to operate as two 25m pools. In addition, they would like to build better relationships with management of the Centre and with Council

- The Greater Dandenong Warriors Hockey Club have a preference for their current location. Many club members use the Dandenong Oasis and the club sometimes uses the pools for cool downs and alternate training. Peak usage times are Monday evenings and Saturdays and this may result in 50 to 60 car visits, the precinct is generally able to accommodate these visits which is important. In relation to future facilities and services at Dandenong Oasis, it was identified that sports therapy / physiotherapy services would be highly utilised.
- The following facilities and/or services were identified by the Disability Advisory Committee as being very important in the future Dandenong Oasis: all-purpose wheelchairs to access the pools (like at Casey ARC and GESAC), universal change rooms, changing places room/s, two hydraulic lifts – in case one breaks down, level access / beach entry into children's water play areas, larger hydrotherapy pool, or two separate hydrotherapy/warm water pools (need to be mindful of temperature regulation),

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breakout rooms for other types of exercise classes/sessions and good access to gym facilities

- The Positive Aging Advisory Committee were very happy with the consultation process. The following facility or service inclusions/considerations were identified as being important for the new Dandenong Oasis: good access for all abilities, hydrotherapy and warm water exercise programs which are important for arthritis sufferers, water aerobics, gentle exercise classes, non-slip concourse and a need to overcome safety concerns, quality change room facilities that are private, increased program promotion, accessibility via public transport, community bus service, affordable access and the provision of a good gym.
- The Greater Dandenong Table Tennis Association, they believe co-location with Dandenong Oasis is complimentary for both table tennis and users of Dandenong Oasis, and particularly assists to raise the profile of table tennis. They have a strong preference to remain co-located. Table Tennis understood that they would not be moved to a CBD location but they are flexible in considering alternate locations

The key challenge for the Table Tennis Association is not having access to international standard courts. This means the facility is not able to host national or international tournaments, and the Association has a clear aspiration to host these types of tournaments. Another key aspiration of the Association is for the facilities to remain single purpose i.e.: only for table tennis. They do not believe a multipurpose facility is viable because of the time involved in setting up and packing up equipment.

9.0 Community Workshops

The community workshops explored several areas with participants including why they use Dandenong Oasis and what they like about the Centre, what makes it difficult to use the Centre, what they would like to see changed, what they would like to remain the same about the Centre, and lessons from using other aquatic leisure centres. All of the workshop participants were existing users of the Centre, and many were older adults.

The detailed notes from each workshop can be found in Appendix D with the following key messages identified:

- The location of the Centre is very important to existing users and there was strong opposition to moving the Centre to another location. Key reasons why the current location is important to existing users is, the public transport connections available, and the proximity to major arterial roads and residential areas. Workshop participants also identified that there is room for future expansion on the current site, and the existing Centre could remain open while a new one is built on the same site
- Being able to access the Centre by public transport is important for Centre users, particularly people with a disability and older adults who cannot drive
- The availability of free car parking is considered to be very important by Centre users because it helps to keep costs down and makes the Centre more accessible
- The condition, size, number and cleanliness of the change rooms, showers and toilets is a key area Centre users would like improved. In particular, they would like to see more family change rooms and more accessible change rooms, but also general change rooms and easy to access toilet and shower facilities. The lack of change room facilities when the Centre is busy or when school groups are using the Centre was raised many times. Of particular concern, was the time people with a disability are required to wait to access an accessible change room
- Other key facilities that Centre users would like to see improved are accessibility to the gym – either by having it on the ground floor or providing lift access to the second floor, larger sauna and spa facilities, and a larger hydrotherapy pool or multiple hydrotherapy pools. The hydrotherapy pool is generally in high demand but particularly the corners of the pool which people use to support them as they undertake their exercises
- A lack of facilities for children and families is a key area of frustration. Examples of other aquatic facilities with child and family friendly facilities raised by workshop participants were, the wave pool at Casey ARC, the water play facilities at Noble Park Aquatic Centre, and the large water slide/s at Aquanation
- The need to improve how safe patrons feel using the Centre, particularly after dark

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- Concern about the perceived inconsistent monitoring and management of patron behaviour by Dandenong Oasis staff. In contrast to this, the staff and instructors were identified as a key area existing users would like to see remain the same about the Centre
- Fees and charges were also raised several times including the need to retain reasonable fees and charges once the Centre is redeveloped, the importance of concession pricing in helping to make the Centre accessible, and the need for gym only memberships
- The need for more aquatic space that will allow a range of uses to occur at the same time e.g.: lap swimming, schools, swim lessons etc.
- A desire for a bigger café with healthier food options and reasonably priced food and drinks.

10.0 Health and Disability Providers and User Groups

A workshop style discussion was held with health and disability providers and a second for existing user groups of Dandenong Oasis. With only one organisation attending each session, the value of the information gathered is limited. There is however, consistency between the information gathered from the discussion with the health provider who attended the session, and the information gathered from the community workshops including:

- The value of the current location of the Centre because it is close to home and work for clients. This, along with the proximity to local schools is also important for the clients of the user group who attended one of the sessions
- The importance and value of the hydrotherapy pool, and the desire for increased access to and / or a larger hydrotherapy pool. Other issues raised by the health provider in relation to the hydrotherapy pool were the temperature of the pool being too cold in winter, and the water quality causing irritations. Both of these factors make it difficult for some clients to use the pool
- The lack of and poor condition of the change room facilities
- Safety concerns for clients attending the Centre, particularly female clients
- Concerns about the behaviour of some users of the Centre
- Overall, the need to improve the condition, functionality and aesthetic of the Centre including the gym facility.

The user group who attended the session indicated they have fairly simple requirements and would value having access to a multifunctional room with street frontage, and access to chairs and tables in a newly developed Dandenong Oasis.

The detailed notes from each discussion can be found in Appendix E.

11.0 Submissions from the Community

Members of the Greater Dandenong community were invited to make submissions to Council about their views and expectations of the Dandenong Oasis Centre and the Feasibility Study. In total 14 submissions were received.

The submissions contained a wide range of views, perspectives and ideas, with many offering feedback consistent with that received through the other consultation mechanisms including:

- The location of the Centre. Views included retaining the Centre in its current location, locating it with Dandenong Basketball Stadium, locating it more centrally and linking it to public transport. The availability of car parking, the amount of land around the Centre, and the easy access for surrounding neighbourhoods and services, were key reasons for retaining the Centre in its current location
- Improving accessibility of the Centre, especially for people with a disability, including shower and change room facilities, ramp access and automatic doors
- Improved change room facilities including more showers, more space, more family change rooms
- Providing a larger or multiple warm water rehabilitation facilities
- The age and poor condition of the facilities
- Increasing the number and range of pool, sauna and spa facilities
- Keeping the existing Centre open while a new Centre is built alongside it
- Providing water play facilities for children and families.

Other issues or ideas raised that have not been identified through other aspects of the community consultation program were:

- Developing Greaves Reserve as a significant hub for sport, recreation and aquatic facilities
- The importance of having the Centre in a highly visible location to reinforce the value of water safety especially for culturally diverse communities
- Considering the role of a redeveloped Dandenong Oasis in meeting community needs and its role in the centre of Melbourne's fastest growth corridor
- Consider how members will be impacted through any redevelopment process
- Embracing technology as part of any facility development
- Careful consideration of the materials and finishes that will be applied any facility development with a focus upon ensuring they are future proof.

A copy of the detailed submission can be found in Appendix F.

Appendix A – Detailed Results from Long Community Survey

A total of 940 surveys were completed for the long community survey.

A.1 Key Demographic Characteristics

In total just under 80 percent of survey respondents indicated answered the question about their gender. Of those who answered this question, a high proportion were female (66.5 percent female and 31.2 percent male). The remaining respondents (2.3 percent) did not specify their gender.

In total just under 80 percent of survey respondents answered the question about their age. Of those who answered the question, the highest proportion was from those aged 35 – 49 years (31.8 percent). This is a very high proportion when compared with the population profile for the Greater Dandenong community, where 17.6 percent of the population are aged between 35 and 49 years (2016 Census). The high response rate from this cohort may reflect that people in this age range are more likely to have children and currently access or wish to access an indoor aquatic centre such Dandenong Oasis. It is also an age cohort that stretches across 15 years rather than the 7 – 10 years of other age cohorts.

There was a relatively even spread of survey respondents across a number of age cohorts including those aged 25 – 34 years (15.8 percent), 50 – 59 years (14.9 percent), 60 – 69 years (18.1 percent), and 70 - 84 years (11.4 percent). This is a good indication that the survey has been of interest to and available to community members across a broad age range.

The lowest number of responses came from those aged 5 -11 years (less than 1 percent), and those aged 85 years or older (2.2 percent). For those in the older age cohort, this is not unexpected given that the ability people aged 85 years and older to use a facility such as the Dandenong Oasis, is more likely to be restricted because of health and aging issues. However, with people living longer and a much greater understanding of the health benefits of remaining physically active, this cohort is one that Council should consider carefully when planning for the redevelopment of the Dandenong Oasis.

The engagement of younger age cohorts (5 – 24 years) through the survey was very low (6.6 percent) compared with other age cohorts. This suggests there may be a need for some more targeted consultation that seeks to understand the needs and interest of children and young people in relation to Dandenong Oasis.

Age Categories	Number of Responses	Percentage of Responses
5 – 11 years	5	0.7%
12 - 17 years	18	2.4%
18 – 24 years	26	3.5%
25 - 34 years	118	15.8%
35 - 49 years	237	31.8%

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50 - 59 years	105	14.1%
60 - 69 years	135	5.0%
70 - 84 years	85	11.4%
85 years and over	16	2.1%
TOTAL	745	100.0%

Table A.1: Age profile of survey respondents, Dandenong Oasis Redevelopment Study, December 2018

Respondents were asked to identify their country of birth. In total 696 respondents answered this question, with a small proportion (2.6 percent) providing invalid answers.

The majority of people who answered this question were born in Australia (66.4 percent). This is a very high proportion when compared with the population profile for the Greater Dandenong community, where 36 percent of the population were born in Australia at the 2016 Census. This suggests there may be a need for some more targeted consultation that seeks to understand the needs and interest of people from multicultural backgrounds for aquatic, health and fitness opportunities in the Greater Dandenong area and specifically at the Dandenong Oasis.

The remaining survey respondents came from a wide range of countries which is not unexpected given the extensive cultural diversity in the Greater Dandenong community.

Table A.2 below provides a summary of the top eight countries.

Country of Birth	Number of Responses	Percentage of Responses
Australia	462	66.4%
India	31	4.5%
England / UK	26	3.7%
Sri Lanka	14	2.0%
Vietnam	11	1.6%
New Zealand	10	1.4%
Italy	7	1.0%
Malaysia	7	1.0%
All other Countries	110	15.8%
Invalid Answer	18	2.6%
TOTAL	696	100.0%

Table A.2: Country of Birth, Dandenong Oasis Redevelopment Study, December 2018

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Respondents were asked to identify whether any person in their household had a disability. In total 78.3 percent of survey respondents answered this question. Of those who answered the question, 19.8 percent answered yes and 80.2 answered no. The proportion who answered yes appears to be high when compared with the rates of disability in the Greater Dandenong community (6.8 percent at the 2016 Census.) This suggest that it will be particularly important to consider the needs of people with a disability and possibly carers when planning for the redevelopment of Dandenong Oasis.

Respondents were asked to identify the suburb in which they live. In total, 69.7 percent of survey respondents answered this question. Of those who answered the question, the highest proportion of respondents live in Dandenong (19.2 percent) and Dandenong North (19.2 percent). This is not unexpected given that Dandenong Oasis is located on the border of these suburbs. Of greater interest is the reasonably high proportion of respondents from Keysborough (15.4 percent) and Noble Park (12.6 percent).

Table A.3 below provides a summary of the responses to this question.

Suburb in which Survey Respondents Live	Number of Responses	Percentage of Responses
Dandenong	126	19.2%
Dandenong North	126	19.2%
Keysborough	101	15.4%
Noble Park	79	12.6%
Noble Park North	31	4.7%
Springvale	25	3.8%
Dandenong South	16	2.4%
Bangholme	10	1.5%
Lyndhurst	6	0.9%
Springvale South	4	0.6%
Other	131	20.0%
TOTAL	655	100.0%

Table A.3: Suburb in which Survey Respondents Live, Dandenong Oasis Redevelopment Study, December 2018

*Future Dandenong Oasis Feasibility Study - Community Consultation Report***A.2 Use of Dandenong Oasis**

Survey respondents were asked to answer ten questions about their use of Dandenong Oasis. The opening questions identified whether the survey respondents were an existing or past user of the centre, or if they have never used the centre. The following questions were then directed towards those who currently use or have used the centre in the past. The questions were:

- How do you normally travel to Dandenong Oasis?
- Are you a member of Dandenong Oasis?
- What type of membership do you have?
- For how long have you been attending Dandenong Oasis?
- When you attend the Centre who do you usually come with?
- How often do you generally attend the centre?
- What is the main activity you undertake when you visit the centre?
- What is the main reason for visiting the centre?
- Is there anything that makes it challenging or difficult for you to use Dandenong Oasis?

In total 99.4 percent of survey respondents answered the question about whether they use or have used Dandenong Oasis. Just over half indicated they are a current user of the Centre, a further 30 percent indicated they have used the centre in the past but not in the past 12 months. Just over 17 percent of survey respondents (or 162 people) indicated they have never used Dandenong Oasis. This is interesting given that it can often be difficult to engage people in this type of survey when they have not made use of the centre. See Table A.4 below.

Connection with Dandenong Oasis	Number of Responses	Percentage of Responses
I am a current user of the centre	484	51.8%
I have used Dandenong Oasis in the past but not the past 12 months	288	30.8%
I have never used Dandenong Oasis	162	17.3%
TOTAL	934	100.0%

Table A.4: Connection with Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

In relation to how people normally travel to Dandenong Oasis, the vast majority of respondents (87.9 percent) travel to the centre by motor vehicle, with 5.0 percent indicating they walk to the Centre, 3.7 percent indicating they use public transport and 1.2 percent indicating they travel by bicycle. These results suggest that current users of the Centre rely heavily upon the car parking available at the Centre, and most likely have an expectation car parking will be provided as part of any new centre of redevelopment. It also suggests there are likely to be some challenges for Council in encouraging

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existing Centre users to make use of other forms of transport to access the Centre. See Table A.5 below.

Travel to Dandenong Oasis	Number of Responses	Percentage of Responses
Motor Vehicle	423	87.9%
Walking	24	5.0%
Public Transport	18	3.7%
Bicycle	6	1.2%
Other	10	2.1%
TOTAL	481	100.0%

Table A.5: Travel to Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

In relation to people being a member of Dandenong Oasis, 68.2 percent indicated they are a member and 31.8 indicated they are not a member of the Centre. See Table A.6 below.

For those survey respondents who indicated they are a member of the Centre, just over half (53.5 percent) indicated they have a full membership, 36 percent indicated they have an aquatic membership, and 4.8 percent have a multi visit pass. See Table A.7 below for full results.

Are You a Member of Dandenong Oasis	Number of Responses	Percentage of Responses
Yes	328	68.2%
No	153	31.2%
Total Survey Responses	481	100%

Table A.6: Membership of Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

Type of Membership at Dandenong Oasis	Number of Responses	Percentage of Responses
Full Access Membership	167	53.5%
Aquatic Membership	112	35.9%
Multi Visit Pass	15	4.8%
Corporate Membership	2	0.6%
Teen Membership	1	0.3%
TAC Rehabilitation	0	0.0%
TOTAL	312	100.0%

Table A.7: Type of Membership of Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

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For those survey respondents who indicated they are a member of the Centre, nearly 60 percent indicated they have been attending the Centre for 3 years or more. This is perhaps not unexpected given that this type of survey and project often tend to attract strong interest from existing users, particularly longer-term users of aquatic centres. This usually reflects their strong sense of ownership about the facilities and what they value about the centre. See Table A.8 below for full results.

Length of Time Attending Dandenong Oasis	Number of Responses	Percentage of Responses
3 years or more	270	58.8%
2 – 3 years	30	6.5%
1 – 2 years	54	11.8%
6 – 12 months	30	6.5%
3 – 6 months	36	7.8%
Less than 3 months	39	8.5%
TOTAL	459	100.0%

Table A.8: Length of Time Attending Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

Survey respondents were asked to identify who they usually attend Dandenong Oasis with. The vast majority of respondents indicated they attend the Centre either on their own (48.6 percent), or with a family member (34.6 percent). See Table A.9 below for full results.

When you Attend Dandenong Oasis, who do you Attend with	Number of Responses	Percentage of Responses
On Your Own	223	48.6%
With a Family Member	159	34.6%
With a Friend	41	8.9%
With a Group	22	4.8%
Other	14	3.0%
TOTAL	459	100.0%

Table A.9: Length of Time Attending Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

Survey respondents were asked to identify how often they generally attend the Centre. In total 48.8 percent of respondents answered this question. For those who answered the question, the vast majority indicated they attend the Centre either more than once a week (57.7 percent), or once a week (24 percent). See Table A.10 below for full results.

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Frequency of Attendance at Dandenong Oasis	Number of Responses	Percentage of Responses
More than once a week	265	57.7%
Once per week	110	24.0%
At least once per month	34	7.4%
At least once every 3 months	24	5.2%
At least once every year	18	3.9%
Other	8	1.7%
TOTAL	459	100.0%

Table A.10: How Often Attend Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

In relation to the main activity survey respondents indicated they undertake when they visit Dandenong Oasis, the highest response was for lap swimming for fitness (19.8 percent). Then there was a relatively even spread across several activities including swim lessons, gentle exercise / injury rehabilitation warm water pool, using the gym, aqua aerobics, and group fitness classes. Individually these attracted between 10 and 13 percent of responses. Table A.11 below provides the full results.

Main Activity Undertaken at Dandenong Oasis	Number of Responses	Percentage of Responses
Lap swimming for fitness	91	19.8%
Swim lessons	62	13.5%
Gentle exercise / injury rehabilitation warm water pool	59	12.9%
Use the gym	54	11.8%
Aqua aerobics	52	11.3%
Group fitness class	50	10.9%
Swimming for fun	49	10.7%
Watch my kids	11	2.4%
Water play	9	2.0%
Squad training	8	1.7%
Play squash / racquetball	8	1.7%
Socialise / use café	4	0.9%
Personal training	1	0.2%
Play table tennis	1	0.2%
TOTAL	459	100.0%

Table A.11: Main activity undertaken at Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

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In relation to the main reason survey respondents indicated they visit Dandenong Oasis, the highest response was received for improving my general health and wellbeing, followed by personal fitness - lap swimming, personal fitness – strength training and group fitness, swim lessons and gentle exercise / injury rehabilitation warm water pool. Table A.12 below provides the full results.

Main Reason for Visiting Dandenong Oasis	Number of Responses	Percentage of Responses
Improve my general health and wellbeing	96	20.9%
Personal fitness – lap swimming	69	15.0%
Personal fitness – strength training and group fitness	67	14.6%
Swim lessons	59	12.9%
Gentle exercise / injury rehabilitation warm water pool	50	10.9%
Keep my children active	21	4.6%
Fun and entertainment	18	3.9%
Weight loss	18	3.9%
Make sure I stay active	15	3.3%
Competitive sport - swimming	13	2.8%
Spend time with my family	9	2.0%
To relax and unwind	8	1.7%
I feel comfortable using the centre	6	1.3%
A chance to socialise with my friends or others in the community	5	1.1%
Competitive sport – squash / racquetball	4	0.9%
Competitive sport – table tennis	1	0.2%
Other	0	0.0%
TOTAL	459	100.0%

Table A.12: Main reason for visiting Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

The final question about existing use of Dandenong Oasis was in relation to identifying anything that makes it challenging or difficult to use the Centre. (Less than half, 43.3 percent, of survey respondents answered this question). In addition, just over 40 percent who answered the question indicated the question was not applicable. This means there is a relatively small sample of responses (229 response) for this question compared with other questions. The two factors which received the highest

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responses were the cost / price to access the facilities (22.1 percent), and lack of appropriate change room facilities (19.1 percent). These responses are perhaps not unexpected, with the City of Greater Dandenong community having a high level of socioeconomic disadvantage which will impact upon the capacity of community members to pay to access Dandenong Oasis. In relation to the change room facilities, this may be connected to the high proportion of survey respondents who have a person living in their household with a disability, but also probably reflects the generally poor condition of the existing change room facilities at the Centre. Table A.13 below provides the full results.

Challenges or Difficulties Accessing Dandenong Oasis	Number of Responses	Percentage of Responses
Not applicable	178	43.7%
Cost / price to access the facilities	90	22.1%
Lack of appropriate change room facilities	78	19.7%
Distance from my home	42	10.3%
I don't feel comfortable using the facilities	35	8.6%
No women's only activity areas and programs	21	5.2%
Programs and activities do not suit my specific needs	20	4.9%
Lack of car parking available	18	4.4%
Poor accessibility for people with a disability or mobility issues	17	4.2%
Lack of public transport to the Centre	16	3.9%
Cost of transport to the Centre	8	2.0%
Distance from my work	7	1.7%
I don't feel safe getting to or using the Centre	7	1.7%
Poor access for cyclists and pedestrians	5	1.2%
A lack of cultural sensitivity	0	0.0%
Other	0	0.0%
TOTAL	407	100.0%

Table A.13: Challenges or Difficulties using Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

*Future Dandenong Oasis Feasibility Study - Community Consultation Report***A.3 Past User Information Questions 11 - 14**

Survey respondents were asked to answer four questions about their previous use of Dandenong Oasis and use of other Centres. These were:

- Why you no longer attend Dandenong Oasis?
- What was the main activity you undertook when you used to visit the centre?
- What is the main reason you used to visit the centre?
- If you use another aquatic and leisure centre, private swim school or private gymnasium, please indicate which centre(s) you use.

In total 24.6 percent (232) of all survey respondents answered the question about why they no longer attend Dandenong Oasis. Survey respondents were able to select from a drop-down list of responses, and select more than one answer. The top three answers were the poor quality of the facilities (39.2 percent), distance from my home (35.8 percent), and I attend another aquatic and leisure centre, private swim school or private gymnasium (34.5 percent).

Overall, for survey respondents, the condition, appropriateness and accessibility of facilities at the Centre appears to be a key reason why people no longer use Dandenong Oasis. As noted above, 39.2 percent selected the poor quality of the facilities, 20.7 percent selected the facilities don't meet my specific needs, 14.2 percent selected a lack of appropriate change facilities, and 4.3 percent selected facilities are not accessible for people with a disability or mobility issues.

Survey respondents were also able to select other and provide a written comment about why they no longer attend the Centre. The condition and accessibility of facilities was also raised consistently through these responses. Key messages from these responses included:

- Lack of cleanliness of the facilities
- Small size of facilities e.g.: hydro pool and gym
- Age of facilities, not welcoming and looks tired
- Lack of accessibility to the second floor
- Lack of play equipment / facilities for children e.g.: no water slide or playground.
- Rudeness of staff and no follow up regarding enquiries about swimming lessons for children
- Electing to do a different type of exercise and / or using a different facility

Combined, the responses to this question suggest that upgrading or new facilities at Dandenong Oasis will help ensure the Centre is able to meet community needs and expectations for quality, accessible aquatic leisure facilities. But the responses also suggest attention needs to be given to how the facility is being managed in relation to cleanliness, the responsiveness of staff, and programming. It is also worth noting, that cost / value for money was selected by nearly 20 percent of survey respondents

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who answered this question. This proportion is similar to the responses from existing users of the Centre when they were asked to identify anything that makes it challenging or difficult to use Dandenong Oasis. Cost / value for money was selected by 22 percent of survey respondents who answered that question. See Table A.14 below for more information to the question about why survey respondents no longer use Dandenong Oasis.

Main Reason for Visiting Dandenong Oasis	Number of Responses	Percentage of Responses
Poor quality of the facilities	91	39.2%
Distance from my home	83	35.8%
I attend another aquatic and leisure centre, private swim school or private gymnasium	80	34.5%
Facilities don't meet my specific needs	48	20.7%
Cost/Value for money	45	19.4%
Programs don't meet my specific needs	37	16.0%
Lack of appropriate change facilities	33	14.2%
I don't feel safe getting to, or using the centre	21	9.1%
Distance from my work	19	8.2%
No women's only activity areas and programs	13	5.6%
The facilities are not accessible for people with a disability or mobility issues	10	4.3%
Poor access for pedestrians and cyclists	9	3.9%
The lack of public transport connections to the facility	9	3.9%
The lack of parking availability	5	2.2%
The cost of transport to get to the centre	4	1.7%
Other (please specify)	52	
TOTAL (NB: Multiples Responses Allowed)	232	

Table A.14: Reasons why you no longer use Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

In relation to when survey respondents previously attended the Dandenong Oasis, the main activity they undertook was swimming for fun (33.2 percent) followed by lap swimming for fitness (16.8 percent). This is consistent with the responses to the question about the main reason survey respondents previously visited Dandenong Oasis i.e.: for fun and entertainment (19.4 percent), followed by improving my general health and wellbeing (13.8 percent). Table A.15 provides a full list

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of responses about the main activity undertaken and Table A.16 about the main reason for visiting Dandenong Oasis.

Interestingly, past users of the Centre were far more likely to visit Dandenong Oasis for fun and entertainment, than current users of the Centre who are more likely to use the Centre to improve general health and wellbeing or participate in personal fitness activities. There was however, consistency in the proportion of current and past users who indicated they do or did visit the Centre to lap swim for fitness.

Main Activity Undertaken at Dandenong Oasis	Number of Responses	Percentage of Responses
Swimming for fun	77	33.2%
Lap swimming for fitness	39	16.8%
Swim lessons	21	9.0%
Use the gym	21	9.0%
Group fitness classes	19	8.2%
Gentle Exercise / Injury rehabilitation warm water pool	19	8.2%
Watch my kids	14	6.0%
Water play	11	4.7%
Aqua aerobics	5	2.2%
Play squash and/or racquetball	3	1.3%
Squad training	1	0.4%
Socialise/use cafe	1	0.4%
Play table tennis	1	0.4%
Personal training	0	0.0%
Other (please specify)	14	9.0%
TOTAL (NB: Multiples Responses Allowed)	232	

Table A.15: Main activity previously undertaken at Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

Main Reason for Visiting Dandenong Oasis	Number of Responses	Percentage of Responses
Fun and entertainment.	45	19.4%
Personal fitness – lap swimming	32	13.8%
Improve my general health and well being	32	13.8%
Swim lessons	24	10.3%

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Personal fitness – strength training and group fitness	24	10.3%
Spend time with my family	18	7.8%
Keep my children active	18	7.8%
Gentle exercise Injury rehabilitation warm water pool	15	6.5%
Weight Loss	8	3.4%
Make sure I stay active	6	2.6%
I feel comfortable using the centre	4	1.72%
To relax and unwind	3	1.3%
Competitive sport – swimming	2	0.8%
Competitive sport table tennis	1	0.4%
A chance to connect with my friends or other people in the community	0	0.0%
Competitive sport – squash or racquetball	0	0.0%
Other (please specify)	2	
TOTAL (NB: Multiples Responses Allowed)	232	

Table A.16: Main reason previously attended Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

In relation to other aquatic and leisure, private swim school or private gymnasiums used by survey respondents, there was a wide range of responses highlighting the availability of these facilities in close or reasonable proximity to Dandenong Oasis. In addition, it is likely that factors such as proximity to home, work, study or family, also impact upon the facilities a person may access.

Public aquatic leisure facilities appear to be popular amongst survey respondents, particularly Noble Park Aquatic Centre, Casey ARC, and Casey RACE. Other public aquatic centres identified by survey respondents included GESAC, Frankston PARC, Waves Leisure Centre, Monash Aquatic and Recreation Centre, Clayton Aquatic and Health Club, Aqualink, Aquanation, Cardinia Life, Oakleigh Recreation Centre, Springers Leisure Centre, Don Tatnell Leisure Centre, Melbourne Sports and Aquatic Centre, Harold Holt Swim Centre and Prahran Aquatic Centre.

Private gym facilities identified by survey respondents but with much less frequency than the public aquatic leisure centres included, Anytime Fitness, Fitness First, Fernwood, Genesis, Good Life, Prime Health Solutions, ReCreation Keysborough, Freeway Sports, Snap Fitness, Pick it Up Fitness, Stand Up Fitness, and Next Level Fitness.

Private swim school providers identified by survey respondents but with much less frequency than the public aquatic leisure centres included, Kings Swim, North Lodge Swimming Academy, Paul Saddler Swim School, Time for a Swim, Haileybury Swim School, Swimworld, and Jump Swim School.

A.4 Non-User Information Questions 15 – 16

Survey respondents who have never used Dandenong Oasis were asked to answer two questions about why they do not use the Centre. These were:

- Why you don't attend Dandenong Oasis?
- If you use another aquatic and leisure centre, private swim school or private gymnasium, please indicate which centre (s) you use.

In total 15.2 percent (143) of all survey respondents answered the question about why they don't attend Dandenong Oasis. Survey respondents were able to select from a drop-down list of responses, and select more than one answer. The top three answers were the distance from my home (41.3 percent), I attend another aquatic and leisure centre, private swim school or private gymnasium (30.1 percent), and the poor quality of the facilities (17.5 percent). While the proportions differ a little, these were also the top three reasons why previous users of Dandenong Oasis no longer attend the Centre.

Survey respondents were also able to select other and provide a written comment about why they no longer attend the Centre. The number of written comments was only very small (18 in total), so this information needs to be used with some caution. Key messages identified more than once included:

- Allergies / bad reaction to chlorine
- Undertaking other forms or exercise
- Lack of cleanliness
- Facilities are too small.

Table A.17 below provides the results from this question.

In relation to other aquatic and leisure, private swim school or private gymnasiums used by survey respondents, there was a wide range of responses highlighting the availability of these facilities in close or reasonable proximity to Dandenong Oasis. In addition, it is likely that factors such as proximity to home, work, study or family, also impact upon the facilities a person may access.

Public aquatic leisure facilities appear to be popular amongst survey respondents, particularly Noble Park Aquatic Centre, Monash Aquatic and Recreation Centre, and Frankston PARC. Other public aquatic centres identified by survey respondents included Casey ARC, Casey RACE, GESAC, Waves Leisure Centre, Clayton Aquatic and Health Club, Aquanation, Aquahub, Oakleigh Recreation Centre, and Harold Holt Swim Centre.

Private gym facilities identified by survey respondents but with much less frequency than the public aquatic leisure centres included, Anytime Fitness, Fitness First, Genesis, Good Life, Snap Fitness, and Jan Wilson Centre.

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Private swim school providers identified by survey respondents but with much less frequency than the public aquatic leisure centres included, Kings Swim, Mentone Grammar Swim School, and Paul Saddler Swim School.

Main Reason for Visiting Dandenong Oasis	Number of Responses	Percentage of Responses
I attend another aquatic and leisure centre, private swim school or private gymnasium	43	30.1%
Distance from my home	59	41.3%
Poor quality of the facilities	25	17.5%
Cost/Value for money	19	13.3%
No interest in using the centre	18	12.6%
The lack of public transport connections to the facility	12	8.4%
Facilities don't meet my specific needs	11	7.7%
I wasn't aware the centre existed	11	7.7%
Wouldn't feel comfortable using the centre	11	7.7%
Programs don't meet my specific needs	8	5.6%
The lack of parking availability	7	4.9%
I don't feel safe getting to, or using the centre	7	4.9%
Distance from my work	6	4.2%
The facilities are not accessible for people with a disability or mobility issues	5	3.5%
Lack of appropriate change facilities	5	3.5%
No women's only activity areas and programs	4	2.8%
Poor access for pedestrians and cyclists	0	0.0%
Other (please specify)	18	
TOTAL	143	

Table A.17: Reasons why you do not use Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

*Future Dandenong Oasis Feasibility Study - Community Consultation Report***A.5 Future Use Information Questions 17 - 18**

Survey respondents were asked two questions to understand their likely interest in using a redeveloped Dandenong Oasis Centre in the future. Respondents were asked to identify on a scale of 0 – 10 where 0 is extremely unlikely and 10 is extremely likely:

- Which facilities would encourage them to use a new Dandenong Oasis. A drop-down list of 17 types of facilities was provided
- Which factors would encourage them to use a new Dandenong Oasis. A drop-down list of 11 factors was provided.

In total, 80.2 percent of survey respondents answered these questions.

In relation to facilities, the facility that received the highest weighted average was the warm water program pool for rehabilitation and gentle exercise (7). There were also a number of facilities that received a weighted average of between 6.5 and 6.7 including quality group fitness program rooms, a lap swimming and squad swimming pool, quality gym areas and equipment, quality gym areas and equipment, café and social space, and water play areas for children.

Those facilities receiving the lowest weighted average (between 4.4 and 4.9) included community meeting rooms, childcare facilities, women's only activity areas, and specific areas and programs for teenagers. In relation to specific program areas for teenagers, the low weighted average may be linked to the low number of young people who completed the survey. Those aged 6 – 24 years accounted for only 6.6 percent of all survey respondents. Figure D1 below provides a summary of the weighted average responses for each facility.

In relation to factors that would encourage survey respondents to use a new Dandenong Oasis, the factor that received by far the highest weighted average was good access to substantial numbers of car parking spaces (8.1). This is not unexpected given the high proportion of survey respondents that access the existing Centre by car (87.9 percent).

The factors that received the next highest weighted average were good access for pedestrians (6.5) and located within a park or reserve (6.1). Those factors receiving the lowest weighted average of between 4.3 and 4.8 were, colocated with youth services, easily accessible by train, located close to shops, and co-located with children and family services. Figure D2 below provides a summary of average response score for each item.

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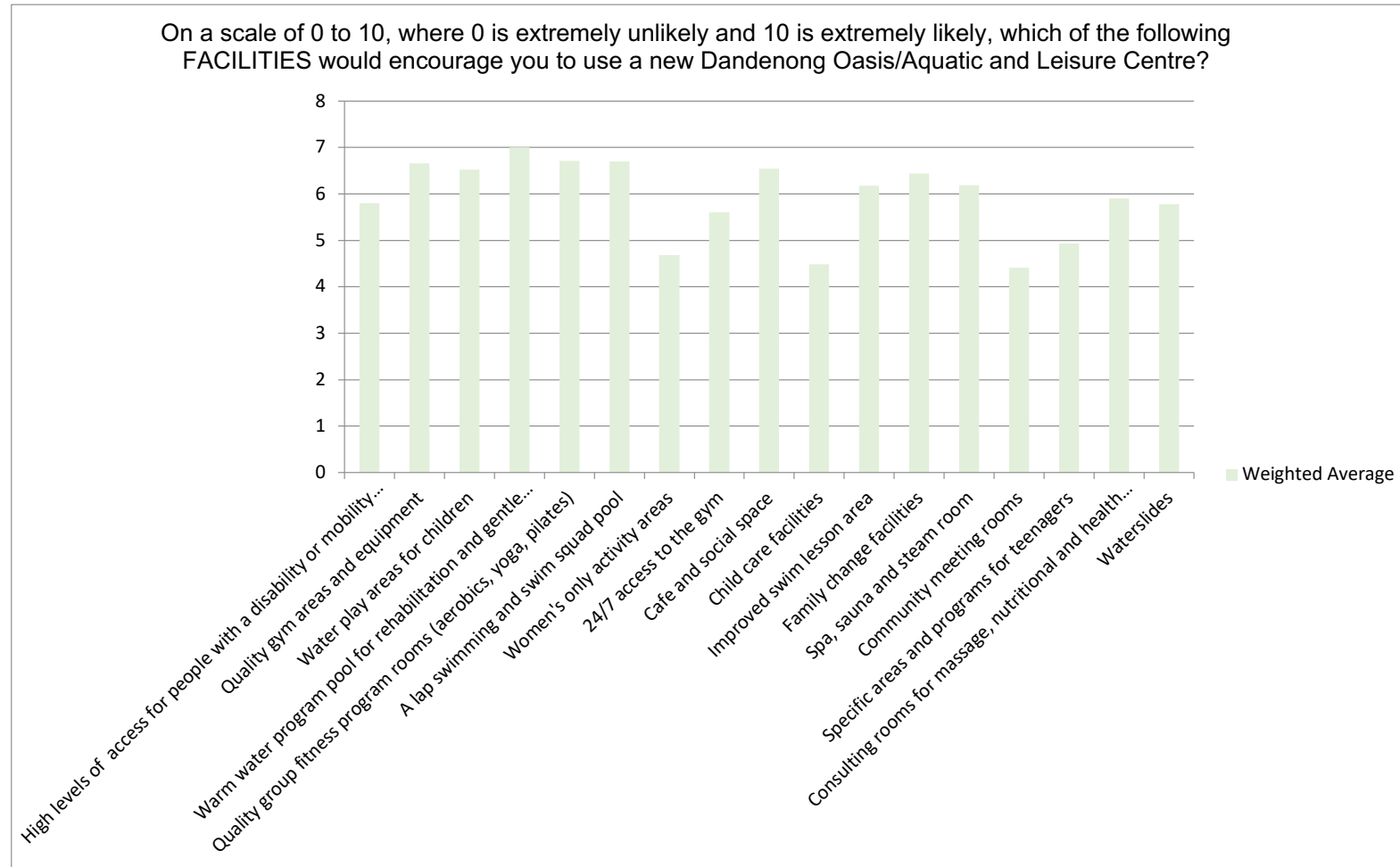


Figure D1: Facilities that will encourage use of the new Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

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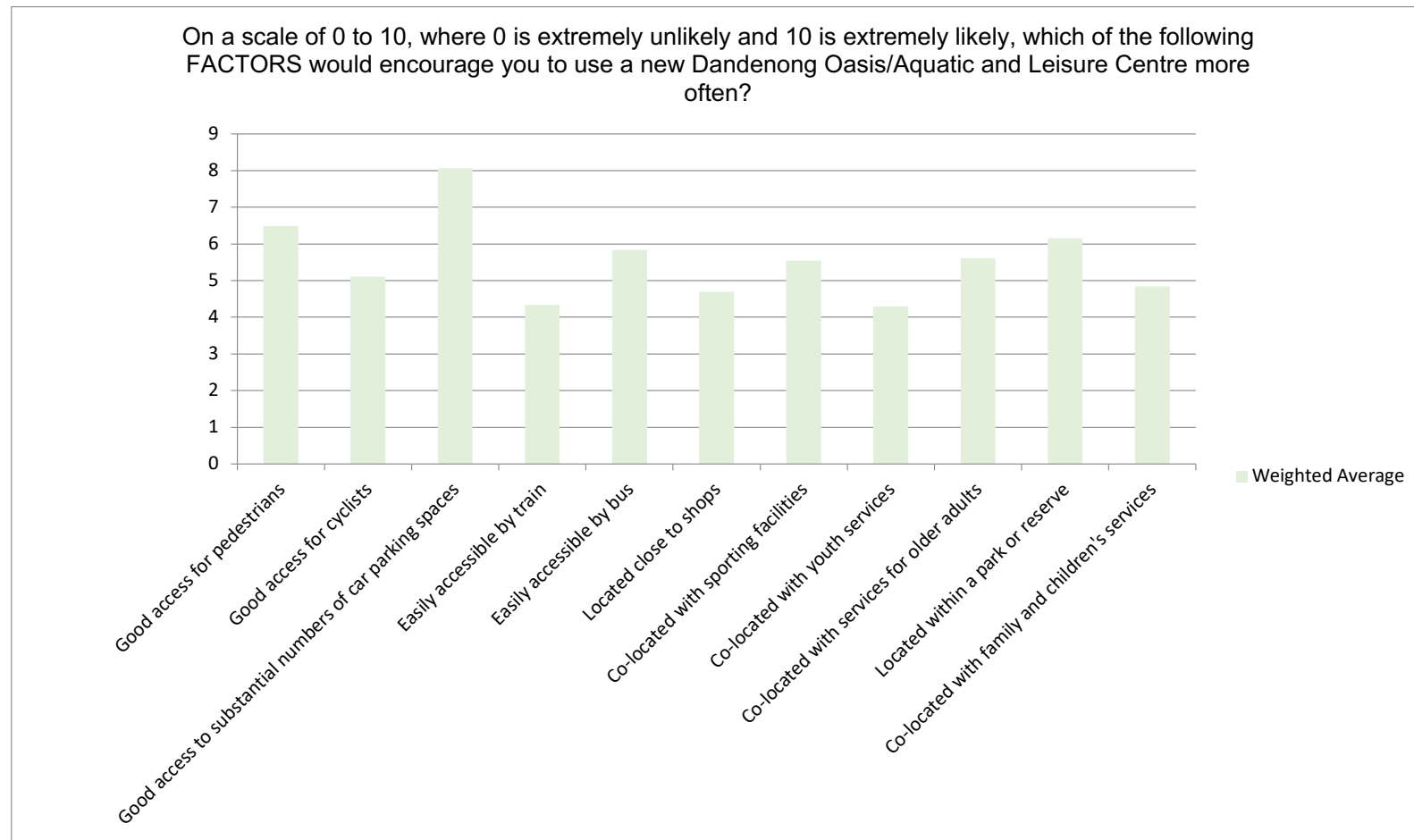


Figure D2: Factors that will encourage use of the new Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

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A further analysis of future facility priorities is provided in the table below with preferences by age cohorts detailed.

Age Cohort	Average of Access for People with Disabilities	Average of Quality Gym Areas	Average of Water Play	Average of Warm Water Pool	Average of Group Fitness Rooms	Average of Lap Swimming Pool	Average of Women's Only Activity Areas	Average of 24/7 Gym Access	Average of Cafe and Social Space	Average of Child Care Facilities	Average of Improved Swim Lesson Area	Average of Family Change Facilities	Average of Spa, Sauna and Steam Room	Average of Community Meeting Rooms	Average of Programs for Teenagers	Average of Consulting Rooms	Average of Waterslides	Overall Average
12 to 17	5.6	8.2	7.6	5.6	7.2	7.6	4.7	6.3	6.3	4.9	7.7	6.4	4.8	5.2	7.5	6.4	8.1	6.5
18 to 24	7.3	7.1	6.6	7.0	7.1	8.0	7.0	6.6	6.7	6.5	8.0	7.0	6.9	6.3	7.1	7.0	7.0	7.0
25 to 34	5.6	6.6	7.7	6.5	6.8	6.7	5.5	6.4	6.4	5.3	7.1	7.3	6.8	4.1	4.6	6.0	7.0	6.3
35 to 49	5.3	6.6	7.3	6.4	6.5	6.7	4.8	5.6	6.5	4.7	6.5	6.9	6.1	4.4	5.2	5.8	6.8	6.0
50 to 59	5.9	7.0	5.3	7.5	7.1	7.4	4.8	5.8	6.5	4.1	5.4	5.5	5.7	4.6	5.0	6.1	4.2	5.8
60 to 69	6.2	6.9	5.1	8.2	7.2	6.7	4.0	5.5	7.0	3.3	5.5	5.9	6.8	4.6	4.0	6.0	3.9	5.7
70 to 84	7.5	6.6	5.3	8.1	6.8	5.9	3.0	4.3	6.8	4.4	4.9	6.0	5.9	3.9	4.6	6.1	3.7	5.5
85+	9.2	5.4	4.3	8.6	3.4	7.5	4.0	3.0	8.4	2.8	4.3	4.6	7.8	4.4	3.3	5.0	3.3	5.3
Total	5.8	6.7	6.5	7.0	6.7	6.7	4.7	5.6	6.6	4.5	6.2	6.5	6.2	4.4	4.9	5.9	5.8	5.9

Table A.18: Future Facility Preferences by Age Cohorts

A.6 Preferred Site Question 19

As part of planning for the future Dandenong Oasis, Council is considering several potential sites. Survey respondents (for the long survey) were asked to indicate their preference in relation to sites which included the existing site at Mills Reserve and Central Dandenong within the Activity Centre. Survey respondents could also identify other sites they believe Council should consider or indicate if they have no preference. In total 77.3 percent of survey respondents answered this question.

The existing site at Mills Reserve appears to be the preferred site with 52.5 percent of people who answered this question, selecting this site. A further 19.3 percent indicated they had no preference, 18.4 percent selected Central Dandenong, and 9.8 percent selected other.

Those survey respondents who selected other, identified a large number of alternate sites including three that were raised consistently. These were Springers Leisure Centre, the Keysborough / Keysborough South area, and next to State Basketball Centre / Dandenong Stadium. Other sites raised multiple times but with much less frequency were Tatterson Park, near Dandenong Railway Station, the old livestock market, Springvale, Dandenong South, Greaves Reserve in Bennett Street Dandenong and the old Bunnings site in Dandenong.

Other alternate sites identified but only by single survey respondents were:

- Maralinga Primary School site
- Close to Police Paddocks
- Shepley Oval, Dandenong
- Existing Masters property Keysborough
- Watcher Reserve area
- North of Dandenong
- Dandenong Showgrounds
- Doveton Reserve
- Barry Powell Reserve
- Melbourne Water Recreation Area
- Tomas Carroll Reserve
- Old Endeavour Hills Secondary College site
- Barry Powell Reserve
- Frankston Dandenong Road green wedge area of Bangholme
- Noble Park – merge with existing centre
- Cheltenham Road Reserve
- Dandenong Park, Putney Street area
- An alternate location within the existing Dandenong Oasis precinct (i.e. keep existing facility open during construction)
- Clow Road next to Dandenong Creek

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Note: there was also several responses provided about non-specific alternate locations such as “near a train station”.

A.7 Importance of Dandenong Oasis Development Question 20

Survey respondents were asked to indicate on a scale of 0 to 10, where 0 is extremely unimportant and 10 is extremely important, how important the development of a new Dandenong Oasis / Aquatic and Leisure Centre is. In total 80.2 percent of survey respondents answered this question.

The weighted average response to this question was 7.9, with 45.8 percent of those who answered the question indicating they believe the development is extremely important. In total 65.8 percent of people who answered the question selected either 8, 9 or 10 when responding to this question. Generally, this suggests survey respondents consider the development to be very important. Although it is important to acknowledge 10 percent of survey respondents who answered this question selected 0,1,2,3, or 4, and do not consider the development to be important.

A.8 Open Comments Question 26

The final question of the survey, invited respondents to provide any general comments about the proposed development of Dandenong Oasis. In total 28.7 percent of survey respondents chose to provide comments. Key messages from the comments included:

- Strong support for the existing Centre, but with an acknowledgement that the facilities are old, tired and need to be upgraded
- Strong support for the Centre to remain in its current location with some suggesting they would cease to use the Centre if it was relocated, and some concern about the cost of and availability of parking if it was located in the centre of Dandenong
- A need for family friendly facilities including family change rooms, water play, water slides etc.
- Some concern about the chlorinated nature of the pool and suggestion that any new pool could be salt water
- Concern about the dirtiness of different parts of the Centre including the pools, change rooms, and gym including the equipment
- Some support for the existing facility and a preference for it to remain as is, be maintained more effectively so that it can continue to operate, or undergo some upgrade works but not a complete redevelopment
- Some programming suggestions such as poolates, more time for individual use of the hydro pool, programs for frail aged and health and wellness programs such as yoga and pilates
- Concern about the extensive use of the spa / sauna facilities by males and the consequent lack of access for women i.e.: women feel uncomfortable using the facilities

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- The increasing cost to access the Centre, particularly the increase in membership prices in recent years, and the price to access facilities such as the gym for a one-off session
- The need for facilities to support residents living in Keysborough / Keysborough South
- The need for more appropriate areas for group fitness and gym facilities
- Some preference for a 50m pool to be included as part of redeveloping the Centre
- The need for improved change facilities
- Some concern about the consultation process and outcome of the design for the Noble Park Pool, and suggestions that this not be replicated with planning for the Dandenong Oasis Centre.

Appendix B – Detailed Results Children’s Survey

A total of 101 surveys were completed.

B.1 Key Demographic Characteristics Questions 8 - 10

Survey respondents were asked to provide some simple demographic information as part of completing the survey. This included:

- Which school they attend
- What grade they are in at school
- Where they live.

In total 82.2 percent of survey respondents answered these questions.

Of those who answered these questions, 84.3 percent indicated the school they attend is Athol Road Primary School, and 13.3 percent attend Dandenong South Primary School. The vast majority are in grade 5 or 6 (83.1 percent), and the largest proportion (44.6 percent) live in Springvale. This is not unexpected given that Athol Road Primary School is located in Springvale.

A full list of where survey respondents live can be found in Table B.1 below.

Suburb in which Survey Respondents Live	Number of Responses	Percentage of Responses
Bangholme	0	0.00%
Dandenong	4	4.8%
Dandenong North	0	0.0%
Dandenong South	8	9.6%
Keysborough	5	6.0%
Lyndhurst	0	0.0%
Noble Park	9	10.8%
Noble Park North	0	0.0%
Springvale	37	44.6%
Springvale North	0	0.0%
Other (please specify)	20	24.1%
TOTAL	83	

Table B.1: Suburb in which Survey Respondents Live, Dandenong Oasis Redevelopment Study, December 2018

B.2 Existing Use of Community Swimming Pools Questions 1 - 5

Survey respondents were asked to respond to 5 questions about their existing use of community swimming pools including:

- How often do you go to a community swimming pool each year?
- Who do you normally go to the community swimming pool with?
- What activities have you participated in at a community swimming pool?
- What things do you like to do when you go to the community swimming pool?
- Which community pool is your favourite to visit and why?

There was a relatively even spread across the available responses for the frequency survey respondents visit a community swimming pool with

- 27.7 percent indicating they never visit a community swimming pool
- 27.7 percent indicating they visit a community swimming pool less than 5 times per year
- 21.8 indicating they visit 5 – 10 times per years, and
- 22.8 percent indicating they visit 10 times or more a year.

Of those who do visit a pool, the majority attend with their family (65.7 percent), followed by their school (22.4 percent). A total of 9 percent indicated they visit with others but in the main this was friends and family. A further small proportion (3 percent) indicated they visit with friends. These results are not unexpected given the age cohort of the survey respondents i.e.: students in grade 5 and 6. At this age, children are most likely to be visiting community swimming facilities with their family because of supervision requirements in aquatic environments and the type of activity they are participating in e.g.: swim lessons.

The activities survey respondents are most likely to participate in when they attend a community swimming pool are swim lessons (59.1 percent) and playing with my friends or family (59.1 percent). Other activities they are less likely to participate in are school swimming carnivals (12.1 percent), birthday parties (9.1 percent) and swim squad (6.1 percent).

In relation to the question about what survey respondents like to do when they visit a community swimming pool, popular responses were:

- Swim including swimming laps, swimming in the deep end, swimming and relaxing, practicing swimming,
- Playing including playing with my friends and family, playing around
- Use water play equipment such as Tarzan ropes, water slides, wave pools
- Have fun.

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In relation to the question about which community pool is your favourite to visit and why, in total 63.4 percent of survey respondents answered this question. Of those who answered the question:

- 39.7 percent identified Noble Park Swimming Pool with key reasons including the water slide, its lots of fun and there are lots of activities, it's close to home and the staff are helpful
- 18.8 percent identified Dandenong Oasis with the primary reason being it's close to my home
- 9.4 percent identified Waves Leisure Centre with the primary reason being of the wave pool
- 4.7 percent identified GESAC because there are lots of different things to do including a slide and outdoor pool.

Other facilities identified were Monash Aquatic and Recreation Centre and Melton Waves because of the wave pool facilities.

B.3 Future Development of Community Swimming Pools Questions 6 and 7

Survey respondents were asked to respond to 2 questions about possible future development of a community swimming pool by council. These questions were:

- What would you like Council to include in a new community swimming pool?
- Is there anything else you would like to tell Council about building a new community swimming pool?

In total 79.2 percent of survey respondents answered the question about what you would like included in a new community swimming pool, with key answers including:

- A wave pool or wave machine
- Slides or a water slide
- Water park, water play or water equipment
- Diving boards
- Playground or kid's area
- Inflatables and / or obstacle courses.

In total 70.2 percent of survey respondents answered the question about whether there is anything else they would like to tell Council about building a new community swimming pool. The responses to this question were quite varied and some perhaps unexpected given the age cohort. Key messages that were raised multiple times included make it big, including big change rooms, make it colourful, colourful tiles, colourful seats and change rooms, and include features like wave pools, slides, tarzan ropes.

Some of the more unexpected comments from the children who completed the survey were:

- 'Don't spend all your money on something that people aren't going to come back. It needs something that will make them come back to keep them interested'

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- 'As people grow you need privacy so, I want to say that, maybe you can add a personal closet for each person because, getting changed in one room is VERY awkward'
- 'I think they should build a safe part for babies and toddlers'
- 'Don't forget to hire some lifeguards'
- 'Just make sure that it is suitable for all ages because everyone wants to have fun'
- 'The Council might need more time to redevelop the New Dandenong Oasis as they need to also rethink what safety features there are in the Community Pool.'

Appendix C – Detailed Results School’s Survey

In total 16 schools completed this survey. This is a small sample size given the number of school who currently use the Centre, and the number of schools in reasonably close proximity to the Centre. The information from this survey will need to be used with some caution because of the small sample size.

Of the surveys completed, only 6 indicated which school they were representing. These included:

- Springvale Rise Primary School
- St Gerard’s Catholic School Dandenong North
- Emerson School Dandenong
- Dandenong South Primary School
- Springvale Park Special Development School
- Minaret College Springvale.

C.1 Existing Use of Dandenong Oasis Questions 1 - 5

Survey respondents were asked to respond to 5 questions in relation to their existing use of Dandenong Oasis including:

- Does your school currently use Dandenong Oasis?
- Approximately how many would your school have used Dandenong Oasis in the past 12 months?
- What activity or activities does your school undertake when using Dandenong Oasis?
- What are the reasons your school uses Dandenong Oasis?
- What is your overall satisfaction with the following in relation to Dandenong Oasis? In total 12 items were listed and schools were asked to rate their satisfaction on a scale of 1 – 10 with 1 being extremely dissatisfied and 10 being extremely satisfied.

In total 12 schools (75 percent) indicated they have used Dandenong Oasis in the past 12 months, and 2 schools (25 percent) indicated they have not. A number of schools who have used the Centre, did not answer the next question about how frequently they have used the Centre in the past twelve months. Of those who answered this question:

- 4 indicated they have done so occasionally (3 – 10 times)
- 3 indicated they have done so frequently (over 20 times)
- 1 indicated they have done so often (11 – 20 times).

The main activity schools are undertaking when they use Dandenong Oasis is swimming lessons, with a much smaller number indicating they have used the Centre for gym workouts (2 in total). None of

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the schools who completed the survey use the Centre for school swimming carnivals, fitness classes, lap swimming, or end of term fun days.

The main reasons schools indicated they use Dandenong Oasis is because of

- The close proximity to our school
- Cost of use
- Ease of access at times that suit the school
- Swimming lessons.

There were mostly an even number of responses from the schools across all of these areas.

In relation to overall satisfaction with Dandenong Oasis, the highest levels of satisfaction from schools who answered the survey were:

- The range of programs available with a weighted average of 7.25
- Bus parking and car parking availability with a weighted average of 7.17
- The options for water play with a weighted average of 7.13.

Those areas with the lowest levels of satisfaction were:

- The quality and size of the change rooms with a weighted average of 4.25. This result is consistent with information gathered through the community survey which found that the size and condition of change facilities is a key area community members would like to see improved or addressed through redevelopment of Dandenong Oasis
- Spectator opportunities for carnivals with a weighted average of 5.33.

C.2 Non-Users of Dandenong Oasis Questions 6 and 7

The sample size for this question is very small (3 in total), so the information will be of limited value.

Schools who indicated they do not currently use Dandenong Oasis were asked to indicate:

- Why they do not access the Centre
- If they use another Centre, which one is it.

The primary reason schools indicated they do not access Dandenong Oasis is because of the lack of availability at times that suit the school. Other reasons are the space provided for swim lessons is poor, there are no group change rooms, access and facilities for people with disabilities is poor, and our school doesn't participate in swim carnivals.

The other Centres schools indicate they use are Genesis Fitness Club, Monash University Swim Centre and Time for a Swim in Parkmore.

C.3 Future Use of Dandenong Oasis Questions 8 - 10

Schools were asked to respond to 3 questions about possible future use of Dandenong Oasis including:

- What would encourage your school to use Dandenong Oasis more frequently or start using the Centre. Schools were asked to select from a list of items indicating their importance from 1 – 10 where 1 is the least important and 10 is the most important
- What activities is your school likely to undertake in a new or redeveloped Dandenong Oasis
- Can you suggest anything that could be done to improve the services and facilities at Dandenong Oasis?

In relation to what would encourage your school to use Dandenong Oasis more frequently or start using it, in total 10 schools answered this question with a relatively even spread of responses across a number of factors. Those receiving the top responses were:

- Improved space for swim lessons with a weighted average of 8.44 for importance
- Provision of group change rooms with a weighted average of 8.4 for importance
- Water play areas for fun and entertainment, and improved overall facility quality. Both of these responses received a weighted average score of 8.2 for importance

Other factors with a weighted average score of between 7.1 and 7.7 were:

- Reduced cost of entry
- Improved access and amenities for people with disabilities
- Better bus parking
- Quality facilities for swim carnivals

Those factors that appear to be less likely to influence future use of the Centre by schools are improved group fitness rooms and improved gym. Both of these received the lowest weighted average score of 6 for importance.

The activities schools are most likely to undertake a new or redeveloped Dandenong Oasis are swimming lessons (90 percent of schools) and end of term fun days (80 percent of schools). They are much less likely to use the Centre for lap swimming, swimming carnivals, fitness classes and gym workouts.

In relation to suggestions about what could be done to improve the services and facilities at Dandenong Oasis, only 5 schools responded to this question providing a very small sample size. Suggestions included:

- Improved change room facilities

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- Keep children in the same year level in swim classes together e.g.: do not have preps with grade 3 children
- Continuity of co-ordinators for the swimming school
- Provision of side of pool space for lessons for children with a disability.

Appendix D – Notes from Community Workshops

Two community workshops were held at Dandenong Oasis on 15 November 2017. One was held in the morning and one in the early evening. Both workshops were open to all members of the community. A total of 25 people attended the morning workshop and 12 people attended the evening workshop. Participants were wholly existing users of Dandenong Oasis, and the vast majority of participants were older adults.

In the first part of the workshops, information was presented about the planning work being undertaken in relation to Dandenong Oasis. The second and main part of the workshops concentrated on exploring the following questions:

1. Why you use Dandenong Oasis and what do you like about it?
2. What makes it difficult to use Dandenong Oasis, and what would you like to see changed at the Centre and why?
3. What are the things you would like to see remain the same at Dandenong Oasis and why?
4. What have you seen at other aquatic centres that you think could be considered for Dandenong Oasis? This could be facilities, programs or access.

Participants worked in small groups of up to 5 people to collectively respond to these questions. In total, there were 7 groups across the 2 sessions, 4 in the morning workshop and 3 in the evening workshop.

The final activity participants were invited to complete was to indicate the top 3 priorities they believe need to be addressed or considered as part of redeveloping Dandenong Oasis.

D.1 Why Workshop Participants Use and Like Dandenong Oasis

The main reasons workshop participants indicated they use and like Dandenong Oasis were:

- The location of the Centre – raised by 7 groups
- The availability of car parking at no cost – raised by 6 groups
- The opportunity to exercise / maintain health - raised by 5 groups
- The social interaction / companionship – raised by 4 groups
- The variety of classes / programs offered – raised by 4 groups
- Public transport access (buses) – raised by 3 groups
- Concession pricing / reasonable pricing – raised by 3 groups.

Other reasons identified by 1 or 2 groups about why they use and like Dandenong Oasis were:

- The hydrotherapy pool

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- Ambience / atmosphere
- The café – centrally located
- The staff
- The variety of facilities
- Convenience / ease of access
- Good equipment
- The community meeting room
- Free tea and coffee after classes
- Opening hours of the Centre
- Amenities including family change rooms, large clock, fresh water coolers
- The gym facilities
- 50m pool
- Close to rehabilitation and complementary services
- Many people and schools can walk to the Centre
- Large vehicles e.g.: buses can easily access.

D.2 What Makes it Difficult to Use or What Would You Like to Change about Dandenong Oasis

There was a lot of cross over and consistency between the aspects workshop participants identified that they find makes it difficult to use Dandenong Oasis, and those aspects they would like to change. A key aspect that makes it difficult to use the Centre is **the change room facilities** including poor water pressure and water temperature, a lack of family change rooms, a lack of accessible change rooms, and a lack of change rooms, showers and toilets generally in the Centre, especially when multiple activities are occurring, or school groups are in the Centre. Combined the change rooms were raised on 15 different occasions as an aspect that makes it difficult to use the Centre.

Other aspects that make it difficult to use the Centre and that were raised multiple times were:

- Poor accessibility to the gym i.e.: no lift access
- The spa and sauna facilities are too small
- Inconsistent monitoring and management of patron behaviour by staff e.g.: spitting, attitudes to undressing, swimming attire, age restriction on boys in female change rooms etc.
- The hydrotherapy pool is too small and too hot for classes

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- The Centre is not family friendly / no facilities for children
- Parking hazards around the trees / planter boxes.
- The size of the pools means they are not able to accommodate both leisure and lesson use. There is competing use of pools by squads, schools and lap swimmers.

Other aspects that make it difficult to use the Centre that were raised only once were:

- The café offers poor quality food and the variety is inadequate
- Inadequate locker facilities – they should be refundable
- The limited availability of lanes for lap swimming during peak times
- The cleanliness of the facility is at times poor
- Lack of floor mats in the change room – people stand on the benches rather than the tiled floor.

In relation to aspects workshops participants would like to see changed about the Centre, the primary aspect was **the change room facilities** including providing private change rooms for men, bigger change rooms, providing separate / better change room facilities for school groups, maintaining change rooms to a higher standard and providing better / cleaner toilets. In total, the change rooms were raised on 8 occasions.

In relation to aquatic facilities, **bigger / more spa and sauna facilities** was raised multiple times, along with **a larger or more than one therapy pool**, and **a steam room**. With regards to the therapy pool, there was a request for more corner spaces where people can do their exercises. The corners in the existing hydrotherapy pool are apparently in high demand.

Other aquatic facilities identified as aspects to be changed but only on one occasion included:

- A 25m pool
- A diving pool.

Accessibility was also a key factor that workshop participants would like to see changed at Dandenong Oasis, including a lift to **access the gym** on the second floor or having all facilities on the ground floor, **improving access to the Centre for people with a disability including car parking**, and providing **a waiting area** for people who are waiting to be picked up.

Other aspects to change that were identified only once were:

- Improved security, particularly in relation to feeling safe using the Centre after dark. Better control of access points into the Centre is needed
- Provide better quality and cheaper sports gear in the shop

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- Install durable quality / vandal proof fittings
- Better lockers in the change rooms and / or no pay lockers
- Install electronic entry gates
- Clean carpets
- Offer a gym only membership
- Offer more classes in the 50m pool – more time between classes
- Provide undercover or multi-level parking
- Provide free WiFi
- Offer allied health services such as physiotherapy and massage at the Centre
- Offer more classes
- Provide a bigger café with healthier food options and reasonably priced food and drinks
- Larger function room/s
- Develop an app for bookings for classes and courts

D.3 Aspects to Remain the Same at Dandenong Oasis

The primary aspect workshop participants indicated they would like to see remain the same about Dandenong Oasis was ***the location of the Centre*** because of public transport connections, and proximity to major arterial roads and residential areas. They also identified the current location has room for future expansion, plus the existing Centre could remain open while a new one is built on the same site. Five groups nominated location as one of the key aspects they would like to remain the same about Dandenong Oasis.

While raised as a part of the location discussion above, workshop participants (4 groups in total) also separately identified ***access to public transport*** as an aspect they would like to see remain the same, because it is important for people with a disability and older adults who cannot drive.

Workshop participants also raised ***free car parking*** as a key aspect to remain the same about Dandenong Oasis because it helps keep costs down for Centre users, and makes the Centre accessible. A total of 3 groups nominated free car parking.

Other aspects nominated by 2 groups were:

- Continuing to offer a good variety of classes for all ages and abilities
- Retention of the reasonable entry fees / membership fees
- Having a separate pool for toddlers / children, and
- Having a crèche.

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Other aspects raised by only one group were:

- The swim squad / competition opportunities for swimmers
- The staff and instructors
- Offering a range of multiuse facilities
- Having a 50m pool
- The social interaction / companionship
- Continuing to have a café
- Having a hydrotherapy pool but it needs to be larger
- Having rooms for fitness classes
- Having a gym

D.4 Ideas from Other Aquatic Centres

Workshop participants identified a number of facilities, programs or approaches they have seen at other aquatic and leisure centres, that they believe could be considered for Dandenong Oasis. These were:

- The wave pool at Casey ARC. This was raised several times
- The fun water play facilities at Noble Park Aquatic Centre
- The accessible change rooms and showers at Casey RACE
- The car parking at Casey RACE including parking for people with a disability, bus and large vehicle parking. Its aesthetically pleasing and accessible
- The open showers at Noble Park Aquatic Centre
- Entertainment areas for young people
- No pay lockers at Aquarena
- Electronic entry gates at Aquarena
- High ceilings at Craigieburn
- Diving pool and training area at Aquanation Ringwood
- Restrictive access to pool area in relation to hygiene at GESAC
- Large water slide/s at Aquanation
- Mezzanine floor for café at Casey Arc.

D.5 Priorities for Redeveloping Dandenong Oasis

In relation to the priorities workshop participants believe need to be addressed or considered as part of redeveloping Dandenong Oasis **retention of the Centre in its current location** was by far the highest priority. This is not unexpected given that all participants in the workshops are existing users of the Centre, and that one of the things they like the most about / the reason why they use Dandenong Oasis, is its location. In total location was raised 14 times as a priority.

Consistent with the information gathered through other aspects of the workshop, **improvements to the change room facilities** was also a high priority including the provision of more accessible change rooms, more family change facilities, more change facilities for school groups, and generally more toilets and showers.

Other aspects raised as a priority multiple times were:

- Having a larger or multiple hydrotherapy pools
- Improved monitoring and management of patron behaviour
- Retention of the free car parking
- Retention of reasonable fees and charges
- More spa and sauna facilities
- Provision of health and wellness facilities.

Like the retention of the existing location and improvements to the change room facilities, these aspects are consistent with information gathered through other parts of the workshop.

Other aspects identified only once as a priority were:

- Having a 50m pool
- Offering a gym only membership
- Having a café but with longer opening hours
- Providing more car parking for people with a disability
- Having additional pool space
- Installing no pay lockers
- Implementing better hygiene requirements for people accessing the pool e.g.: like at GESAC
- Installing water slides
- Managing age restrictions for boys in the female change rooms
- Retaining a separate pool for toddlers / children
- Retaining social interaction opportunities through café.

Appendix E – Notes from Workshops with Health and Disability Providers and Existing User Groups

E.1 Health and Disability Providers

While a large number of health and disability providers were invited to this workshop, only one, a physiotherapist attended. a2z Health Group (note: business trading name) has conducted programs in the hydrotherapy pool and the gym at Dandenong Oasis for the past 15 years. The discussions centred around:

- Understanding what they like about / why they use Dandenong Oasis
- What are the difficulties they or their clients experience using the Centre and what would they like to change.

The reason they use Dandenong Oasis is because:

- It is the only public facility with a hydrotherapy pool in the area
- Clients like to come to Dandenong Oasis because it is close to home / work
- Because it suits the needs of the physiotherapy business and its clients.

Key difficulties of using Dandenong Oasis and / or what they or their clients would like to change about the Centre are:

- Having increased access and / or a larger hydrotherapy pool. The physiotherapist can only ever access half the pool which means they can have a maximum of 10 – 12 people in a session. It gets very congested with equipment
- Improving the water temperature of the hydrotherapy pool in winter. At times it is cold, making it hard for clients to use
- The water quality causes skin irritations for some clients
- The equipment in the gym is old and there is not enough of the right equipment to support people with an injury
- The aesthetics of the facility are poor i.e.: it looks old and tired
- The staff in the Centre are not always helpful
- There are not enough change facilities, they need to be updated and cleaner
- Clients have experienced their cars being broken into. Female clients in particular are not attending the Centre because they feel unsafe
- Clients find other users of the Centre are inappropriate in their behaviours at time, making them uncomfortable attending the Centre.

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E.2 Existing User Groups

While all existing user groups of Dandenong Oasis were invited to this workshop, only one attended. Lynns Learning (note: business trading name) conducts tuition programs at the Centre each weekend.

The discussions centred around:

- Understanding what they like about / why they use Dandenong Oasis
- What are the difficulties they or their clients experience using the Centre and what would they like to change
- What their or their client's future needs are in relation to Dandenong Oasis.

The reason Lynns Learning uses Dandenong Oasis is because:

- It is surrounded by a number of primary schools
- It is in walking distance for many of the children who attend the programs
- The room itself suits the needs of the program i.e.: it's the right size, has street frontage, is air conditioned and has toilets close by.

The only difficulty or challenge Lynns Learning experiences using the Centre is accessing tables and chairs, especially if a birthday party is happening in another part of the Centre.

In relation to future use of Dandenong Oasis:

- Lynns Learning has fairly simple requirements i.e.: a multifunctional room, preferably with street frontage, toilets close by and a good supply of chairs and tables
- Lynns Learning prefers the current location because of the number of families / children who access the Centre by walking but believes the central Dandenong Market location would also work for their business.

Appendix F – Detailed Submissions from the Community

Submission	Comments
Submission 1	After some thought I would like to suggest the following: - Relocate the aquatic centre to a more central position. - The old Bunnings store on Gladstone Rd is sufficiently large enough to accommodate an aquatic centre and other sporting facilities. Public transport is available. - Moving to this location would enable more schools a closer facility. - As the old Bunnings warehouse is an empty warehouse it provides a 'blank canvas' for designers. - Rehabilitate the Oasis centre into parkland
Submission 2	- If the Centre stays where it is, I would prefer that it does, then there needs to be easier access for people with disabilities – ramp into pool – like ARC, automatic opening doors or whole open for patrons to get onto pool deck & into the change rooms when they have to use walkers or wheelchairs. - More shower & change facilities for people with disabilities. - More showers in general. After classes there are always queues of people waiting to get a shower. - The current space in the women's main change room between the shower + the opposite wall is too narrow – creating too much congestion, needs to be widened.
Submission 3	- You are currently making a bid for team 11 in the A-League. Your current plans are a stadium with a main pitch and 2 pitches next to that. - Greaves Reserve is already the home of Dandenong Tennis Club and there are 12 netball courts there. - Unfortunately, there is no train station directly next to the site but that may be a possibility in the future. If you are serious about being Team 11 I believe it's best to develop the site as best as you can to maximize use for the community and monetary gain for the local economy. I'd say a review of the current Team 11 masterplan site could be reviewed to allow for a bigger and brighter outcome of the entire site. - Picture having the brand-new Dandenong Oasis partnered with the soccer stadium and pitches, a brand-new Netball & Tennis Club redevelopment. A mini Melbourne Park/Olympic Park. - Possibly some commercial real estate coupled with the site offering some great cafes and eateries which will also help create a high traffic flow for the area. It could be a community green space with a large television much like the one in Harmony Square. - Casey ARC & Casey RACE are nice and all but this sit could totally blow them out of the water if done well. I believe the new Oasis could have integrated services like a designated bus stop/pick up drop off area. A state of the art

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Submission	Comments
	indoor/outdoor aquatic centre offering childcare amenities, a playground (indoor/outdoor), large café with great views to the whole site and the large television screen. table tennis centre, squash courts, gym, heated pools, spas, saunas, steam rooms, a relaxation centre offering massage & beauty therapies for mums taking their children for training giving young people in the area studying beauty a place to train their skills and work. - Blue hard courts like those at the Australian Open as they are aesthetically pleasing plus clay and synthetic grass courts. - Greaves Reserve is the large site I can see within the area that is most appropriate for such a plan. It stretches underneath the East Link all the way to Yarraman Station. Still plenty of room for general parklands. - I've attached a link to you an idea of how the new Oasis could look couple to a brand-new tennis centre adjoining to the side as opposed to a soccer pitch. Just an idea. The main issue for the side would be enough parking. I'm not sure how that would be done? Perhaps underground? I know this all comes down to money. However if my proposed ideas are possible then hopefully they come to fruition. - Thanks for taking the time to read this. - https://m.youtube.com/watch?v=LzyfN3b4qMI - http://www.aba-architects.com.au/projects#/gparc/
Submission 4	We are a young family who have lived in Dandenong and own our own home here for the past 8 years. We have used the Dandenong Oasis frequently for the past six years, since our son was born. We have found it to be: - Centrally located, in a way that puts fitness and water safety at the heart of our city - Clean - Affordable - With great parking We only make use of the pools (children's pool and 50m pool) and they are always well patronized; anymore and they would be too full! Please, if possible, retain the site with a pool, or else, if you must redevelop the site, please give us a pool that is similarly centrally located. We're not so fussed about the other facilities – but the pools are essential. Please bear in mind that we live in a community that is culturally diverse and that traditions of teaching children to swim are not universally embraced; keeping the pool in such a highly visible location tells the community that we value water safety and provides an easily accessible place to learn.
Submission 5	As someone who uses their local pool regularly, the best addition they made to Knox Leisureworks was to add a warm water rehab pool. I think all organisations thinking of renovating their public pools should consider this.

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Submission	Comments
Submission 6	Follow GESAC but make sure there are at least four times the number of changing room facilities especially those that are family rooms
Submission 7	The good points of the Dandenong Oasis are: - 50m pool, easy access. The bad parts now: - Aging facilities - Poor change rooms to what is not accepted - Security, no free general use lockers. Few paid lockers - Height of facility. Poor use of land. A higher facility would give a more open feel and more rooms for various facilities. - Low tech facilities. More technology could be used for better entry, monitoring (could not see any security camera), wireless WiFi - Café facilities not up to modern standards - Many others that I may put in a future email In my survey, I suggested to integrate with the Dandenong Stadium. They have excellent parking facilities and you can pool resources to open up a retail precinct with other forms of entertainment and sporting facilities which is sadly lacking in the Dandenong area. Stud road is also a much better access point than any other location. In developing a new facility, the Dandenong Council should also consider how to best use this opportunity to enhance Dandenong's current community needs and standing in Greater Melbourne considering that Dandenong sits in the center of Melbourne's fastest growing expansion corridor.
Submission 8	I work at Dandenong Oasis as Swimming Teacher since 2007. I also was member of Oasis Otter swimming club from 2004. I was excited to hear that there is a plan to redevelop Dandenong Oasis Swimming Pool. However, I would like to know more information about the plans and future developments for the centre. What is exactly your going to do? Are we going to relocate the Swimming Pool to another area. I would expand the facility instead of relocation (if that's the plan). You will never find area in Dandenong where you can have plenty of space, car parks where you want, chance of potential expansion of the pools and most importantly easy access from Dandenong CBD and neighboring suburbs. We have an opportunity to make Dandenong Oasis the largest Pool in Melbourne the amount of space which is offered. I know from blue brochure that our client base are getting surveyed however what about our team leaders from each department having their say? They have more knowledge on how to improve and what needs to be improved at the facility.

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Submission	Comments
	Thank you for your time reading this. I know that its not my decision on the future of my lovely pool. If needed I'm happy to provide some help to improve the facility.
Submission 9	I would like to write to you about Dandenong Oasis Swimming pool. My children have been members there for 7 years doing weekly swimming lessons. I would like to express my concerns over the idea of moving the swimming pool to the town centre or market location. The pool being where it is having sufficient parking, is away from the traffic congestion of the town centre and market and accessible from many surrounding suburbs. It also has a lot of land around so if there is going to be a redevelopment of the facilities there is plenty of room to expand. The pool is old, but with only 2 pools in the greater dandenong area, and being the largest indoor pool, to shut down this facility would be such a waste. Redevelopment would be a far better option and please leave the pool where it is. After the library was moved, even though it is a great facility, I now rarely go there as parking is hard to find it and it means I have to travel across the town centre. Please don't do the same to our pool. Thanks for listening to my concerns.
Submission 10	Recommendations for Leisure Centre - Multi-purpose basketball court with multiple sport use - Graded hydro pool 3 sections of current size pool - 1.2m, 1.6, 2m - Islands in the middle of pool for seating/rails for holding onto (minimising dead space in middle of pool. - Ramp into pool (no stairs) - Multiple spas/plunge pools - at least 1 cold plunge pool for recovery - Functional/multipurpose gym, large cardio area, large floor area for classes/stretching, large functional training area (think 45), weights - Treatment facility with multiple treatment rooms, reception area and training area - Modern changing facilities - closed showers, electronic pass code lockers, disabled access - Large pool with divider in the middle of pool so you can turn it into 2x25m pools, 1 50m pool or waterpolo pool - Diving facility - Wave pool with water slide for kids
Submission 11	Our needs are a therapy pool, not just heated, for the management by exercise of diabetes and cardiac problems. Currently we use Oasis pool 3 sessions per week as members. Benefits are fitness – at 78 + 80 years of age exercise helps keep us in our own home we look to our council policies to assist us in this aim. Social group interaction is

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Submission	Comments
	essential for mental well-being. Oasis provided this. It is also our only multi-cultural interaction. Access to the current site could not be improved upon, it has access from Monash Freeway, Stud Road. Which flows through Dandenong and bus service it has a large parking area. A leisure centre should be in a pleasant leisure area not a commercial or business centre, easy access please. We have little confidence of any constructive value in true representative results of a survey, who is filling this survey? Many users of these pools have little spoken English never mind written fluency. The importance of this issues to many Dandenong citizens is perhaps not able to be expressed by your survey. Two meetings were held on Wednesday 15.11.2017. The attendance was 20 at the morning meeting 11 at the evening one. Obviously not the way to go.
Submission 12	Please retain the Oasis swimming pool at Mills reserve. There is ample land to provide for any future additions deemed necessary!! Access to the present site is covered by bus routes and private car spaces. It was and is, the Councils responsibility to ensure that proper maintenance was regularly carried out. Cannot believe that consideration is being given to building a new aquatic centre on land nearby to the market. Parking spaces is inadequate in the centre of Dandenong at the best of time. Do not add to the further mayhem of pedestrians, road traffic, etc. already in existence. By all means update the Oasis Swimming pool BUT keep it in its present site!!!!
Submission 13	I am a current member of the gym at Dandenong Oasis. I recently received an invitation via email to complete a survey related to the future of Dandenong Oasis. I have completed the survey but did not see a question or information related to memberships should the Council choose to move locales or close for a period of time to undertake refurbishment. I live in Endeavour Hills and selected Dandenong Oasis as the gym to join based on location alone. I drive past the centre each day to get to work and it makes it very convenient to visit and use the facility. Whichever decision is made as to the future of Dandenong Oasis, I believe there should be consideration given to optional dissolution of current membership contracts given location is likely to change, or at the very least, reduced access to amenities during any works. I would certainly be very disappointed if there was no ability to cancel my membership penalty free should the new arrangements not suit me.

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Submission	Comments
	Has the council or centre management considered this issue and what has been the outcome of any discussions already had?
Submission 14	Subject: Redevelopment of the Oasis Pool Complex. Location As the real estate industry always quotes, location, location, location. The current site of the Oasis Pool has just that, set in park land where people walk warming up before swimming, the trees provide a visual barrier to the surrounding houses. The sunrises through the vast glass windows are spectacular, at times patrons just stop swimming and stare and take it in. The suggestion to move it elsewhere would be based on a flawed and/or questionable policy. The current site allows access from all major arterial roads without the problems of dealing with traffic. This is why a lot of patrons, particularly rehab ones come from neighbouring shires. The current site is close to medical provider and hospital and provide ease of access to patients. There is a convent bus stop directly outside. One of the touted sites of by the market, this is ludicrous, the area is congested enough with people fighting for parking as it is, add to this the pool users and it's a recipe for carpark rage on a daily basis. No doubt the charge for existing parking will follow to this site. We frequent Dandenong on a limited basis due to the lack of parking preferring to shop further afield. Unless Stuart Street removed I do not believe that the footprint of the current site will be the same. Dandenong has one big problem, that is it is locked in on all sides and the only way is up. Surely council is not proposing that a multi-story pool is their agender. Currently and more so in the future buses are used to bring school children to classes. On the current site these large vehicles come and go with ease due to the efficient layout of the access roads. One has to only watch the buses picking up from the RSL via the Plaza carpark to get an idea of what is instore should the new pool be located elsewhere, in particular near the market. Can you imagine inserting a convoy of buses into a market day with all those no-idea and ignorant drivers? Then trying to get back onto the major arterials. The second by the station, while less congested again the CBD mayhem is a disadvantage. Looking at pool/recreation complexes on newer/other suburbs, they have moved them away from congestion. As I understand it there had been rumours that the current pool site has been considered for sale to private investors. Should this land pass from council's hands then the ratio of parklands for each ward will be diminished even lower than it already is in this ward.

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Submission	Comments
	Totally New Complex versus Staged Upgrade of the Current Keeping the existing pool open while a new complex is built allows for business as usual. Keeping it open while modifications and new construction are in progress around the existing has to accommodate compromises in both cost, design and conveniences to patrons. The main reason for the decision to replace the current pool is the aging infrastructure. While keeping what appears to be, on the outside, a perfectly good pool the reality is what can be seen above ground is probably reflective of what is happening below ground and in the future, may be a major cost. From this point I feel that a total new complex is the most economical option. The existing soccer field to the east of the present pool to me is the most logical position, about the same footprint, with its own access road from behind the Ingrid Street shops. The current carpark would not have to be duplicated at a new site and the present pool site once cleared replace the field of the new pool and/or allow for further expansion of the pool. While there is an elevation difference between the field and pool site/carpark, I am sure this will be no issue for engineers to address. The current pool and carpark are on similar levels but still have a hill and steps one way. The orientation of the current carpark to the soccer field site is a matter to get used to, after all look at where neighbouring pools are in relation to the carpark. A drop off/pick up zone is badly needed and should be included in the new design. A designated area where people and vehicles flow independent of each other, not crossing paths. At present people park over and around the pedestrian crossing and entrance. This is a place where people/children are constantly attending and the people that drive them don't particularly stay. Amenities Showers are one of the critical components that cause the most frustration to patrons. The current pool while adequate for the time it was built does not meet the demands of current society. Let's learn from this in futureproofing as much as possible the new facility. Casey RACE have designated block of family showers which facilitate speedy processing of wet children. This is a good place to start, the only criticism is there could be half as many again and that like many wet-rooms there is no place for dry bodies to finish to get dressed and accommodation of a pram and several children and two adults should be considered. A solution to this is alcoves in the passage between doors with seats for putting on foot wear, these clearly marked to differentiate from waiting to use showers seats, because seats are important while waiting with grumpy children.

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	This shower block system should be duplicated for disabled patrons. The construction of the general shower block and change rooms are a matter of providing enough room for the predicted volume of users, the current is at the tight squeeze stage and new should be larger. Current spa is less than adequate, it is almost domestic. The hydro pool has out grown its self decades ago. Currently patrons have to vacate the water so as classes can take place. If you are paying for this in your membership then it should be available all the time. The fifty-meter pool degenerated into bedlam when swim classes are on. Not sure how this can be alleviated? BUT, if we think this is bad, then the children's pool is a nightmare, A domestic spar bath has more room than some of the spaces given to classes. Serious consideration must be given to how a fun pool looks when divided into swim lessons and space must be retained for children that just want to splash about. The whole children's area needs to expanded ten times with a wet play area for toddlers. A slide needs to be given some serious consideration given the popularity of those at NPAC and the RCAE. At the moment the fun pool is a hole with water, the new pool has to be inclusive experience for bubs to adolescence and beyond. Not sure if we should go as far as putting in a wave pool? All pools need access ramps. If I was to use another pool complex as a comparison the Casey RACE is a good example. The use of a two level has allowed them to incorporate the squash courts, gym etc above the amenities block. Joining ramps throughout allows large volume of pram pushing parents and wheelchair folk to navigate without the need to cram into lifts. The only downside is the fifty-meter pool has a moveable divider which has inherent problems including one drowning. This idea I would not recommend for our new pool. Finally, seating and tables. Sturdy, robust, not Bunnings special. Attached and mobile, swim school parents and patrons alike need somewhere to sit and chat/rest, they are not swimming all the time. Caffe/restaurant facilities have to be more than just another takeaway. They need to be inviting, just like your favorited shopping centre franchise. Away from the acoustic din of hundred screaming kids in a concrete and steel box. Even if it has double/triple glaze window screen. Outdoor lawn area with some seating should be retained in the new design.

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	Technology A redevelopment will give the opportunity to embrace new technological advances, from the infrastructure, administration, processing patrons and behind the seen things we the public have no idea about. Electronic key-card entry will streamline admissions, “train station style.” Cards that have a predetermined membership status, i.e. family, disabled, spar/gym etc, and this like a standard building access card system will only unlock doors that your membership status permits. Disabled and family showers will only be accessible to those designated members, thus locking out the general public, of who hog these larger spaces. Drowning alert alarms are an option that should be seriously looks at. I am of the opinion that there exists a detection device (commercial) that differentiate between a baby and a bag fall into the water and sounding an alarm both audible (sound) and visual (flashing light). This would be a great asset. Water safety is paramount given Dandenong’s large population that come from countries where even drinking water is scarce and have no idea of the potential hazards of water. Multi lingual signs would help get messages across. The positioning of windows in relation to the glare the prevents life guards from seeing drowning children is an issue that has to overcome. Material Selection Obviously, the old infrastructure is inefficient and goes without saying that new efficient and lower carbon footprint technology has to be incorporated. This gives the council the opportunity to invest bold and wisely in the best systems and construction without going to the ridiculous. I would like to see council in this redevelopment be brave and make the hard decisions of spending the extra money on producing a reasonably future proof amenity. Buy once buy right is so often overlooked when considering the bottom line but in the long-term the constant chasing of the maintenance of the cheaper option is more expensive and usually ends up having to be replaced with what should have been used initially. This is not a house, nor an office building, and therefore the materials and the practices employed in the construction of these should not be employed in the construction of our new pool. Look at projects completed by tenders and see how they look five, ten years after completion. AND let’s not use any of these highly flammable cladding materials used in high-rise buildings and now being removed. The selection of construction material is the most important component for longevity and keeping down future maintenance cost.

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	How often do we visit a new building or facility, only to sit in the toilet and see the effect of cleaning chemicals and basic water in the structure? Or go to a similar pool, hospital etc type environment to see steel used instead of stainless steel, now rusting away, paint peeling off, plaster walls and timber cabinets deconstructing from the surround environment. Steel fixings bleeding rust through the wrong paint. If stainless steel is used it is of the lesser grade and it too is showing signs of rust, only marine grade stainless steel should be used in the corrosive environment of a swimming pool. I quote, <i>“Grade 304, which is cheaper offering some corrosion resistance, but simply doesn’t compare to Marine Grade 316, which provides superior resistance to a wider range of corrosive medias. Grade 304 is more susceptible to corrosion than Marine Grade 316 because it lacks one important extra ingredient..... 2% to 3% of molybdenum...”</i> Likewise, the selection of plumbing fixtures. These have to be robust, even if they cost ten time the amount of off the shelf versions. The current selection of these items (while stop gap) are reflective of this. People are carless or just don’t care. Resulting in cheap shower hoses braking continuously. How much has it cost to keep repeating this??? Guaranteed a lot more that a bespoke one. People keep steeling the tap handles, door locks etc. These issues of pilfering and willful acts of damage must be addressed in the new design and selection of fittings. NO PLASTIC!!! The materials of yesteryear are not the same of today. Look at a ten-year-old steel construction on a new station compared with a hundred plus on older ones. This project is going to cost millions. Let’s not shy away from spending big (not frivolous.) Let’s not see that in ten years another sitting council will have to waste more millions retrofitting a relative new facility. Let’s not see that in forty it being demolished because it is the cheaper option that refurbishing. Because buy right buy once adage applies here. I do hope this letter is not been too long but it is hard to address such a mammoth and complex project in a short communication from a lay persons perspective.

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Aquatic Strategy
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Appendix D - Industry Trends

PARTICIPATION TRENDS

An overview of industry research on general participation rates and associated trends is provided below.

Recreation and Sport Participation

The following participation trends show what sports and activities are the most participated in, highlighting swimming participation in relation to all sports and activities. Further it shows sports and activities that are important to this study as they are common activities that complement modern aquatic and leisure facilities by providing a more sustainable business model in offering a diverse range of recreation options.

The most recent Exercise, Recreation and Sports Survey in 2010 provides participation rates nationally and for each state and territory. In Australia, swimming was the third most participated activity while two other activities relevant to this study (aerobics/fitness - 2nd, and netball - 10th) are also inside the top 10 most participated activities. These activities are complementary to aquatic leisure centres, now common in modern facilities where more sustainable business models can be made.

A study of children between the ages of 5-14 years by the Australian Bureau of Statistics in 2012 depicts their participation in culture and leisure activities for Australia. It is important to note that these statistics are for participation outside of school hours during the 12 months prior to the interview. Based on Australian participation rates, swimming (17.7%) tops the list for the most popular organised sport for children aged 5-14 years. Netball and basketball both have strong participation rates at around 8% Australian-wide and are important to this study as they are complementary sports to modern aquatic centres.

Leisure and Wellness Factors

In a recent report, Deloitte Growth 25 (DG25), has identified 25 areas with the biggest potential to increase Australia's prosperity over the next 20 years. Within the DG25, two areas, "retirement living and leisure", and "preventative health and wellness" are relevant to the planning for community aquatic leisure facilities. Local governments have been responding to this market through the provision of modern multi-purpose facilities that offer a diverse range of leisure, recreational, fitness, health and wellness services and facilities.

Traditional Fitness Market

A review of the health and fitness sector by *IBISWORLD* in 2016 indicated that the primary activities in this industry include fitness centre operation, gymnasium operation and health club operation. The major products and services in this industry are casual entry, classes, memberships, merchandise and personal training. Currently 3,356 businesses operate in the industry, with revenue of \$1.4B annually with an approximate profit in 2015/16 of \$150.1M. It was identified that key external drivers of this market include: increased health consciousness, average weekly hours worked, real household discretionary income, consumer sentiment index and levels of obesity.

General Participation Trends

A report completed in 2013, *The Future of Australian Sports*, by CSIRO for the Australian Sports Commission identifies and outlines six megatrends that are likely to shape the Australian sports and recreation sector over the next 20 years with each megatrend representing an important social, economic or environmental change.

A summary of the four (of six) key trends relevant to aquatic leisure centre planning are outlined below.

- **A Perfect Fit:** Participation in individual sport is on the rise with people fitting sport into their increasingly busy and time-fragmented lifestyles to achieve personal health objectives. Participation rates in aerobics, running, walking and gymnasiums have all risen sharply over the past decade while participation rates for many organised sports have held constant or declined (Standing Committee on Recreation and Sport, 2010).
- **From Extreme to Mainstream:** There is a rise in lifestyle, adventure and alternative sports that are particularly popular with younger generations. These sports typically involve complex, advanced skills and have some element of inherent danger and/or thrill

seeking. They are also characterised by a strong lifestyle element and participants often obtain cultural self-identity and self-expression through these sports.

- **More than Sport:** The broader benefits of sport are being increasingly recognised by governments, businesses and communities. Sport participation for children and adults is recognised as an effective way of reducing the rising rates of obesity and chronic illness and, if managed appropriately, sport participation can be an effective mechanism to help achieve social inclusion for marginalised groups.
- **Everybody's Game:** Australia and other countries of the Organisation for Economic Cooperation and Development (OECD) face an ageing population and this will change the types of sports we play and how we play them. There are indications that Australians are embracing sport into their old age and to retain strong participation rates, sports of the future will need to cater for senior citizens. They will also need to cater for the changing cultural make-up of Australia. Australian society has become, and will continue to become, highly multicultural. Different cultures have different sporting preferences and recreation habits.

FUTURE BUSINESS DRIVERS

Key factors and other issues that affect future design and operations of an aquatic leisure centre are outlined below.

Industry Feedback

General feedback provided by the CEO of Belgravia Leisure highlighted the following five key trends associated with future provision:

- **Societal Trends:** Australia's population is ageing. Individuals are living, learning and working for longer.
- **Programming Trends:** Programming is shifting towards smaller group fitness models, functional training and boutique studios. In the aquatic space learn to swim memberships are increasing, with water therapy and relaxation also becoming more prevalent.
- **Facility Trends:** Facilities are becoming more environmentally sustainable, with accessibility and universal design an important component of any new facility. Facilities are attempting to become modern, cost effective, clean and professional.
- **Service Trends:** Service is shifting to a mobile format (e.g. Facebook, Airbnb, Uber). This is also being seen in the health and wellness industry and services and classes are moving online.
- **Technology Trends:** Members are being given access to wearable technologies such as Fitbits. For staff factors such as management systems, online rostering/qualifications, communication and compliance is all moving online.

CONSULTING TEAM RESEARCH

Customer Expectations

Customer expectations in terms of the quality and service have increased significantly in the past ten years. Change room quality, car parking and facility presentation can have a significant effect on customer satisfaction and retention. In instances where facility quality does not meet customer expectations, participation and revenue levels can fall quite dramatically placing pressure on Councils to ensure that facility quality is consistently high.

An example of this has been the Fitness First approach with a case study outlined below.

Fitness First was caught in the middle of a highly competitive market polarised between budget and premium clubs. Fitness First used data segmentation and a Customer Relationship Management (CRM) campaign to identify its core audience and provide a more tailored service. Because of this campaign, Fitness First created a depth of understanding about its members that was unmatched by its competitors. This also led to a better service being provided which resulted in increased customer satisfaction, customer attitude and retention. Fitness First removed the limitation of looking at members on a yearly basis and instead looked at them over their lifetime with Fitness First.

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The goal was to assist club staff in identifying different types of members and predict their needs and aspirations. Staff could then provide a tailored approach that would encourage members to keep coming back. Members were broken down into six groups: the achievers, the learners, the focused, the free spirits, the confidence seekers and the neutrals.

The key to increasing Fitness First's profit was to translate these insights into a program of action that club staff could take to deliver superior service that would forge strong customer relationships, build loyalty and give Fitness First a real competitive edge.

Fitness First now represents global best practice in using segmentation to deliver media profiling and targeted marketing that makes the smartest use of budget. The whole initiative is built around making the business stronger by giving Fitness First customers better value – a more personalised relationship with club staff that focuses on each member's specific needs and provides them with greater guidance to achieve their goals.

Fitness First built customer loyalty by creating the industry's first real-time Member Experience Dashboard. The online portal improved the speed, efficiency and automation of customer satisfaction and feedback to operational management. It also gave Club Managers a level of quick, actionable information. The strategy revolved around retaining Fitness First's profitable existing base, rather than increased market share or sales.

High Density Living

The National Heart Foundation identifies high density living as an area that has 60+ dwellings per hectare. The make-up of these dwellings can vary from a studio apartment to three and four-bedroom apartments. With increasing development, there is increasing future demand to cater for the needs of higher density populations. In high-density living areas, residents typically forgo private outdoor space resulting in an increased need for public open space and other recreational services such as aquatic leisure centres. Critical to the health and wellbeing status of communities in higher density areas is the general accessibility and proximity of services, hence it is highly desirable that these services are available within a 400-800m walking distance from residential areas.

Children and Obesity

With childhood obesity growing at an alarming rate, health and fitness professionals see the epidemic as a need to create programs and facilities tailored to overweight and obese children. This provides an opportunity for leisure and aquatic centres to provide facilities and programs capable of addressing childhood obesity.

Fitness Programs for Older Adults

As the "baby boom" generation reach retirement age, they have more time to participate in health and wellness programs. Therefore, many health and fitness centres are creating age-appropriate fitness programs and membership categories to keep older adults healthy and active. Older adults have been a major growth area and targeting this cohort can increase use during periods throughout the day that traditionally experience low demand.

Utility Costs

In recent times, there has been a significant increase in the costs associated with energy provision (i.e. gas and electricity) for leisure and aquatic centres. As a result, it is essential that future facility design considers the reduction of energy consumption to maximise financial performance and reduce the overall long-term subsidy requirements.

Industry Competition

The past five years has seen a significant increase in the number of 24-hour gymnasiums that provide a low cost and low service approach to fitness. These centres are proving popular with people in the 19 to 34 age group. The 24-hour facilities operate with much lower business overheads than the bigger local government aquatic leisure centres due to lower levels of staff in associated service. For this reason, it is important that any community facility provision has a focus on the "non-fitness" market segment including the provision of programs and services for: females, over 40's, high needs individuals, weight loss and general wellbeing.

Summary

The nostalgic view of aquatic centres as outdoor pools where the local community cooled down in summer is a far cry from today's sophisticated and competitive indoor aquatic leisure centre market. Contemporary centres are now offering a broad range of facilities and programs to meet the community needs of all ages. Key to this is the provision of warm water exercise areas, aquatic leisure play areas, family-centric facilities, alternate programming and a focus on universal design initiatives. Facilities that do not provide these services in some form are likely to perform poorly in terms of participation and viability.

FUTURE SERVICE PROVISION TRENDS

The following information provides a summary of research undertaken on future provision trends.

Future Wellness Trends (Global Wellness Institute 2017)

Research undertaken by the Global Wellness Institute identifies eight key trends that may shape the wellness industry into the future. These trends examine future shifts across categories including: leisure, travel, spa, beauty, fitness, nutrition, technology, medicine and architecture. The following trends are highlighted:

Sauna Reinvented: As the need for social and fun experiences intensifies in our 'Age of Loneliness', wellness experiences connected to sauna culture will increase, as businesses look for new and innovative ways to meet consumer demands.

Wellness Architecture: New 'wellness architecture', will be one of the biggest future wellness trends, with strategies ranging from the inclusion of more plant life in offices to the creation of entire homes built around the inhabitant's personal wellbeing.

Silence: From new 'silent spa' models to silent zones at restaurants, gyms and even airports, it is argued that time, space and silence will be the most precious future luxuries, and that retreats like theirs will need to offer services that help people restore inner silence.

Art and Creativity Take Centre Stage: Citing creative pursuits as key to mental wellness, the report suggests that we will start to see more classes and programming that encourages people to embrace their creative side, whether that be dancing, drawing, writing or learning.

Wellness Remakes Beauty: As the notion of beauty from the inside out continues to shake up the beauty industry, the report argues that the convergence of beauty and wellness has created a new aesthetic of beauty that has nothing to do with shape or size.

The Future is Mental Wellness: Spas, fitness studios, workplaces and governments will start putting more emphasis on helping consumers to tackle stress, depression and anxiety. Mental wellness will form a new wellness category, with businesses creating innovative paths to emotional wellbeing and happiness.

Embracing Cancer: It is predicated that wellness businesses will pursue cancer-focused education to train staff, enabling them to offer models of wellness that cater to those with the disease.

Beyond the Elite "Ghettos" of Wellness: Governments and wellness businesses need to bring more healthy services to more people. Businesses will start to launch charitable initiatives, more affordable products and services will emerge, and wellness tourism will shift from high-end resorts within walls to destinations where more authentic experiences can be found.

Twenty Trends in Business (Sport Business 2017)

Fitness Management asked industry suppliers to provide their predictions for the major factors driving participation and design over the next 20 years and the following major points were noted:

- Existing fitness centres will expand.
- Small facilities will open.
- Competition will heat up.

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- Location will become more important.
- Niche markets will open up.
- Entertainment options will be imperative.
- Educated members will look for results.
- New ways to profit will be implemented.
- Specialisation will set fitness centres apart.
- High-quality staff will be mandatory.
- Regulation will increase.
- Spa services will raise the bar.
- Paperless billing will be here to stay.
- Insurance companies will incentivize fitness.
- Information will increase the power to sell.
- The internet will enhance communication.
- Consolidation will continue.
- Equipment innovations will stall.
- Technology will be less intimidating.
- Business will improve.

The Future of Fitness (2016)

Australians spend an estimated \$8.5 billion on gym memberships each year. With the gym market expected to reach saturation in five years, niche providers are tapping into unique, technology-driven ways to keep ahead. The following key trends are noted:

- Everyone will be able to access it: Technology has made fitness far more accessible with the rise of the of the budget 24/7 gym, but the growth of collaborative apps will make the next class, gym or workout very easy.
- Health will be able to be tracked to a ridiculous degree: Companies such as Fitbit, Microsoft and Apple are looking to expand in this area. For example, the Apple Watch already reminds you to stand up when you've been sitting for too long.
- Gyms will shift their focus: Australia's fitness industry boom is due in part to a movement away from organised sport to activities that focus on winning at health, not just at sport. Baby boomers approaching or entering retirement are also investing more in their health than ever before.
- Competitive elements of exercise will increase: Virtual cycling games like Spivi Studio, for example, get cycling class members competing in teams by projecting their efforts onscreen in a race simulation. Personal data and the instant gratification of social media will be increasingly used to motivate, guilt and compel fitness junkies to compete on a virtual plane.
- Virtual Reality will shift the focus of exercise: There are already start-ups exploiting virtual reality to help people exercise, including Munich's Icaros fitness machine, which requires users to don a chunky virtual reality headset.

Equipment Provider Comments (2017)

The following information provides a summary of consultation undertaken with a major global fitness equipment provider, Life Fitness, on the future of fitness programming.

Life Fitness is a major provider of health and fitness equipment to both Council operated and commercially operated gyms throughout Australia. Life Fitness is responsible for the design and set up of numerous gyms throughout Australia and is a market leader in this space.

Life Fitness is seeing several trends impact upon the health and fitness market. As space becomes a premium commodity at facilities, Life Fitness is seeing the creation of equipment that can perform multiple functions, allowing for a greater utilisation of space.

Life Fitness is also seeing a significant push towards functional training within both commercial and government run facilities. This form of exercise has grown extensively in the last five years and requires greater amounts of space than what is typically seen in leisure facilities for a broader array of exercises and circuits.

Australia's aging demographic is also impacting upon the services provided by gyms and leisure centres. Gyms are now beginning to create specific rehabilitation areas which allow for use by those who are injured or experiencing health issues associated with aging (arthritis etc.).

The rapid evolution of technology is also impacting upon the gym market. Users now expect complete compatibility with Wi-Fi, Bluetooth and internet in most machines. Life Fitness is also experiencing rapid growth in on demand-based training. On demand-based training allows individuals and groups to begin workouts without instructors at any time, whilst allowing individuals to work together or compete against each other to meet certain goals and targets. On demand-based training is particularly popular within 24-hour gyms.

The existence of virtual reality-based programs is also increasing in the health and leisure industry. Virtual reality-based exercise is unique and can allow for the inclusion of groups that would traditionally utilise gyms. Currently this form of equipment is still in its infancy and therefore not overly prevalent, however it is predicted that it will grow over the coming years as the technology improves and becomes more accessible. The leading brand in the technology/virtual reality space is 'Myzone'.

High interval training has grown in popularity in gyms and leisure centres as individuals look to combat their time poor lifestyles. This has led to the introduction of machines that are easy to use and those that can be used efficiently and quickly.

To meet with certain demographics and socio-economic groups, some centres are now beginning to have gender specific zones which allow for use by certain user groups.

SOCIAL AND ECONOMIC BENEFIT

The information outlined below provides a summary of research undertaken in relation to the social and economic benefits associated with leisure and aquatic centres.

Industry Benefits Report (Royal Life Saving 2017)

The study aims to estimate the economic benefits of an individual aquatic facility visit by measuring the links between an increase in physical activity from an average pool visit and reduced risk of mortality, morbidity and health care expenditure, as well as reduced absenteeism.

The study outlines that the average Australian visits a public aquatic facility 4.4 times a year, with the average aquatic facility creating \$2.72M a year in value to the community. A weekly visit to a pool is enough to take most people out of the "physically inactive" category.

As a result of these health benefits, every aquatic facility visit creates economic benefits worth an average of \$26.39 in addition to the leisure value gained by users.

Physical inactivity imposes costs on Australian society, leading to higher rates of stroke, heart disease, diabetes and cancer. Australia's public aquatic facilities enable Australians to engage in more than 130M hours of vigorous exercise each year. The benefits from public aquatic facilities are additional to the revenue they generate and to their many intangible benefits including a sense of community, social capital, access to water safety education and patron enjoyment.

Benefits Overview (RPS Australia 2017)

A separate review of sport and recreation literature reveals that there are a range of potential social, environmental and economic outcomes and benefits from sport and recreation. A summary of these benefits and outcomes are outlined below.

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- **Improved Physical Health:** Having access to local parks, recreation and sports facilities leads to higher levels of physical activity for both youth and adults, with closer proximity and higher density of exercise facilities significantly associated with increased frequency of exercise. Moreover, increasing the availability of physical activity-related equipment and facilities was found to lead to significant positive changes in overall fitness measures within local communities and decrease the risk of death by 20% to 30%.
- **Improved Social Inclusion:** A lack of appropriate sport and recreational facilities can be found to be a key constraint to the attraction and retention of youth and young adults. Studies however have concluded that opportunities for community involvement, especially through sport and recreation, help to reverse feelings of isolation and create a stronger association with the community, encouraging youth and families to remain in a region. Other positive outcomes in studies include reduced social and ethnic tensions and more collective action and community involvement through sport, particularly volunteering.
- **Reduced Crime and Anti-Social Behaviour:** Sport and recreation infrastructure research has found evidence of lower levels of recidivism, drunk driving, use of illegal drugs, crime and suspensions at school, property crime, shoplifting and juvenile crime (for facility users compared with non-users). Research has also found that usage of sport and physical recreation facilities leads to higher levels of trust in people.
- **Improved Education and Work Participation:** Use of recreation facilities has been linked to improved participation in extra-curricular activities and increased energy levels and productivity. A widely cited study found that increased participation in physical activities reduces absenteeism by an average 2.1 days per annum. Meanwhile, other studies demonstrate that our 'mental firepower' is directly linked to participation in exercise activities.
- **Amenity Improvements:** Infrastructure investments, which cater for, the social and community space needs of current and future residents increase the visual appeal of areas, as measured by increases in property values, faster sale times and enhanced marketability. This enables developments to occur earlier than may otherwise be the case due to improved development viabilities. This can also lead to higher property tax revenues for local governments.
- **Improved Early Child Development:** Usage of sports facilities has strong effects on children's cognitive and non-cognitive development with evidence supporting that engagement in sport leads to better physical and emotional health outcomes for children.
- **Economic Activity:** Recreational facilities have been found to have broader economic impacts on local economies, with visitors and locals spending more at local shops and businesses.

These interrelated benefits have been illustrated in the diagram below.

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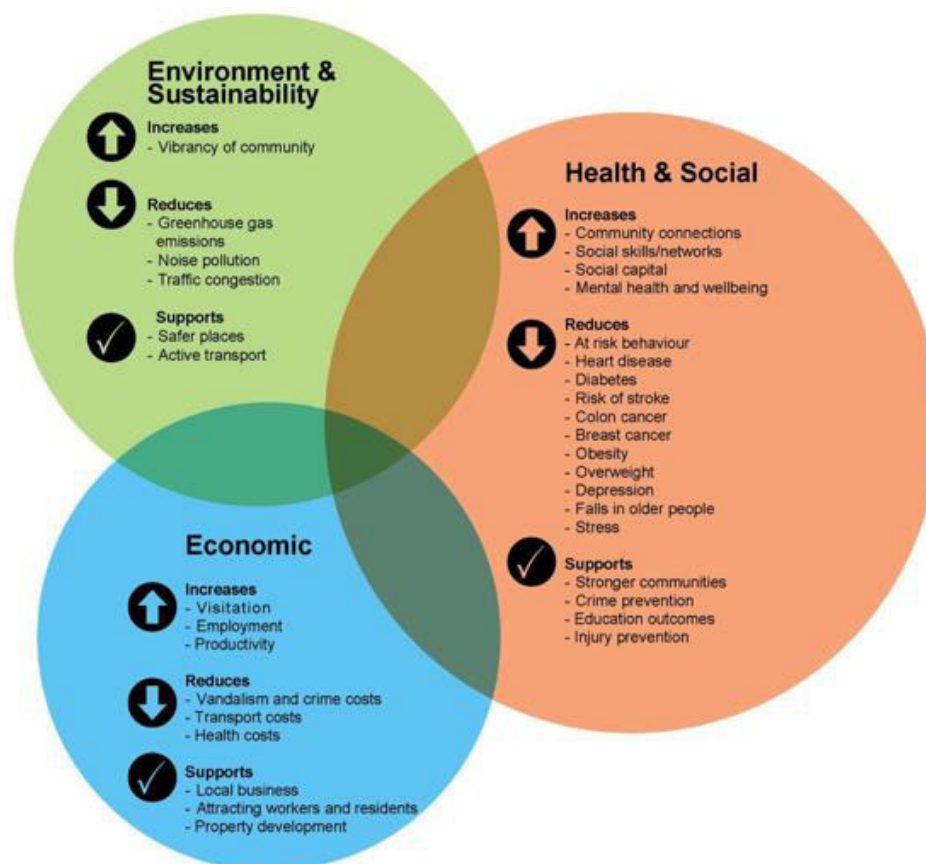


Diagram: Benefits and Outcomes of Sport and Recreations

Swimming for Health and Wellbeing (Swim England 2017)

In 2017 Swim England commissioned major new research into the health benefits of swimming. The Health and Wellbeing Benefits of Swimming report is an independent study that fully explores the impact of swimming on physical, mental and social wellbeing. Key findings from the research are outlined below:

- The report highlights the enormous potential swimming and aquatic activity has to support the health of the population due to its popularity and accessibility across the lifetime.
- The unique properties of water make swimming perfect for people of all ages to exercise, particularly those with injuries, impairments, long term health conditions, or those who struggle to exercise on land.
- The report found evidence that swimmers live longer, that regular swimming helps older people stay mentally and physically fit, and participation in swimming lessons can help children to develop physical, cognitive and social skills quicker.
- Swimming has a positive impact on a range of physical and mental health conditions including obesity, cancer, cerebral palsy, and pulmonary disease.
- There is increasing evidence that swimming is a cost-effective activity that will help reduce national medical costs.
- Aquatic activity not only helps develop aerobic fitness but is also good for the development of strength and balance which are key components of the Chief Medical Officer's guidelines for health.

- There is emerging evidence on the contribution of swimming to support the healthy development of children, and how this can contribute to their physical, mental and social skills.

Community Benefits of Aquatic and Leisure Facilities (Victoria University 2014)

A study undertaken by Victoria University assessed, for the first time, the social and economic benefits associated with Local Government Authority aquatic leisure provision. It was identified that aquatic leisure facility activities are important contributors to the local community with users valuing their visit to the centre at almost \$48 per visit with the centres providing an average of \$38M of benefits. While the centres generate a broad economic return of \$7.60 value for every dollar of expenditure, the overall value of their operations needs to be better recognised by the wider community and political decision makers.

Leisure and Aquatic Facility Catchments

Catchment analysis has become a valuable planning, management and marketing tool as it provides an understanding of how well a venue is reaching the market, it provides guidance as to where different types of people do and do not come from and it provides guidance as to where there may be excess provision, or gaps in provision. Catchments can be defined by: age groups, gender, user activities, socio economic status, membership type etc.

Some major catchment findings relevant to planning are as follows²:

- Aquatic, leisure and dry fitness venues are reaching a very small market numerically and are narrow on other counts including: age, gender [2:1 by females], socio-economic status and cultural factors.
- Spatially, the distances travelled to most venues is very short (i.e. less than 4km for vast majority) and strongly influenced by topography, positioning and roads etc.
- At present, the \$40M+ mega/regional centres are not reaching regional catchments.

Opportunities for Local Government

The consulting team meets with industry leaders on an ongoing basis and the information below provides a summary of the key facility "positioning" items raised specifically for local government.

- Leisure facilities should look to enhance learn to swim and aquatic leisure facility components, as these components can provide competitive advantages against private operators. This is as private operators do not have the capital or expertise to operate within this market space in the same way.
- Learn to swim can provide significant financial benefits for council run facilities. Therefore, learn to swim facilities should be made as large as possible. The learn to swim industry will only increase in Victoria as the government is mandating compulsory swim lessons for children in primary school.
- Aquatic facilities have now begun to move past offering just health and fitness, with leisure elements now providing a competitive advantage.
- The health and fitness market is becoming saturated with the introduction and stabilisation of several 24/7 gym chains. Leisure centres must provide a point of difference to remain competitive.
- Group fitness can provide differentiation from 24/7 gym operations. Group fitness can also assist community goals regarding enhancing social inclusion and accessibility.
- It has been demonstrated that the community is willing to pay extra financially for a feeling of social cohesion and inclusiveness. This is exemplified by the F45 phenomenon, which has allowed individuals to feel a part of a broader community.
- As group fitness types are constantly changing, spaces must be provided at facilities that can allow for flexible and ever-changing use.

² Ken Marriott (2014)

- Leisure facilities have traditionally lost customers within the age of 12-18. Technology and virtual reality type programming may provide an opportunity to make leisure facilities an entertainment experience for this age group.

LIFECYCLE COSTING AND RENEWAL

Many older local government aquatic facilities are in relatively poor condition due to a lack of asset replacement funding. This results in facilities that are poorly presented and are subject to regular breakdown of essential plant and equipment. Over time, these issues contribute to a reduction in customer satisfaction and a deterioration of financial performance.

To assist the consulting team with understanding the future asset replacement requirements for a range of aquatic facilities, quantity surveying company Slattery Australia Pty Ltd was previously engaged to provide an assessment of "Lifecycle Costs" for different facility types. The Lifecycle Costing Analysis identifies and evaluates the estimated funding requirements for items requiring replacement in the future.

The key finding from this Lifecycle Costing analysis is that an appropriate "sinking fund" provision for major works and capital replacement is approximately 2% per annum of the initial asset value. It is highlighted that this amount is in addition to annual proactive and reactive maintenance provisions.

It is important to note that asset replacement requirements are not annually uniform and will require higher commitments in some years as more expensive assets require replacement. Centres that have adequately funded asset replacement regimes continue to be well presented and operate efficiently well after they are opened. Importantly they continue to attract similar levels of customers throughout their effective life and deliver stable levels of financial performance.

Case Study – MSAC

The State Sport Centres Trust submits annual funding requests to State Government for lifecycle (sinking fund) related costs. MSAC's long term (20 years) history indicates that an allocation of 1% of the asset value is required for maintenance and 2% of the asset value for lifecycle costs (i.e. a total allocation of 3% of the asset value). MSAC advised of high maintenance costs associated with technology such as building management systems, online, security, sport, business IT, point of sale and related systems.

Case Study – APARC

As part of a recent redevelopment planning process for Ashburton Pool and Recreation Centre (APARC), a detailed condition audit of the asset was undertaken. APARC, which opened in 1993 at a cost of \$10M, is a multi-purpose community leisure facility with indoor and outdoor aquatic spaces, health and wellness areas and indoor sports courts. A summary of identified "make good" works is: high priority (immediate) works of \$2.9M and medium and low priority (two to ten year) works of \$5.2M. Based on this summary, the high priority work costs were 2.9% of the initial asset cost per annum.

VICTORIAN AUDITOR - GENERAL'S OFFICE AUDIT

An audit of the Local Government Service Delivery of Recreational Facilities was completed by the Victorian Auditor-General's Office in March 2016. A summary of the key findings and recommendations from this Audit are outlined below.

Audit Summary

Aquatic recreation centres (ARC) are diverse, active social spaces that contribute to local economies and provide job and income opportunities. They have developed beyond being basic pools to incorporate water play areas, hydrotherapy and attached gym facilities offering fitness classes. Childcare facilities are also sometimes co-located with modern ARCs. While these additions can make facilities more attractive to customers, they also increase building and maintenance costs. The relatively low return on investment means the private sector has limited interest in this area.

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Conclusion

The examined ARCs are generally well planned and managed, and all six audited councils used feasibility studies and business cases to support their development. However, most ARC operations are heavily subsidised by councils who are reliant on grants or other sources of income for new developments and the refurbishment of existing facilities.

The cost of providing ARCs should be balanced against social and other community outcomes. However, none of the audited councils effectively evaluate their ARC services to determine how well they are meeting needs and the council's broader social, health and wellbeing objectives. Similarly, Sport and Recreation Victoria needs to improve its monitoring and reporting on the outcomes of ARC-related grants to provide greater assurance that grants to councils are achieving their intended objectives.

Recommendations

The following key recommendations were made:

Councils should improve aquatic recreation centre monitoring, reporting and evaluation activities so that they can demonstrate the achievement of council objectives and outcomes.

Sport and Recreation Victoria should improve its monitoring, reporting and evaluation of aquatic recreation centre related grants to provide assurance that these are achieving their intended outcomes.

Sport and Recreation Victoria should assist councils to improve regional strategic planning relating to aquatic recreation centres so that developments and refurbishments are well coordinated and regional needs and impacts are appropriately considered.

Sport and Recreation Victoria should require councils to demonstrate effective regional planning to be eligible for government grants.

Sport and Recreation Victoria should, in conjunction with councils, update its recreational facilities database and drive the development of aquatic recreation centre regional plans for all of Victoria—which identify areas requiring refurbishment, replacement, and the development of new aquatic recreation centres.

PROJECT PLANNING PROCESS AND INDICATIVE TIMEFRAMES

The development of a leisure and aquatic facility by local government is a significant investment requiring the application of an appropriate planning framework to meet government requirements and also ensure successful delivery. An overview of a conventional major project planning process is provided on the following page (reference – Major Projects Guidance for Local Government - Ernst Young and Maddocks Lawyers, 2014). This process, which has been developed for any type of major local government capital project, outlines the different project stages together with the key tasks within each stage.

Leisure and Aquatic Facility Developments

The consulting team has liaised with architects and project managers to gain further insights into the stages and potential timeframes associated with leisure and aquatic facility developments and a summary is outlined below. It is noted that projects will vary significantly hence this process is for a major greenfields type development.

Project Stage	Indicative Timeframes
Feasibility Study (and procurement)	6 – 12 months
Business Case (and procurement)	6 – 12 months
Funding and Partnership Development	12 months (varies significantly)
Project Initiation (Internal Process)	3 months
Design Team Procurement	3 – 12 months (longer for competition)
Design and Documentation	12 – 15 months
Procure Head Contractor	3 – 6 months
Mobilisation and Construction	18 – 24 months
Commissioning and Fit Out	2 months

Table: Leisure and Aquatic Facility Indicative Program Timeframes

Based on the above indicative timeframe, the total project time is between 65 months and 98 months depending on the complexity of the project.

The following examples are provided as a guide to major leisure and aquatic facility planning:

- GESAC (Vic) – the planning process effectively commenced in 2006 with the release of a discussion paper and public meetings in March 2006 with the facility opening in May 2012 hence the total project timeframe was six years.
- Cockburn ARC (WA) – the planning process commenced in 2010 with the completion of the initial feasibility study and the Centre opened in March 2017 hence the total project timeframe was seven years. During this process, extensive work was undertaken on partnership development and funding procurement from federal and state governments.

Note: Cockburn ARC is the most expensive local government leisure and aquatic facility in Australia and is co-located with Fremantle Football Club and Curtin University.

Major Projects Guidance for Local Government

A summary of the stages associated with local government major projects (as developed by Ernst Young and Maddock Lawyers – 2014) is attached below.

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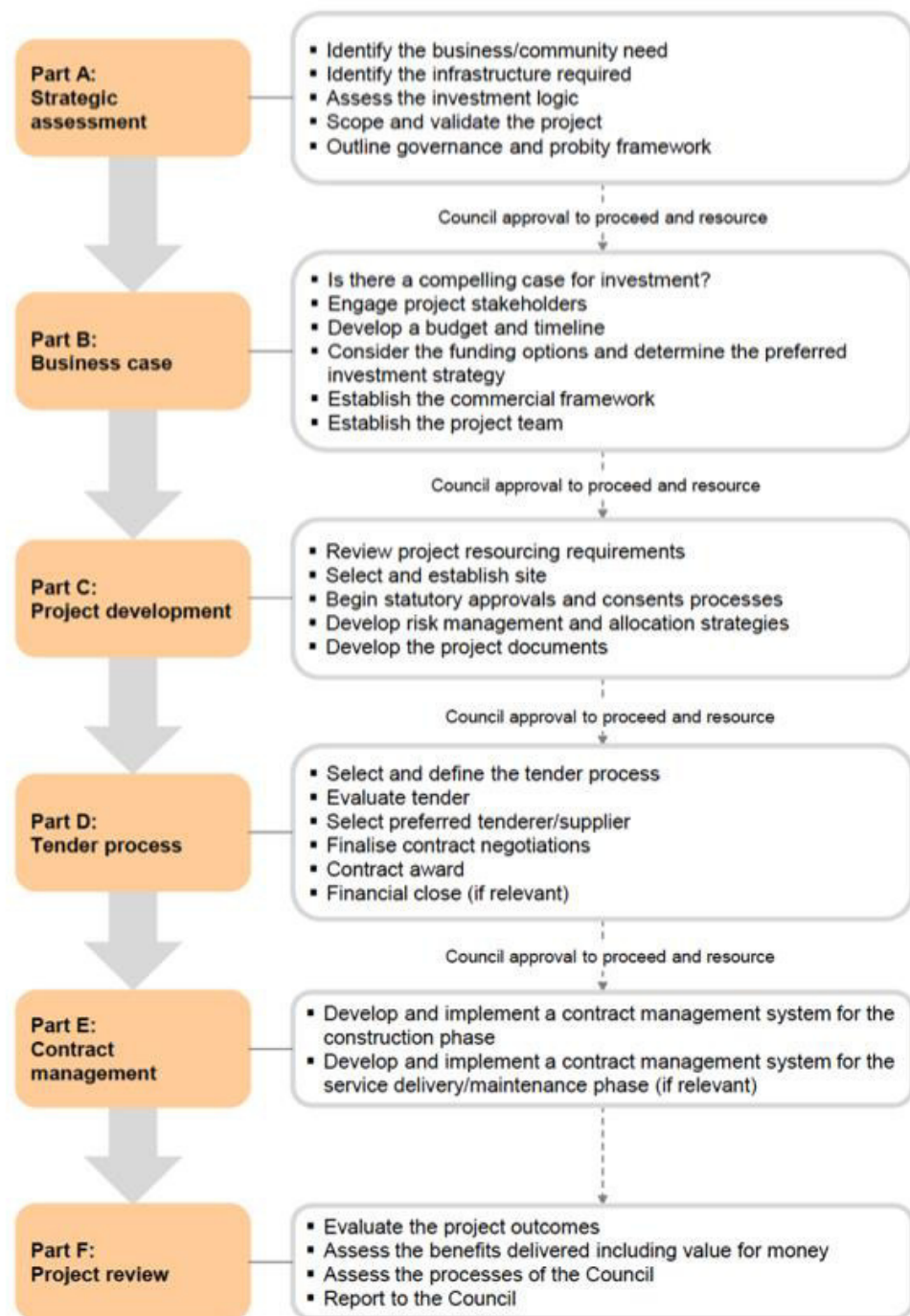


Chart: Major Project Guidance for Local Government

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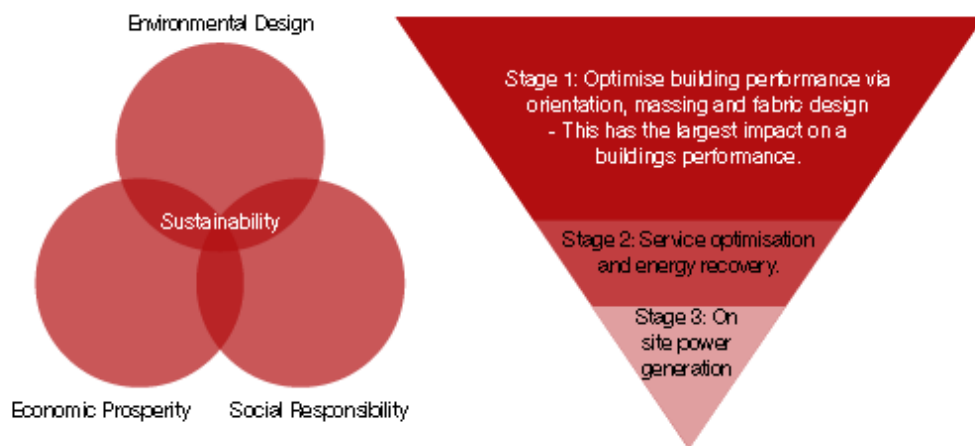
Appendix E - Sustainable Design



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1 Best Practice Sustainability for Leisure Facilities

The design process requires analysis of site specific environmental conditions to assist in the creation of a facility that will react to its surroundings rather than impose upon them. This is particularly important with regards to design of indoor aquatic facilities which consume significant amounts of energy to heat pool water and indoor environments. Solar, rainfall, temperature, humidity and wind conditions must be considered and conceptual energy modelling should be undertaken to help drive design decisions. The diagram below illustrates the impact that sustainability solutions can have on a buildings performance. All sustainability initiatives should be considered with cost / benefit and investment / payback impact throughout, to ensure value up front and during buildings life cycle.



Utilising the above methodology and considering local resources tariffs, the design process should entail evaluations of building massing and facade for ultimate energy performance and building maintenance to ensure full optimisation. This is typically complimented by a thorough investigation into water management, bio diversity potential, climate mitigation which in collaboration with the design of building services will ensure a holistic and coordinated solution. Passive strategies for ventilation and day lighting are driven by detailed modelling and analysis, and material selection is carefully considered to ensure a healthy indoor environment with maximum thermal comfort for occupants.

2 Sustainability Initiatives

It is important that a breadth of opportunities are explored in order to determine which are most appropriate for a specific site. Core initiatives explored as a starting point for aquatic facilities include the following:-

2.1 Planning and Building Fabric

- i. Building orientation: plan facility to maximise energy efficiency with regards to acceptance or omission of solar heat gain.
- ii. Building configuration and form: plan facility to protect external spaces from prevailing winds to improve patron comfort and to reduce evaporation from outdoor pools.

- iii. Heavy building insulation and building sealing to reduce building fabric permeability (confirmed via pressure testing) to ensure a controlled environment to reduce heat loss and therefore demand on mechanical systems.
- iv. Pool blankets to reduce heat loss and evaporation.
- v. Learning resources in the form of display screens demonstrating performance of sustainability initiatives; these may also be used for displaying program timetabling, promotions, local public transport information, current pool temperatures, etc.
- vi. Pool shell insulation to limit heat loss into the ground.
- vii. Natural ventilation or capacity for mixed-mode ventilation to enable opening of building facades when external climatic conditions are suitable;
- viii. Shading: of building facades to limit heat gain, and of external spaces for patron comfort and wellbeing.
- ix. Waste minimisation / recycling through construction and operation.
- x. Bike storage facilities.

2.2 Energy

- i. Cogeneration / trigeneration for combined heat and power generation via a gas-fired turbine engine: recent experience with cogeneration systems indicates mixed success with some installations failing to achieve anticipated performance. There are a range of procurement options where cogeneration plant can be installed, owned and/or maintained by either the facility owner or the plant supplier / power authority.
 - outright purchase through Design and construct – the engine supplier can provide a service to supply, install and commission the engine and its entire associated infrastructure from electrical cabling to flues and heat reticulation equipment. This is provided in a turnkey package. The client would pay for the system upfront and would pay for the gas to operate the system. In this case the client would achieve the full financial savings from the difference in the cost of generation compared to the cost of grid electricity.
 - Build Own Operate Maintain (BOO or BOOM) – A third party provider can build the engine on site, they would own and operate the engine on behalf of the client under a term contract and they would sell the client electricity and hot water. In this case the upfront cost would be almost nil but the cost savings compared to grid electricity would be smaller. This option would include small financial savings while achieving carbon abatement goals.
 - Build Own Operate Transfer (BOOT) – As above for BOO scheme but after a defined period the cogeneration provider would transfer ownership of the engine so that the client can operate and maintain it themselves.
 - Leaseback option – This is an alternative to the BOOM scheme, it would utilise a third party to operate the engine on the client's behalf. The client would own the equipment and take financial responsibility for it, however it could be funded partly or wholly by the cogeneration provider. The third party operator would lease back the equipment and operate it on behalf of the client.
- ii. Geothermal heat source: used at Cockburn ARC as the only sustainability initiative, due to its high cost. There is reasonable risk in that there is no guarantee that bores will strike a suitable ground water source, which may mean additional bores are required at significant cost,
- iii. Energy sub-metering: enables detailed monitoring and analysis of energy consumption to facilitate fine tuning of systems and operating procedures.
- iv. Variable Speed Drive (VSD) pumps allowing pumping to be wound back or ramped up to suit demand.
- v. Heat recovery from pool water and pool hall environment.
- vi. Solar water heating for showers and pre-warming of pool water.

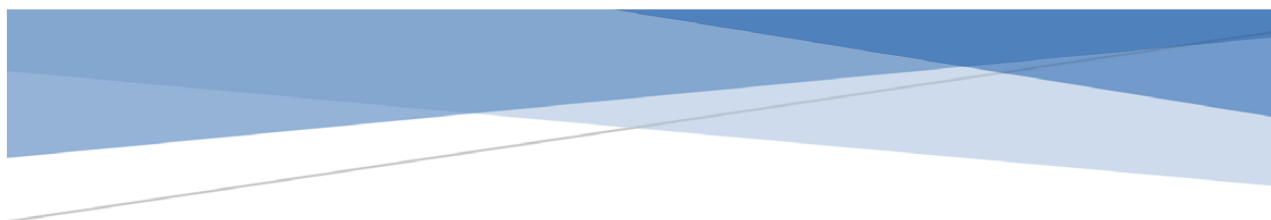
- vii. Photo-Voltaic cells.
- viii. Access to natural light.

2.3 Water

- i. Rainwater harvesting for toilet flushing, pool top-up, irrigation, and the like.
- ii. Grey water re-use for flushing, irrigation and the like. Low backwash filtering (pre-coat) to reduce water consumed for back-washing (ie. Neptune Benson filters used at SAALC in Marion SA, AquaPulse in Wyndham VIC, and nominated for use at Cockburn WA).
- iii. Leak detection / monitoring of water consumption.

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Appendix F - Community Consultation Report (Round Two)



AQUATIC STRATEGY

COMMUNITY CONSULTATION ROUND TWO

Consultation Outcomes Report

July 2019



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Introduction

This report provides the results from the second round of community consultation that was undertaken as part of developing the 'Greater Dandenong Aquatic Strategy'.

The consultation and engagement process endeavoured to seek public feedback on the draft Aquatic Strategy. In addition to seeking general comments about the draft recommendations, the consultation focused on the proposed mix of facilities across Council's two aquatic and leisure centres, namely:

- The size of the main pool at the proposed Dandenong aquatic and leisure centre (25m v 50m)
- The potential to retain or enclose the existing outdoor 50m pool at NPAC.

Consultation Methodology

The consultation process was undertaken over a six-week period from 20 May to 30 June 2019. The draft Strategy and associated consultation opportunities were promoted broadly in order to maximise community awareness and engagement. This included:

- Council and YMCA website and social media channels
- Email distribution to current and former leisure centre members (Oasis, NPAC and Springers)
- Email distribution to Greater Dandenong Table Tennis Association members (via GDTTA)
- Email distribution to various Council databases including sports clubs, senior citizen clubs, youth service network, children's service network, volunteer network, multi-cultural community network, disability service providers / advisory committee members and positive ageing committee members
- Displays and hard copies of flyers / surveys at key community venues including aquatic, leisure and sports centres, customer service centres, community centres and libraries.
- Promotion via The City magazine and via local media (i.e. Dandenong Leader)
- Promotion to City of Greater Dandenong staff via Webstar.

The community were provided with a range of opportunities to 'have their say' which included:

- 1. Community survey** – 444 surveys received
 - a. On-line survey – 235 surveys
 - b. Hardcopy survey – 209 surveys (plus 9 late surveys)
- 2. Written submissions** – 31 received
- 3. Public consultation sessions.** Four sessions held involving approximately 80 people
 - a. Dandenong Oasis x 2 sessions (55+ attendees)
 - b. NPAC x 2 sessions (24 attendees)
- 4. Targeted consultation sessions** involving a) Disability Advisory Committee; b) Positive Ageing; Advisory Committee and c) YMCA Leadership Team (Greater Dandenong leisure facilities)
- 5. Meetings with key stakeholders** including a) Oasis Otters Swimming Club; b) Greater Dandenong Table Tennis Association; c) Healthy Movement Healthcare (Exercise Physiologist) and d) Swimland Swim Club.

Key Findings

Over 570 responses to the draft Aquatic Strategy were noted across all consultation opportunities, in which the following key points were noted:

Proposed Dandenong Aquatic and Leisure Centre

Overwhelming preference for 50m 8 lane pool. The consultation process found strong support for a 50m 8 lane pool at the new Dandenong Aquatic and Leisure Centre, as reflected by 68% of survey respondents who indicated their preference to use and support a 50m 10 lane pool, as opposed to 26% in favour of the proposed 25m 10 lane pool.

Key messages included the need to provide for lap swimming, larger water spaces to avoid congestion, future proofing the facility for the high / growing population, avoiding loss of business and the perceived loss of an existing asset. The use of a moveable boom was suggested to maximise use and flexibility.

Support for site selection. General support for the proposed Mills Reserve site and the ability of existing Centre operations to continue without disruption during the construction process. Parking and security to be considered during the planning process.

Overall support for new Centre and proposed facility components including:

- **Warm water / hydrotherapy pool** – high demand confirmed and need to balance casual and programmed use (two pools supported).
- **Spa and sauna** – popular facilities. Need to ensure they are large enough to cater for demand.
- **Facilities for children and families** - including learn to swim (LTS) pool, leisure pool / water play and family change rooms etc. Need to ensure LTS pool is large enough to cater for high numbers.
- **Health and fitness facilities** - including large gym, modern equipment and group fitness rooms to cater for high demand.

Universal design principles identified as being critical in the new facility including ramp access to pools, lift to level one, accessible change rooms etc. Environmentally Sensitive Design (ESD) principles also identified as a priority.

Proposed Noble Park Aquatic Centre Redevelopment

Preference to retain existing 50m pool as an 'outdoor' pool. Whilst mixed views were received, the majority of survey respondents indicated their preference to retain NPAC's 50m pool as an outdoor pool (43%), over the potential enclosure of the pool (36%). This view was particularly evident amongst existing NPAC users who highly value the outdoor / open air environment (which is not readily available in the region). Other comments related to the potential negative impact on summertime activities and swimming carnivals and an unnecessary use of resources.

Strong support for expansion of indoor pool hall and provision of additional indoor facilities including:

- **Program pool.** Support for redeveloping existing pool to better cater for adults and increase capacity (increased depth and size). High demand for warm water activities and hydrotherapy.

- **Spa, sauna and steam room** would be welcome additions to the Centre, however need to ensure they are large enough to cater for expected high demand.
- Reinforced need to cater for families and children with **learn to swim (LTS) pool and leisure pool / water play**. Consideration to be given to acoustics and ensuring sufficient space around pools for people / families to congregate.

Support for gym to complement program rooms, but need to ensure it is well integrated with the Centre and includes adequate change facilities. Consideration of 24 hour access (secure access to gym only).

Integration of Centre expansion with Ross Reserve precinct – to ensure a coordinated approach to addressing car parking, lighting and security, access to adjoining facilities (i.e. playground) etc.

Summary of Consultation Outcomes

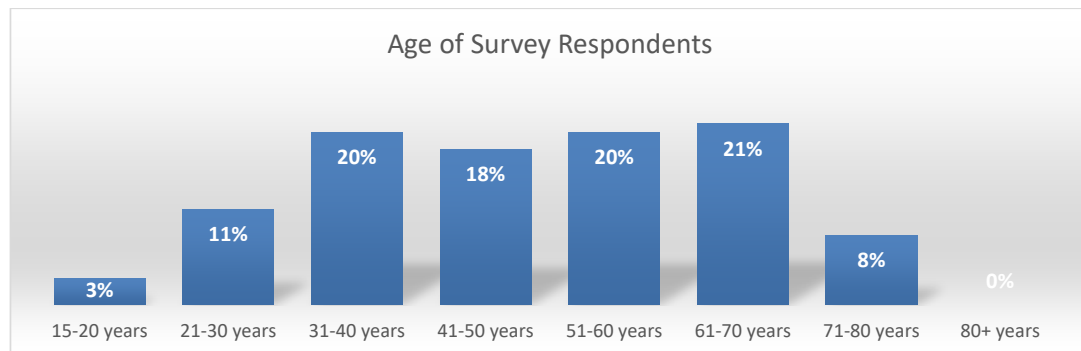
The outcomes of the consultation process for the draft aquatic Strategy are summarised below and detailed in Appendix 1.

1. Community Survey

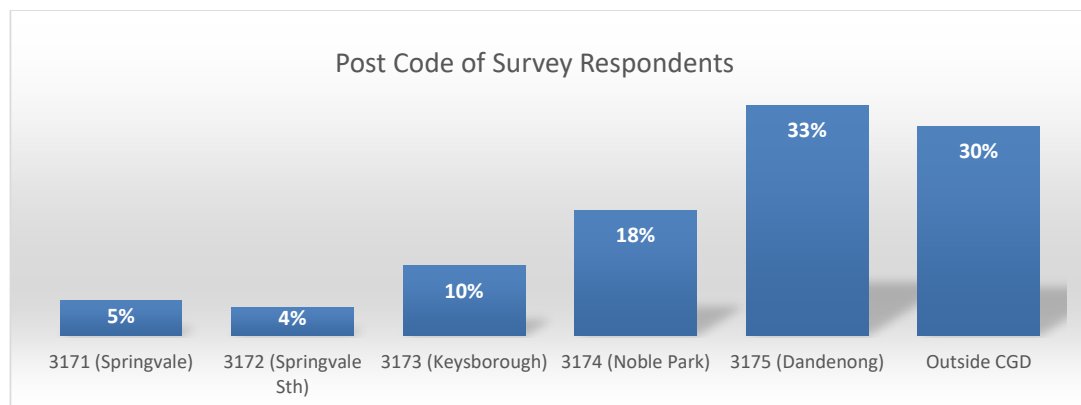
A total of 444 surveys were completed between 20 May to 30 June 2019. This included 235 on-line surveys and 209 hard copy surveys. The majority of hard copy surveys were completed by users of Dandenong Oasis and NPAC (being those collected directly from the Centres). A summary of the survey results is provided below.

(A further 9 surveys were received after the consultation period. Comments included in Appendix 1.)

Profile of Survey Respondents

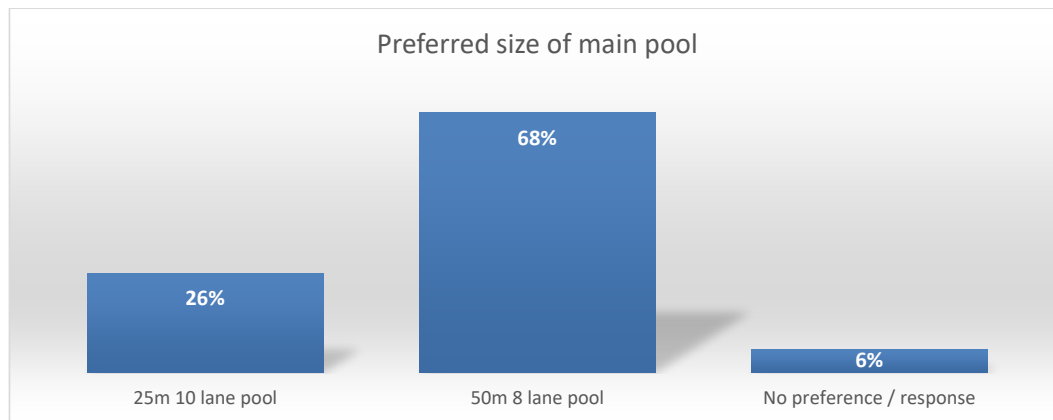


- The majority of survey respondents were evenly spread between the ages of 31 and 79 years (79%). Conversely, only 14% of respondents were aged under 30 years. (87 people / 20% of total survey respondents failed to answer this question.)



- 70% of respondents (249) reside in the City of Greater Dandenong, whilst 30% (109) come from outside the municipality. (86 people failed to answer this question.)
- The majority of respondents from CGD reside in Dandenong (33%) and Noble Park (18%).
- For those respondents from outside CGD, 20% are from Endeavour Hills and 17% from Rowville.
- A total of 34 different post codes were listed.

Proposed Dandenong Aquatic and Leisure Centre – Size of Main Pool

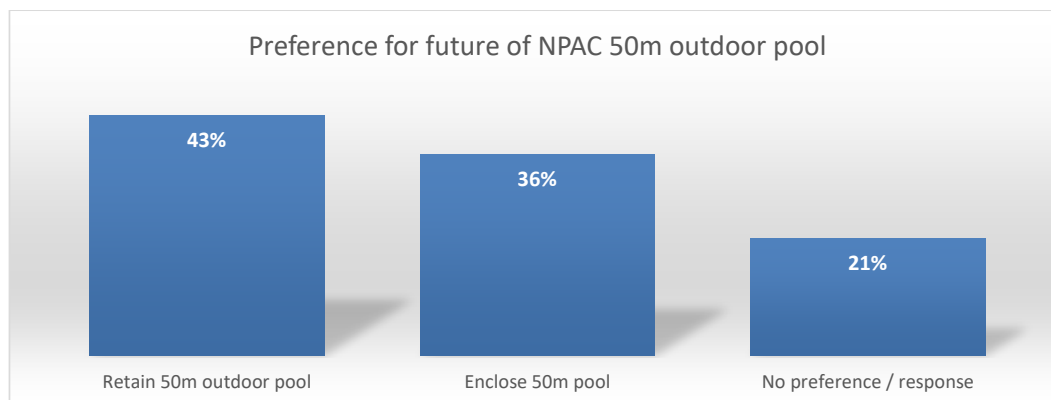


- The majority of survey respondents indicated their preference to use and support a 50m 8 lane pool (68% or 303 respondents), over the proposed 25m 10 lane pool (26%).
- The preferences of CGD residents are similar to the overall survey results with 61% preferring a 50m pool, whilst 32% support a 25m pool. (7% of residents provided no preference.)
- Both on-line and hard copy survey respondents prefer a 50m pool over a 25m pool. However this proportion is significantly higher for hard copy survey respondents, who primarily represent existing Centre users.
 - Hard copy survey responses: 50m pool 83%; 25m pool 11%; No preference 6%
 - On-line surveys responses: 50m pool 55%; 25m pool 41%; No preference 4%

Proposed Dandenong Aquatic and Leisure Centre – Comments

218 survey respondents provided comments on the Dandenong Aquatic and Leisure Centre proposal. These comments are provided in Appendix 1 and summarised below.

- Overwhelming support for 50m pool over 25m pool (95+ comments). Comments ranged from needing to provide for lap swimming, competitions, larger water space for large / growing population, future proofing the facility, avoiding loss of business, swimming congestion and loss of an existing asset. The use of a moveable boom was suggested to maximise use and flexibility.
- Strong support for inclusion of warm water / hydrotherapy (15+ comments). Some concern / confusion over terminology (warm water v hydrotherapy).
- Need for spa and sauna that is significantly larger than the existing facilities (13+ comments)
- High emphasis on provision of facilities to attract children and families and the need to ensure sufficient space for teaching children to swim (13+ comments)
- Support for larger gym with more / state of the art equipment (12+ comments). Some concern over location on first floor and access for people with a disability (query regarding lift access). Some feedback regarding women's only gym / access.
- Strong support for more appropriate change facilities, including family change (13+ comments).
- Overall support and enthusiasm for new facility (11+ comments), however some comments querying / disagreeing with the need for a new facility. (7 comments)
- Support for Mills Reserve location (12+ comments). Need to ensure sufficient car parking.

Proposed NPAC Redevelopment – Future of 50m Outdoor Pool

- The majority of survey respondents indicated their preference to retain NPAC's 50m pool as an 'outdoor' pool (43%), over the potential enclosure of the pool (36%).
- When reviewing the preferences of survey respondents from CGD, a slightly higher proportion wish to retain the 50m pool as an outdoor pool (51%), whilst 44% support the enclosure of the pool. (5% of residents provided no preference / response.)
- The results from on-line and hard copy surveys differed for this question as shown below:
 - Hard copy survey responses (primarily representing Centre users): Preference to retain outdoor pool (46%) – whilst 27% wish to enclose. (27% no preference / response.)
 - On-line surveys responses: Preference to enclose 50m pool (44%) – compared to 39% who wish to retain the outdoor pool. (17% no preference / response.)

Proposed NPAC Redevelopment – Comments

163 survey respondents provided comments on the proposed NPAC redevelopment. These comments are detailed in Appendix 1 and summarised below.

- Strong support for retain 50m pool as 'outdoor' pool (70+ comments) due to limited provision of other year-round outdoor pools in the region, preference for open air environment, negative impact on summertime activities and carnivals, unnecessary use of resources and ability to complement indoor pool at Oasis.
- Support to enclose 50m pool also lodged (23 comments) for greater year-round access and use.
- Program pool. Strong support to increase capacity of pool by creating separate LTS pool, and increasing depth to better cater for adults. High emphasis on warm water / hydrotherapy.
- Spa, sauna and steam room would be welcome additions to the Centre (6+ comments)
- Reinforced need to cater for families and children with learn to swim (LTS) pool, leisure / water play. Need to ensure sufficient space around pools to allow families to congregate.
- General support for facility improvements, but note the need to complement and address Oasis as a priority.

2. Written Submissions

Eight (8) submissions were received during the consultation period, which are summarised below and detailed in Appendix 1.

1. Support for 50m pool at Oasis and request to be kept informed.
2. Feedback on NPAC proposal including support for 'outdoor' 50m pool, large learn to swim pool, hydrotherapy pool, provision of appropriate change facilities (for gym and expanded pool hall), sufficient parking and preservation of existing classes.
3. Support for 50m indoor pool at Oasis to complement 50m outdoor pool at NPAC.
4. Need to retain significant plaques from Oasis and install in new Centre to preserve history.
5. PETITION (35 signatures) in support of 50m pool at Oasis and objecting to proposed 25m pool.
6. Varied feedback across a range of topics including:
 - a. NPAC – retention of 50m 'outdoor' pool, proposed improvements to program rooms, provision of change facilities for dry facilities, storage, crèche and consideration of health and fitness facilities on level 1. General support for separate warm water / LTS pools
 - b. New Dandenong facility - support for 50m 8 lane pool.
 - c. Both centres - provision of 25m pools plus 50m pools, provision of separate spa and sauna facilities for males and females (duplication), sufficient parking, adequate change facilities and ESD inclusions. Objection to proposed steam rooms. Feedback on placement of facilities to minimise noise and consider line of sight for lifeguards.
 - d. Consultation process - suggestions for targeting multicultural groups and centre staff.
7. Support for 50m pool at Oasis and objection to proposed 25m pool. Concern about consultation process.
8. Concern about perceived closure of NPAC's 50m pool, noting highly valued community asset.

A further twenty-three (23) late submissions were received after the consultation period concluded in response to a flyer objecting to the proposed 25m pool and in support of retaining a 50m pool on site. These submissions are detailed in Appendix 1 and all strongly support the provision of a 50m pool at the new Dandenong aquatic and leisure centre.

3. Public Consultation Sessions

Four (4) public consultation sessions were held at Dandenong Oasis (2) and NPAC (2) involving approximately 80 people.

An overview of draft Strategy was provided before questions / general discussion, in which the following key points were noted. (Refer to Appendix 1 for more detailed information.)

Dandenong Oasis Consultation Sessions (55+ attendees)

- Overwhelming support for 50m pool and strong opposition to proposed 25m pool for a broad range of reasons, including the need to cater for lap swimming, avoid overcrowding and prevent the 'loss' of an existing asset.
- Some concern raised over the inclusion of an operable boom (if a 50m pool is provided) and the programming / availability of the 50m pool (versus 2 x 25m pools).

- Warm water / hydrotherapy pools strongly supported, acknowledging high demand within the community. General agreement that two warm water pools are better than one.
- High demand for learn to swim. Need to ensure sufficient space to cater for high numbers.
- Support for provision of modern change room facilities, including family change rooms etc.
- Mills Reserve supported as the proposed location, but some queries raised regarding loss of open space and potential impact on other facilities (i.e. table tennis, hockey).
- High demand for spa and sauna facilities. Need to ensure that are large enough to cater for demand.
- Need to include ramps to pools, lift access etc. Reinforcement of universal design principles.
- Consideration to be given to the needs of CGD's multicultural community, including the demand for women's only programs and facilities (potential for programming and design initiatives).
- Query omission of squash courts, but note low participation levels.
- Car parking provision, security and lighting to be considered.
- Proposed NPAC Redevelopment:
 - o Providing a 50m pool at Oasis is cheaper than enclosing NPAC.
 - o People want all facilities in the one Centre. It's unrealistic to think 50m pool users will travel to NPAC.

NPAC Consultation Sessions (24 attendees)

- Overwhelming preference to leave 50m pool as an outdoor pool. It is a unique facility and the open air environment is highly sought after by lap swimmers. The pool is also a popular destination for swimming carnivals and summertime activities.
- Support for expansion of pool hall and provision of additional indoor facilities. However, need to ensure sufficient space around the pools for people / families to congregate.
- Spa and sauna will be a welcome addition, but appear to be undersized on the plan. Query best location?
- Provision of a separate learn to swim pool is strongly supported, however question whether it is large enough to cater for high demand.
- General support for redeveloping program pool to better cater for adults and increase capacity (increased depth and size). High demand for warm water activities and hydrotherapy.
- Consideration of acoustics when determining placement and design of leisure pool / splash park and learn to swim pool – in relation to program pool and spa which should be quieter spaces.
- Support for additional of gym, but need to ensure it is well integrated with the Centre and includes adequate amenities. Consideration of 24 hour access (secure access to gym only).
- Existing facility and programs are highly valued by the community and cater well for older adults. Potential for more marketing to attract greater numbers.
- Concern about disruption to service during construction period. Need to minimise impact.
- Need to ensure a coordinated approach to the broader Ross Reserve precinct. Integration of Centre with surrounds, all abilities playground and provision of sufficient car parking, lighting etc.
- Proposed Dandenong Aquatic and Leisure Centre:
 - o 50m pool overwhelming preference. Need to future proof the new Oasis.

- o Need to ensure a coordinated approach with neighbouring municipalities / facilities i.e. Doveton Pool.

4. Targeted Consultation Sessions

Targeted consultation sessions were held with three different groups, which are summarised below.

- **Disability Advisory Committee** reinforced the need for universal design principles (i.e. ramps to pools, lift to level 1 etc.) and the importance of warm water / hydrotherapy pools. The Committee had no real preference for a 25m pool v 50m pool at the new Dandenong facility.
- **Positive Ageing Advisory Committee** expressed their support for proposed developments including the warm water pools, and reinforced the importance of hydrotherapy and appropriate access arrangements (ramp and cradle lift). Mixed views expressed, but no overall preference for 25m pool v 50m pool at the new Dandenong facility, or whether the NPAC 50m pool should be enclosed. However the Committee recognise NPAC's significance as a summertime destination.
- **YMAC Leadership Team (CGD Centres)** provided feedback on a range of topics which included the high demand for community meeting space/s at Dandenong Oasis and the importance of group change facilities in catering for school groups. The high demand for women only programs was also discussed, including potential design and operational implications (duplication of facilities v design and operational initiatives).

5. Stakeholder Meetings

Meetings were held with four (4) different stakeholder groups to seek their feedback on the draft Aquatic Strategy, which is summarised below.

- **Oasis Otters Swim Club** is based at Dandenong Oasis and has 35 members. The Club has a preference for a 50m pool and cited a range of challenges with the proposed 25m pool and the subsequent need to split their operation over two centres (Dandenong and NPAC) – including the potential loss of members. The Club has a range of specific needs / feedback and would like to remain involved in the design development phase of the project.
- **Greater Dandenong Table Tennis Association** is reportedly the second largest in Australia and is the most successful at producing elite athletes. The Association is aware of the limitations of the existing Centre and will work with Council to plan / develop new accommodation in the future. The Association would prefer to be co-located within another facility (due to synergies with management and cross promotion etc.) and seeks tables / courts that comply with international standards so they can host major tournaments.
- **Healthy Movement Healthcare (Exercise Physiologist)** is a tenant of Dandenong Oasis, utilising an office and exercise studio. Supports the planned focus on health and wellbeing at the new Centre and the provision of warm water pools, expanded gym etc. Would ideally like to be considered for inclusion / tenancy in the new Centre.
- **Swimland Swim Club** has 168 members and is a regular user of NPAC. The Club would prefer the 50m pool to remain outdoors due to the atmosphere and air quality and are likely to use the proposed gym. The club supports a mix of facilities being provided across the two centres.

Appendix 1 – Detailed Consultation Results

1. Community Surveys – Written Comments

Dandenong Aquatic and Leisure Centre Proposal

Comments in favour of 50m pool:
You will lose more business by cutting to a 25m pool.
A 50m indoor pool is usable all year. I currently utilise this facility
Would only come to Dandenong oasis if it was a 50 metre pool
Keep 50m pool in Oasis here so we can save more money to upgrade better facility.
Definitely NO to 25m 10 lane pool. Leave at 50m. Bigger spa.
definitely no to changing the pool from 50m to 25m
I never use it because the pool is indoors but if I did it would have to be a 50m pool
50M lane pool makes facility more usable. A "moving" divider should be added to enable the pool to be split into 2x25M in peak periods, swim lessons, school swim lessons etc similar to NPAC and Casey Arc. Additionally, there is a need to offer aqua classes after hours in the 'normal' pool as opposed to the hydro-pool to enable pregnant women and those who also risk overheating if exercising in a hydro-pool to have access to aqua fitness classes after hours. EG Dand Oasis offers only 1 after hours aqua class that isn't in the hydro-pool, Deep Water on a Tuesday night and this isn't suitable for pregnant women.
looks great, but 50m pool would be much better
Great to see plans that have a little of everything to suit everyone. Might be good to see some function rooms in the facility. Good to have a 50m indoor pool close to home
I would not use a 25m pool
You need to keep a 50m pool. All swimming events/races use 50m, training in a smaller pool is not sufficient. Noble park 50m is outdoors. We need a 50m indoors as it is Melbourne! The extra cost is small as it will be an asset for many years.
Construct a 10 lane 50m pool with moveable booms like at Ringwood Aquanation. The lanes also need to be standard size, not the measly 1.2m wide lanes we currently have. It is not safe for fastpaced circle swimming also considering the lane ropes keep swaying in and out. This way there are enough lanes for squad swimming, swimming lessons and public swimming without hassle of overcrowding on busy days (which is what is happening right now). A 10-lane pool also has the opportunity to host high level competitions, which can attract numbers each time. Moving into the future, all new pools will be constructed with 10-lanes. By the time you build an 8-lane pool, 5 more years down the road and the pool is again outdated. A 10-lane 50m pool is a smarter move than a 25m pool PLUS a Learn to Swim pool. What happens when lessons have finished? Is anyone going to be able to use that pool? How long is it? It's a long term investment.
We need to continue with the last 40 years of an inside 50m pool. This is the only facility like this in area and as such should remain.
I come with my grandson here every week. He is very, very upset about 25m pool. Why we have to cut the size and spend more money to go somewhere else?
We need 50m pool here, not a half size and we don't want to go to NPAC. All my friends are here.
Keep the 50m pool for all our grandchildren and save \$4m for the tax payer's money.
We need a 50m pool for schools, laps, etc. PLEASE keep it.
Do it first time and do it properly. NPAC is a no-trade facility. My experience with Oasis is far superior. We have the population and should be providing the best facilities at every opportunity
We need 50m indoor pool, huge area dedicated to spa, sauna, steam, learn to swim pool, leisure pool is good and warm pools for aqua classes

Need 50m for sports swimming - not multiple tumble turns
Any refurbishment should include a 50m pool
A 50 metre pool can be divided into half such as Fountain Gate and Haileybury pools which would give 16 lanes of 8. It would provide a competition size 50 metre pool. It would be beneficial for people who have chlorine allergies to install salt water pools.
Do it properly the first time around. 50m pool is Olympic standard and so the new Oasis should also be. Yes, Noble Park is 50m also however it is an outdoor pool.
Are you people joking a 25 meter pool obviously who thought up this idea hasn't tried to swim laps during busy times it's dangerous now and it will be more dangerous with a 25 meter pool
Why on Earth would any sane person consider a move from a 25 metre pool to a 25 metre pool an improvement. A 50 metre pool AND a 25 metre pool would provide an outstanding facility.
If you are building a pool to attract people to come then we need to build an A class facility and not try to skimp. After all the ratepayers are paying for it. Need to build as a state of the art in the first place rather than skimping and then regretting and adding on.
Obviously Dandenong facilities are very outdated so great they are getting updated. I only swim in 50m. Worried that only having 25m will mean npac gets even busier as 50m swimmers all shift to npac. Already a pain to find a clear lane at either site that isnt clogged with slow swimmers.
Dandenong not Noble Park should be the premier pool and leisure centre for the City of Greater Dandenong. I agree that it should remain on the existing site. The centre should have a 50m indoor and 25m outdoor pool as was on previous plans. The centre should also be council run. The small existing spa should be replaced by banks of water jets along the length of the warm pools with access for all. Any provision for squash or table tennis?
Remove the toddle pool, keep 50m pool for lap swimmers, 24/7 gym
A 50m 8 lane pool allows for deep water allows activities, not just shallow water classes please please include a 50m pool
25 metre pool too small
50m pool preferred as that is the standard basis that would support proper exercise by means of swimming. 25m pool makes the interval of passing another swimmer when swimming to and fro more frequent which is considered a small impediment as focus is on avoiding rather than swimming.
it would be chaos if we had a 25m pool. no time to pass between slow medium and fast. Please add a steam room too
Many fast swimmers are using slow or medium lanes, 25m lane will encourage fast swimmers to chase slow swimmers, lap indication with slow/medium/fast might be hard to follow, even the main pool is lap swim only the size of 25m may not be adequate, slow swimmers end up leaving the pool
25m pool is frustrating. too many turns. broken routine. 50m pool allows for a smooth rhythm up and down the pool. No squash courts? - not profitable?
I am a lap swimmer - so 50m is preference
25m pool a toy for play- to small - bad 50 m pool very good for real swimming
Retaining the 50 metre pool will keep the current clients and school and competition sport. You may save 8 million but you will lose a lot of your current income. in real terms the 25 metre pool will cost more. Thought for the next 30 years is important. Save 8 million and have a not fit for purpose, underused facility. The old saying save a penny and loose a pound. Long term thinking is the key
8 million cos to keep 50 metre pool at Oasis and keep outdoor pool at NPAC is a better option. Giving a choice of indoor or outdoor. A 25 metre pool is not forward thinking and limiting future use of the facility
It is a false economy to build a 25m pool just to save \$8 million in the short term. One can assume that a substantial revenue is derived from competition meets by schools and groups etc. By not building a 50m pool then the cost of the rebuild will be higher than shown due to the loss of revenue because protentional users will go elsewhere and it is not guaranteed that it will be NPAC even if it is enclosed. On the reverse, do it right and it will be a desirable venue, therefore more income and in the long term the cost of the extra \$8 million and

associated running costs will be recouped faster. To the matter of the layout proposed. Why would you separate the pools by placing the change rooms in between? It is clear from this that the staff, in particular the life guards have not been consulted on this matter. In my limited understand of the matter is that they could not have a clear line of sight of all pools. This equals the need for more guard, ergo more costs to run the facility even on quite days. The council needs to look beyond the gasping \$8 million and look well into to the future and not be seen as the short-sighted council that built us a pool that is of no commercial use. Just a hole in the ground in which money is poured into, is no more than a playground. Just a financial burden, that in the future the decision will have to be made, "do we pull it down and rebuild?" And that will cost a lot more than the \$8 million to rectify
Project should've been started with consideration of 50m pool. it is more versatile and could attract other professional sporting activities.
Come regularly for laps and the 50m area great for swimming and fitness
I really believe a 50m pool is essential for proper swimming fitness practice, and for competition training
A 50m pool is the better option for swimming meets and teaching children to swim
Please opt for a 50m pool. This best accommodates a wide range of users from lap swimmers to lessons to squads. Perhaps a 50m without boom is an option
A 25m pool does not suit the needs of real swimmers. it must be 50m. A larger (less intimidating) spa is needed. similar size to the knox leisure works
50m pool is the only reason I come here
Too small to swim in 25m pool. You will wait for a long time to have your turn in the busy hours. Can you try it by yourself?
I enjoy swimming laps and a 50m pool would be great
A 50 mtr pool for a swimming squad to utilise with a movable gantry to enable to split the pool into two 25mtr pools. Seating for spectators for swimming competitions.
50 metre swimming pool is necessary for laps. 25 metres is too short. no sauna - why? no spa - why? Looks like cafe area is bigger than pool space - what's going on?
50m is preferred and the current depth too - 1m at the shallow end and 2.4m at the deep end - as this depth is good for diving, jumping and exercise
On top of personal preference of using a50m over 25m pool, it is also important to consider a 50m pool is the standard competition pool so it is important to have a standard competition pool to train our kids as the future swimming competitors. I also believe to at least keep up with the current needs, the new leisure centre will need at least four program/group fitness rooms instead of the proposed three! The current facility used three separate group fitness rooms for the following each separate programs - RPM, Lite Pace circuit and Boxing/Adrenaline classes because they each use dedicated equipment set up in each room (these equipment are either fixed in each room or to bulky to be moved or stored away). A separate (fourth room) is shared used by other programs/classes (that use light equipment that can be store when not in use) like Body Pump, Aerobics, different forms of Yoga, different forms of Tai Chi etc.
Please make it a 50m pool as it is currently used for swim meets and is a wonderful training facility for promising young swimmers. A long course is much more beneficial as is the deep water for diving.
Keep the current centre open when you bulid the new one. I only come here because it is 50m pool. don't change it to 25m
Bigger LTS pool More change rooms\50m pool
50m pool is a necessity for us. It is the proper length of exercise
25m pool is too short for swimming. We are always proud to have a 50m swimming pool in our area. How about only 1 warm water pool? Because we are not going to have 2 lessons at the same time
In my opinion a 50 metre pool - with the possibility to divide it into 2x25m pools. would be user friendly, and would cater for the lap swimmers and recreational swimmers at different times. (I would have not been to the OASIS for 20 years + thought it was dirty)

I find the larger pool a better challenge for my fitness level. However a boom in the pool would also be a good idea for later in the day
A 25m pool would not be big enough when all the swim schools are running, at the moment the 50m pool isn't big enough for members to swim at the same time. So a 25m wouldn't work
Would prefer the 50m 8 lane pool. I come all the way from Berwick because of it. If it does happen, I would no longer come back.
how deep is the proposed new pool? diveable?
After talking with patrons we were unanimous with our thinking. 50 metre pool to cater for swimmers and aerobic classes. Good facilities for the disabled. Good amount of showers, toilets and family facilities
I enjoy swimming laps and would rather a 50m pool. If it was to be a 25m pool I would have to consider other options. Will the existing centre remain open while the new facility is being built? Regards.
Please don't ever change to 25m lap swimming pool keep it as a 50m pool
25 metre pool is unsuitable for seniors however is good for young kids. is also bad for lap swimming
I only pay my annual membership to Oasis because of the 50 meter pool for lap swimming
Coming from a swimming background of over 50 years I have watched many communities choose a 25m pool option over the 50m pool only to regret their decision down the track. From my experience the 50m option would service the community for better.
I swim at Oasis and very few people us the 50m pool for lap swimming. More water for health rather than lap swimming.
Dandenong Oasis should keep their 50m lap pools. 25m lap pools does not do justice to those who are in squad and train for district/state swimming competitions.
You really need two 25m 10 lane pools if you want to cater for everyone who WANTS to swim, not based on people who are currently swimming. I don't swim there most of the time because there isn't a lane or half lane free to actually swim properly; only space to splash around.
50m pool more convenient when considering school groups
25m pools are crap keep the 50m pool
who down size to 25m?
keep indoor 50m heated pool
to swim in a 25 metre pool after using a 50 metre pool in like being the ball in a pinball game ,it would reduce your stamina by 50%,it took me months to swim for an hour in a 50 metre when I changed to the 50 metre from swimming for an hour plus in a 25 metre pool.
I have been swimming here almost every Saturday for the last 18 years and swim approx.100 + laps ,it would not suit me and many others who swim a lot of laps to do so in a 25 metre pool. I used to swim an hour in a 25 metre pool before switching to the Oasis's 50 metre pool and i would struggle to do 6 laps then ,you work harder in a 50 metre pool. Swimming here has helped me recoup from major prostate surgery i had almost 5 years ago. Would hate to lose the 50 metre pool.
Don't go for a 25metre pool, stick to a 50 metre pool, and don't stick a bridge over it to give 2 25metre pools
Serious swimmers need a 50 metre indoor pool! I swim 100 laps on Tuesdays and 70 laps on Saturdays, in the oasis 50 metre pool.- to do this in a 25 metre pool is too many turns. The 50 metre outdoor pool at noble park is not an all weather all year round option
50m pool is the only reason we are here for. 25m is very short. Please keep 50m pool for all of us
I swim laps 2 mornings every week at 8am. I do this at the oasis (have been doing this for 12 years) because it is a 50m pool. I will no longer use the Oasis. if the pool changes to 25m - too many turns! I will not swim laps at the 50m outside pool - its far too cold outside. why don't you try this in june?
Great facility but it is old and tired. Absolutely need an upgrade. Beautiful 50m pool. So sad if it goes. NP pool although close is down busy Heatherton Road. Oasis is situated next door to TAFE. Great source of potential clientele.

Please keep to 10 lanes 50m. We need a Competition Pool Indoor with sufficient seating for 800-1000 people. Only current option of this size is the 2 pools at MSAC.
All the keen Oasis swimmers that I have spoken to indicate that a 50m pool is the only way forward. Noble Park is out of the way of dedicated lap swimmers who drop off the freeway to swim then get back on to the fwy to continue to work. If a 25m is built the dedicated swimmers who currently use Oasis will find alternative pools that are more convenient to their travel route to swim at. Have you swum in a 25m pool then gone onto swimming in a 50m pool because once you have there is no going back from a 50 to a 25!! cheers
The location of the existing pool is fine, but of course as most of us who swim their daily notice the building is becoming very tired and in need of refurbishing. Any new pool considered MUST have a 50 metre or Olympic sized pool installed. I have been swimming at the centre for just on 40 years and intend to swim there as long as the 50mtr pool is kept. Yes, refurbishing required, keep the same location.
Why we need to pay more to enclose NPAC? Why not spend less to upgrade size here in oasis? We really need 50m pool here. Think about the school children racing
25 metre too small for swimmers and aerobic classes combined. more showers and family friendly spaces. and good hoists, ramps etc. for disabled people
If the emphasis is on new and improved, then why even bother with a 25m pool. Don't downsize. How deep will the new pool be? Will teaching of safe diving be allowed? Most new pools now are not deep enough to dive in, therefore safe diving is not even taught. How big is the learn to swim pool? The current program pool is inadequate with the 16 lanes available so I hope the new pool will be even larger so Dandenong Oasis can aim to become the Number 1 schools swim lesson pool. (We're currently number 2). Will there be sufficient storage spaces for all the swim school equipment? Give the people of Dandenong and surrounding areas a pool we can be proud of and the \$200,000 pa will not matter when patronage is up. Get it right the first time, unlike Noble Park, and extra expense down the line will not be necessary
50 metre pool required for lap swimming
How am I going to do laps? this is a complete waste of money! you will lose business if this goes ahead
would only come to Dandenong oasis if it was a 50m pool
Have been attending the 50m lap pool for over 25 years. I would be disappointed to lose it. I would be annoyed if the current pool was closed prior to the new pool facility opening. There are a lot of friendships made over this period and I would be disappointed if broken during the build of the new pool
Believe the 50mtr pool will accommodate the current demand on this busy centre as well as the increased influx during holidays etc where memberships are not fully utilized when lessons take up most of the pool area.
<i>The new centre should have a 50m pool (x 9 late submission)</i>
Comments in favour of 25m pool:
25m 10 lane pool is best option, and most cost effective. \$8m can be spent on other projects in municipality. Schools needing 50m pool are catered for at NPAC.
If available- 25m with 16 lanes - more flexibility for swimmers
Go for the cheapest.
50m better result but hard to justify extra build cost and running costs
Comments re: warm water / hydrotherapy pool:
No mention of hydro pool, hope this is to be in the new design.
1/ Warm water pools for men and women separately. 2/ Spa to be divided to two sections for men and women. Many women miss out on using current spa as they feel uncomfortable sitting too close to men, especially big men
The current proposal is good due to providing two warm water pools. The current aquatic Centre (Oasis) warm water pool is old and does not provide a proper service to the community
Warm water is more important than lap swimming which is available at NPAC

It's all well and good that NPAC has a 50m pool, but is it used in Winter. 2 hydro pools is fantastic, as long as one will be available to use all day everyday, and only one kept for classes. And really needs to have a ramp entry, as a lot of people using hydro pool are injured and steps are not always easy to use.
The lack of a hydrotherapy pool is a very important omission. Most centres of this type include hydro facilities. Warm water pools are not a substitute. The range of other services are excellent. All should be retained
Can the Pool accommodate sports physiotherapists to conduct hydrotherapy. There isn't enough Pools around to provide this type of treatment in the South Eastern Suburbs.
The hydrotherapy pool is used all the time. Providing there is a hydrotherapy pool and the Council bus from Dandenong can still transport our people to the pool, as the clients don't have access to Noble Park pool. Being also unable to drive, that's why we use the community bus. Also a lot of our people don't live near the train station.
jets for water massage in one of smaller pools Geothermal water pool, pasting here one pic of one of aquatic parks in Poland http://www.dzieckowpodrozy.pl/wp-content/uploads/termy-malta%C5%84skie-Pozna%C5%84-park-wodny.jpg
What about hydrotherapy pool?
It is not necessary to have a 50 metre pool. More rehabilitation opportunities and casual usage would be better
There is no mention of the hydro pool! what will happen with that?
Are you building a Hydropool, would not be using either 25m or 50m pool.
Ladies change rooms are nor clean sometimes and need renovation badly. Hydro pool not big enough, sometimes 30 people in it. Whole benthe needs renovating or rebuilt. Whole benthe needs renovation have been going to hydro pool for over 15 years
Warm water and spa.
<i>Agree with two warm water pools as these get very busy (late submission)</i>
Comments re: leisure pool / water play:
it doesn't make sense for the leisure pool to be bigger then the LTS Womans only gym are please More activities for the kids - maybe water slide?
would love to see activities for children in 'fun pool' access to gym other than stairs 50m pool
Which pool would the aqua fit use?
The Oasis definitely needs a revamp last I was there was definitely my last. It was pretty revolting. I much prefer NPAC The kids love the splash park at NPAC. I know the proposal mentions a water play. Not sure if this is a similar thing to splash park at NPAC. Would be great to have an Indoor one. One that could operate all year round and could be possibly hired out for parties. Thanks
Put slide and more things for children as familys always complain about not having enough for kids not enough room in the LTS pool Womens only gym space
Good activities for children and primary school aged kids for weekends and school holidays. Good facilities and more amenities for families
we need wave pool
Have an indoor playground area for children like Peninsula Aquatic centre and a waterslide would attract people.
The NPAC has a decent play and water park facilities which Dandenong lacks.
Bring back the slide
Comments re: learn to swim pool:
Teaching babies and young children how to swim
I talking from a PE teacher's perspective and I believe the more space for the kids to do their swimming lessons, the better.

The proposal needs to allow for way more learn to swim spaces, schools need '16' lanes for peak times Everything else "awesome"
Comments re: spa, sauna, steam room:
Dandenong Aquatic leisure centre, we need big areas dedicated to spa, sauna, steam room
We need a bigger spa and steam room (ASAP)
Spa to be divided/scheduled for men and women separately.
Building exterior and interior are too old. The spa pool is too small.
Increase the space of sauna and spa (need large space for usage). The current one is too congested for use.
Please make a sauna room bigger and add a new steam room.
Must have separate spa/sauna facilities for men and women
a big spa is needed
spa, sauna, steamroom- 50m pool- learn to swim pool, toddler pool etc
A steam room with the use o Eucalyptus oil vapor and plunge pool for instant cooling down , would complement the sauna and spa experience for patrons
A larger spa both dry and steam sauna and independent spa disabled wearing dry nappies. more disabled car park spaces
Nothing wrong with the current pool but you need a second or larger spa and a steam room would be nice.
a bigger sauna and spa is needed
Comments re: health and fitness facilities
The current gym is located upstairs. this is a huge problem to many of the older people + those undergoing rehab Please ensure gym is downstairs
Please make sure theres a good sick bay in the new centre with plastic sheets on the beds. Also/ please put good ceiling fans in the new gym rather than having the fans on the wall. Also, please get a very good air condition system in the new gym. Please have pay tv on the tv's at the new gym. Please have a good digital radio in the new pool area where people can listen to good radio stations
Larger gymnasiums then previously with more equipment
Gym should be moved to lower level - safety concern
Gymnasium should be located inside
Ladies gym
Multi sports hall
Bigger gym room still with a stretching/ strengthening area. Updated equipment.
Redevelopment of the centre is long overdue - the current facility is very tired and the gym and group fitness areas are too small
I have been a continuing member at Dandenong Oasis since Oct 1991. So I believe that some of your proposed changers will be a backward step for the Wider Community. I would be happy to communicate with Council about my feelings. One thing that needs addressing is how do people with Disabilities access the Gym? Why does it have to be located up stairs?
If the gym is upstairs will there be elevator access?
Why is the gym upstairs
<i>More group fitness rooms (x 2 late surveys)</i>
Comments re: amenities
Desperately needs more adequate change room facilities, especially for families
Need more group change facilities. need family change rooms. need bigger LTS pool. location of change rooms should be on outside of pools not middle

More showers especially family ones with two heads and maybe a shower curtain when adult showers.
Upgrade showers/change rooms toilets better facilities
the proposal that changing rooms in sight lines of the smaller pools will impede lifeguards visibility, increasing the need for more lifeguards
More change rooms and family friendly more fun activity pools for children. Hoists and more facilities for disabled. Plenty of shower and toilet facilities. Also if we only had 25metre pools it would be too cramped for swimmers and exercise classes.
Good sight for all lifeguards no dressing rooms in middle of buildings, scooter recharge points, nursing mother areas, all equipment to stand best of use without breaking down, a lift to 1st floor, built on existing site
Large family change room facilities.
Need plenty of storage space for equipment eg. swim schools
have more family change rooms
Need separate change rooms for schools
have two separate change rooms for the male + female. keep the 50 metre pool
all clients agree. more showers and toilets. Good facilities and activities for children and families ramps etc for disabled. 25 metre too small
Comments re: site / Mills Reserve:
Outdated and not well planned in it's location. Lack of Public Transport.
why is it that there are so many parked cars that aren't using oasis, where are they coming from?
Please ensure adequate car park spaces available
The location should remain where it is currently located.
Happy that it will stay at present location
This is a disgrace to move the pool out of Dandenong and next to the other pool. I'm a member of years at oasis and won't be able to get there. What's happening to the Table Tennis centre? Just saving cash?
Where is Mills Reserve
I believe the new centre should be located in Mills Reserve
Provide more car parking spaces. Consider two spas and two saunas or bigger spas and sauna
If Dandenong oasis moves to another location I hope it moves to Dandenong basketball stadium, where there is sports, aquatics and fitness/gym/group fitness/health can be in one building.
Depends on where it is built. Facilities at Oasis outdated.
Happy that it will stay at present location.
<i>Retain land of current facility / None of the land should be sold / Retain land for parkland and sporting hub (x 9 late submissions).</i>
<i>Make sure there is ample free parking (x 2 late submissions)</i>
Comments re: operational issues
the wrist band only area are not controlled properly. There are a numbers of patrons not wearing the wrist bands using this service. The locker sensor reading bar code is not working properly.
To check on the level of cleanliness of the swimming pool water.
Make sure filter works
Fantastic initiative. I agree to keep it in the same area. Please make sure the big pools are well heated. The current Oasis big pool is very cold. The swimming teachers are shivering in the water for hours when they teach older groups. Please ensure it gets proper heating.
Dear Customer Service Officer, I am writing to provide some feedback and suggestions regarding the swimming pool management. I am currently using the aquatics only but find it quite hard to find a quiet time to use the pool. I try to avoid times like Mon Wed Fri 9:30am as there is ongoing group lesson going on in the main pool

which occupy almost half the area. But other times like Sat morning or random weekday afternoon suddenly has big school group or kids using the deep pool side diving, and mostly can have up to two events going on, e.g. diving and swimming lessons at the same time, and therefore leave ONLY 3 lanes for swimming. Slow swimmers like myself often get chased by those fast people who has been squeezed to use the slow lanes as there is not enough lane. Some of the fast people paddle water very rapidly and overtake us slow people, which splash a lot of water into our faces, we already get choke many times. I understand some people are very selfish and inconsiderate to others, but clearly this is an underlying hazard to slow swimmers safety, especially to disabled or elderly group, due to not enough lane issue. Suggestions: 1. Events or group bookings should not be double-booked at the same time in the main swimming pool 2. Group bookings or events should be marked on the notice board together with current time table alongside so to give slow swimmers a chance to choose a quiet time to enjoy swimming (some bookings are once off not like school groups is fix time, it is hard to put in the current timetable but white board would be very helpful to give everyone an idea) 3. The sign for "program in progress" or "swimming lessons" should be taken off as soon as the events finished, there were times when those signs were on but only last two lanes were occu
Need to reserve 2 lanes for family recreation.
Discount fees for ratepayers
Other comments – in support:
Definitely a develop centre for the community
Very excited about this new aquatic centre.
I love this idea. Oasis needs a total revamp. As population has increased since it was built it has reached its expiration. I think it's fantastic!
Looking forward to the new pools
Definitely in need of an upgrade- I don't swim there mainly because the facilities are so old and the pool water always looks dirty
Have to keep it for that part of the population
so looking forward to the new Dandenong oasis. glad to see we are moving on the project and its going to stay at mills reserve. great
Good
sounds wonderful as Oasis in it's current format is looking extremely tired and showing signs of ageing. Looks dirty mot of the time, and things breaking down all the time. The pool is used by many, at times overcrowded so not many can use the lap pool without someone diving into the lanes.
Firstly, I commend the council on the decision to keep the complex at the same almost perfect location. Also parking is a very very important issue & this location has a lot, although Hospital workers & other users do make it crowded & difficult sometimes. As a regular user of Oasis Dandenong Aquatic & Leisure Centre I see it is an absolute necessity to retain a 50m lap plus pool, not only for the current users but more importantly for the future users, as the City of greater Dandenong increases population. It is a very very vital tool & meeting place for many, particularly the elderly & newly arrived to this country. Reducing the 50m lap pool to 25m lap pool would cause the loss of many many users. Seems to myself & others that it is a very crowded & busy area when the aerobics classes are on, when the schools are in, when the squads are in & when other groups parties etc use the 50m lap pool & our lanes are reduced. Frequently to just 2 lanes for laps & it is uncomfortable & not necessarily a safe place. A 25m lap pool would just compact this crowding & also has the potential to lessen the safety of users. Swimmers/lappers need the length a 50m pool provides to build up their performance etc. A 25m pool does not provide that. I feel the displayed plan is flawed in the positioning of certain facilities. The change rooms should be on the exterior so as to not split the pools. This would be an advantage to families & their supervision. It is unclear exactly what warm water pools 1 & 2 actually are. Are they both hydro or just one? Whilst the current hydro pool is too small & needs more capacity to accommodate users. It would be advantageous to have two hydro pools a little larger or the same size as the current one. The usage would be better as currently when an aerobics class is on there is no availability for general use of the hydro pool. When other classes are on in the hydro the space is halved. Two pools would allow multiple usage for all. After all that's what we aquatic members are paying for & far too often can't use due to classes etc. Well-appointed change rooms for the disabled are necessary. One suggestion which has come up via discussions is within

disabled change rooms, the creating of shower only cubicles (wet area) with multiple adjoined dressing only cubicles (dry area) This would allow a quicker flow of disabled showering. Currently, most users shower & dry & dress all within the disabled shower cubicles. The disabled take & need time for this process. Were there a shower only cubicle with adjoining drying, dressing only cubicles with multiple access doors, user flow would potentially be quicker as once a user has showered they move to a dressing only cubicles allowing the next user to shower & not wait as long as currently happens. The positioning of the pools. Positioning the lap & leisure pools side by side allows for better observation/supervision, particularly for family supervision. The learn to swim pool is predominantly supervised by instructors & therefore, should not be in between the lap & leisure pools. I don't see that closing-in the Noble Park Aquatic Centre is needed as many users do prefer the outdoor atmosphere it provides. All-be-it seasonal. As with Dandenong Oasis there should definitely be a designated learn to swim pool, separate from the fun/general use pool inside. As with Dandenong the swim classes virtually render the fun/general use pool unavailable which is unfair to paying customers at both facilities.
Other comments – in opposition:
stop wasting money and leave it as it is
Save the rate payers' money
CGD should not be replacing the existing aquatic centre but rather renovate the existing facility. I have used the facility and spoken to both other users and staff of the centre and the over riding issue is that Council have not invested in adequate cyclic maintenance. The discussion about Council having another 50 metre facility located within four kilometres is not an issue as Council inherited the assets as part of Council amalgamation and Council has the potential to better equip its residents with more available access to healthy living, social and sporting pursuits. CGD has almost the most diverse ethnic population in the world with arguably the highest proportion of population unable to swim. This therefore suggests that more accessible 50 metre training facilities should be retained. The advice by consultants that 50 metre pools are no longer the flavor of the month is not relevant as most of the new facilities being provided by other local governments is for a 50 metre pool with a divider to enable more multi-use of the water facility. CGD doesn't appear to have adequately assessed the greenhouse implications of demolition and replacement of what will be the third rebuild in 40 years. Where is the feasibility and cost study suggesting that the only plausible option is to demolish the current pool and start from scratch. Again. Why doesn't CGD incorporate either geothermal or cogen to heat and power this facility. Why hasn't CGD considered the potential unused waste energy/heat from neighbouring or nearby cogen plants for heating Council's aquatic facilities? If they have, I would like access to then for my perusal.
Prefer upgrades to existing facilities or an additional pool rather than a replacement center as it is better use of financial resources. It also the more holistic and sustainable approach
I have been a patron (Twice weekly) since the existing pool opened in 1978. Apart from complaints about the lack of maintenance and occasionally poor attention to the pool floor I have not heard any dissatisfaction about the centre and I cannot understand any pressing need to replace it I'm the foreseeable future
existing oasis is fine
Other comments – General:
Would love to provide feedback in person, please contact me Eric Du 0422 382 900 to discuss. Thank you
This draft seems not planning for what we want but the short sight vision of the planner.
need wheelchair access to all the places
Exercise and during summer for a fun swim. Swimming lessons. Just general swimming
More information on the proposals would be useful. impossible to comment on something that there is no information about
Sounds great and can't be built fast enough! I joined the gym at Oasis for a while, but the facilities were so old, dirty and run down, I haven't been back for some time.
Have you considered location at Springers Leisure Centre to make it a more rounded sports centre?
Why does Noble park and Dandenong oasis always get funding and renovations? What about springers leisure centre in Keysborough? Why do we need to waste all this money on 2 pools in close proximity to each other
Where is squash in the new venue. What about indoor bowls on carpet. Parking for venue and members only

Please time upgrades so that least 1 pool is available
How about a dive pool
As a great number of people belonging to Islamic faith live in the City of Greater Dandenong, I suggest that the needs of Muslim women should be taken into consideration as well. Thank you.
oasis need more program pools not less
The smell you get when you walk through the glass doors is very off-putting with the chemicals. I rush into the squash court area to get away from the smell. Great to have both the facilities though.
<i>Lifts for access to upper floor (x 3 late submissions)</i> <i>At least two lifts should be provided to ensure accessibility in the event of one lift malfunctioning (x 5 late submissions)</i>
<i>Include squash courts (x 4 late submissions)</i>
<i>Council should concentrate on Dandenong. NPAC has already had their turn (x 2 late submissions)</i>

Proposed NPAC Redevelopment

Comments in support of retention of 50m 'outdoor' pool
Enclosure of 50m pool will be too hot to swim in summers
Good swimming. This is one of the best outdoor pools in Melbourne. Clean and very good environment just keep it as it is
The outdoor facilities are well suited to summertime use.
I think patrons will have plenty of choice for an indoor pool and activities. it is unnecessary to completely enclose the outdoor pool
best thing about swimming at NPAC is the non-enclosed 50 metre pool
I agree to accept most of the improvements, but not enclosing the 50m pool. this is quite unique. Not many around. Winter may be slow, but warm weather its buzzing
I appreciate our brilliant facility and councils efforts but one indoor 50m (oasis) is sufficient. catering for swimmers who prefer outdoors is important and fair. Noble park should remain outdoors. Gym is a good idea. the program pool was underdone from the start and needs to be rectified
please leave the 50m pool as an outdoor pool. car parking will need to be increased if participation numbers increase in summer
pool needs to remain outdoors
please leave it outdoors! great in summer and school carnivals. Another change rooms please
The additional capital cost implication is better spent on the 50M pool at Dandenong. The community should have access to both indoor and outdoor pool options. Many people prefer to swim in an outdoor pool as it is a more pleasant experience and you are not enclosed in a humid and hot environment which is what happens when pools are enclosed.
It's much nicer in summer to be outside in the sunshine, now it is perfect with half sun and half cover.
We need an outdoor pool at NPAC and the indoor Dandenong oasis will contemplate that. Dandenong oasis and npac indoor is not necessary we need an outdoor pool
Keep som pool outdoors- appeals to many swimmers and carnival season. there isn't another outdoor som in the area
Would not use an indoor or 25m pool there is no evidence that more people would use an indoor pool

Keep NPAC as outdoor as Oasis is already planned to be indoor. At NPAC, the booms need to be redeveloped- it seems like it takes too much man-power to move from a 50m to 25m pool, thus the pool is not reaching it's full potential. The creation of the 12.5m(?) program pool is absolutely useless. Why not create an indoor 25m instead? That way you can still have your lessons and attract more lap swimmers.
Leave as an outdoor venue as people specifically go there as it is outdoor.
We need to keep the 50m outdoor pool. we love to have an outdoor pool. Spa, sauna, steam is absolutely necessary
NPAC is a close outdoor 50 m pool
There is not enough space for proposed changes. Please keep Melbourne's best outdoor pool as an outdoor pool
The outdoor pool seems fine to me- the indoor pool desperately needs to be expanded to deal with local traffic.
The outdoor pool is great for Summer, if people want an indoor pool Oasis is not far away.
Any redevelopment should consider retaining OUTDOOR space also for the warmer months. A decent sized sauna and spa is a must as it was negligent that these were not included in the original plan.
please keep the pool as outdoor, it is the best swimming environment
Outdoor pool is heated so never an issue when its cold. I go more in winter cos its quieter.
leave 50m pool as an outdoor pool long term, (clubs) add a hydrotherapy pool to attract football/soccer/athlete recovery patrons
Enclosing the pool is unnecessary- indoor pools are hot, have fumes and are noisy. This is why outdoor pools are popular. 12 Million is too much to pay when swimmers will have so many choices.
proposed improvements are such that enclosure of 50m pool can be delayed, and kept outdoor in short to medium term.
Please don't enclose the current outdoor pool. I think its better to leave it as an outdoor pool, it gets too hot in enclosed pools. please have a good sick bay in the new development
I think many people use the outdoor pool regardless of weather and that it is more important to enclose outdoor playground
The area needs both an indoor and outdoor pool. Personally I prefer swimming in an outdoor pool throughout the year.
50m pool must remain an outdoor pool. the massive costs to enclose it will only result in making it stink of chlorine as per oasis
Don't cover 50m pool wonderful to have a gym there instead
Please dont enclose outdoor pool. Its fantastic as it is , nice on the hot days...and I love swimming in winter so ,please don't enclose it Also spend the money on homeless people or animal shelters please.. such a waste on such a great pool as it is . Thanks Karl
The 50 m pool is great because it is not enclosed and allows the chlorine smells to disperse. In comparison the enclosed pool at the Oasis that smells heavily of Chlorine. (Stinks) The 50 m pool should never be enclosed. As a regular lap swimmer at NPAC I really appreciate the open air aspect of the pool as it is. And I am sure that you would loose a lot of other Lap swimmers if you enclose the 50 m pool.
Please don't enclose the 50m pool. An indoor pool is just not the same. What about a retracting roof so you have the best of both worlds? or more shelter around the edges?
Please don't cover. Use money elsewhere in local area.
Outdoor pools are a beautiful asset to the community and as a lap swimmer, I love NPAC's outdoor pool as it is. I don't see the value in enclosing this pool.
The outdoor pool provides a good alternate to the indoor pool at oasis.
great facility ... open air fantastic and year round availability
Enclosure would destroy pool atmosphere, becomes stuffy. It's not the pool's fault more people aren't here...??

Definitely leave 50m pool as outdoors. Imagine swimming indoors during summer! The water temp is kept beautifully for all year round swimming. I drive from Aspendale just to swim in an outdoor pool. Please don't change it now or in the future. I think a 25m pool is needed for younger swimmers and for schools to maybe have their students taught to swim. All other redevelopments sound good, just don't ever touch the 50m pool
DO NOT GET RID OF OUTDOOR POOL
Please keep this pool outdoors
only year round outdoor pool in the southeast and the only reason I swim there is to be outdoors
Would not like to see the outdoor pool enclosed at all. Most swimmers prefer to swim outdoors and NPAC is one of the only outdoor pools around, most others are enclosed. I'm a member at NPAC and drive up from Seaford to be able to swim outdoors - that is what attracted me to the Centre.
Like the outdoor pool.
Having an outdoor pool in the area is great for summer
outdoor if Dandenong retains its 50m pool
I have been a regular lap swimmer in Noble Park for 3 years now. it would be terrible to close the pool off. I love to swim in an outdoor pool. there are enough indoor pool around the area (oasis, casey arc). There are lots of opportunities to make noble park as a special pool. ie. steam, ice baths
Proposed improvements are such that enclosure of 50m pool can be delayed, and kept outdoor in short to medium term.
The pool being outdoors is one of its main attractions- much preferable.
Do not enclose outdoor pool. fresh air is essential speak to staff
Would be good if outdoor pool had retractable roof or moving walls that let the air flow on hot days. will gym be attached to main building looks like it will be a separate building at the moment
Indoor and outdoor.
We need the 50m outdoor pool. we love the outdoor pool. a lot of people come to the pool because its outdoor. we need an option to be able to enjoy the outdoor pool. Dandenong oasis is indoor, that should cover the need for people who enjoy the indoor facility
if only a 25m pool is built at oasis there will be no 50m pool to swim in the day during the carnivals
Keep the 50m pool outdoors long term!
The outdoor 50meter pool is excellent and should be retained. The water quality is far superior to Dandenong indoor 50meter pool. Please do not enclose the pool. I will not swim in an indoor pool.
The outdoor pool is amazing, it's a pleasure to swim there, invigorating, calm, quiet, relaxing. Must have lockers available...locate in changing rooms.
Keep as outdoor pool it is the best pool in Victoria as it is. please leave it its great
please keep this pool as an outdoor pool. this centre greatly benefits out community
people like outdoor pools and already have indoor pool in case proximity of NPAC
don't close it
My Wife swim's outside at Noble Park & appreciates it being outside.
It is a great pool and should remain outdoor
I think it's fine the way it is at the moment
I believe it's better to spent the extra \$8 million (and \$200K annual operating cost) on the new facility then to spend the extra \$12 million enclosing an existing pool. I appreciate that converting the outdoor pool into an indoor pool may encourage members to come use it during the colder winter season. But that is still a \$12 million bet/risk. However, based on the strong feedback from the if the new facility at Mills Reserve is build with a 25m pool. The New Leisure Centre is guaranteed to loss a lot of members (who currently come to OASIS to swim) and I guess the New Centre may also loss more schools that currently send kids to OASIS to learn swimming. I do expect private kids (parents will also prefer to send them elsewhere that are 50m pools).

#1 Not enough outdoor pools in the area #2 indoor pools are disgusting #3 I will cancel my membership and go to Monash facilities #4insuficent notice about this NOT HAPPY
don't get rid of sem pool
<i>Do not enclose NPAC. The focus should be on the Oasis replacement and provision of a 50m at the new facility replacing the existing 50m pool. Enclosure of NPAC is not necessary. (x 3 late submissions)</i>
<i>No need to enclose the NPAC 50m pool. This gives choice to the public to use either indoor Dandenong or outdoor NPAC whenever they want to.(x 5 late submissions)</i>
Comments in support of enclosure of 50m pool
if enclosure of 50m pool is considered, how will the council ensure the smell is minimised?
cover over
Indoor pool will make winter attendance much more comfortable.
Enclosing the 50m lap pool will ensure comfort during the colder months
More people will utilize the pool if it was enclosed and can be used in all weather
The pool would be better utilised during winter months if it is fully enclosed. Cranbourne RACE is a good example. Include an indoor slide.
Enclosing the outdoor 50m pool would encourage more people to take up swimming during winter months.
indoor swimming pool necessary so that people who currently use the oasis can change pools.
Victoria is much cooler than qld or nsw so to transform the pool would be better to use it year round
outside to cold- ok for young people
NPAC has a limited use time and sits idle in cold months. Enclosing would generate extra income to offset the extra cost. income from school sports, corporations and pool parties
Enclosing the 50m pool makes it an all weather asset, not just a summer asset
if mills reserve 50m pool is a no goer. NPAC can be an indoor substitute
At the moment, you can't take smaller kids into the indoor pool during the week because it is loaded up with lessons. If the outdoor pool was indoor, then the lessons could be moved out of the smaller pool. As it is, we are looking for another place for lessons because I can't swim with my 2 year old while my 11 year old has lessons.
An indoor pool would receive greater use all year round whereas an outdoor pool would be limited seasonally. Also, I believe getting it done now is the cheaper option - future prices would only increase.
Since so close to train it would be good to enclose and have year round utility
I think Noble Park Pools needs an indoor pool to cater for all seasons. That is the link so that during the colder months the community can still access this pool centre.
The enclosure of the 50m pool will enable the facility to be used all year round which will benefit NPAC attracting more patrons.
Only enclose the 50m pool if the 25m pool goes ahead at Dandenong oasis
I would only use the NPAC 50m pool if it were inside, + the pool heated to the temperature that the oasis 50m pool is currently warmed to
Forget the cost it should be covered like oasis.
If you closed the Oasis 50 metre pool, i guess I would switch to NPAC ,never been here through ,pass it on the way to Oasis which I use as it has a dry sauna and spa .and i do prefer the dry sauna.
I've had 1 melanoma removed already, don't want to encourage another one, as I swim for a couple of hours.
Comments re: program pool
Hi - I have had difficulty doing Water Aerobics classes at Noble Park Pool as the indoor water pool is not deep enough. Half the class could not do the class properly. Roz Blades has done the classes as well.
Warm water pool.

Warm water pool for elderly and people with health problem/s to do exercise. This will help residents living in Noble Park, Springvale and Keysborough to improve their health.
Should be a hydro pool at NPAC
I don't know if it is possible but having the pool floor being level would be great as it allows you to walk from one end to the other which is a great exercise for older people and/or rehab.
A gym and more warm water is needed
Elderly and residents with health problem/s in this area need warm water pool in this centre
current program pool too small- spa, sauna, steam room is very important, more people will join the centre.
Actually if a hydro pool could be put in at NPAC, that would be terrific, as I live closer to NPAC and go further out of my way to use the hydro pool at the oasis.
1. An indoor pool warm water pool is required as current outdoor pool has very low usage rate which is waste of resources. At least indoor pool has no season/weather constraint. 2. Construct a spa pool for hydrotherapy needs. I had high expectation when NPAC newly opened, but never return after first visit as the above two standard facilities are not available. I need to drive 30 mins to GESAC for my hydrotherapy spa session.
swap indoor leisure pool and program pool. LTS pool should be bigger. Swap function rooms and gym
Small indoor pool should be bigger or left for leishre2more frequently.
Warm water and spa.
I wish to see a heated hydro pool at NPAC. I will go if there is a heated hydro pool for health benefits.
What about hydrotherapy pool?
warm water pool in this centre please
NPAC needs a larger deeper warm water pool for water aerobics and water zomba classes. Numbers are so high there isn't enough room for people to exercise properly and numbers have been set at 21 people. More people have been wanting to attend.
As said before - the indoor pool area is not deep enough to do the Water Aerobics class. There are a lot that love doing the water aerobics and half the class cannot do it properly with the depth of the pool. Also, I have been to two classes where the pool was shared by a handicapped school and when I saw a lifeguard using a scoop at the edge of the pool, I began to think about the possibilities of germs etc. The indoor pool is not large enough. Great facilities though. I noticed Roz Blades doing the water aerobics as well. I would love to go back but the depth of water puts me off.
It is necessary to have a deeper indoor pool for exercising in. The present pool is not suitable for aerobics if you are tall.
What about a hydro pool for NPAC
Preferred option is to build a enclosed bigger pool indoors ie. 25m indoor as the facilities are currently not practical once kids are doing classes over around 7-8 years old because kids don't want to swim outside in winter and the swimming teachers also avoid teaching outside if they can - result is everyone is squished into toddler pool it's crazy because it is such a great facility.
Comments re: learn to swim pool:
Having the indoor play areas for families will be great all year around. if one of the 50m pools can be indoors that gives great options
A designated learn to swim pool is essential.
Larger learn to swim pool.- More changing rooms.
If the new 'learn to swim' pool gets some of the school kids out of the 50m pool on weekday afternoons, that will be great. It's disheartening to sometimes see only 1-2 lanes available, which are already filled with other swimmers.
With enclosed water play and more space for indoor lessons, I would definitely consider using NPAC on a more regular year round basis.

Currently we bypass the NPAC for School Swimming Programs as the indoor facility cannot cater for all of our students. The indoor heated pool is too small for bus loads of students. From memory it can only take 40 and a bus load of students would be 50 or so. Therefore for efficiency of cost etc I need to bypass NPAC and take our students to Dandenong Oasis as it is large enough to cater for our program
Comments re: leisure pool / water play:
the outdoor play area needs to be more available, it was closed before the school holidays had ended and should open if there is enough children willing or the day is hot.
Comments re: spa, sauna, steam room:
Spa and hydro pool would encourage more people. Do not enclose 50m pool- stupid idea!
a spa & sauna are needed.
Please add a sauna and steam room
About the sauna and the Gymnasium..."well done". I live just around the corner and that was the only part missing and for me to go to Dandenong, instead of Noble Park
Spa, sauna and steam room have adequate space for usage please.
A plunge pool would enhance the sauna, spa and steam room , Eucalyptus vapour should be allowed in the steam room
Comments re: gym / health and fitness facilities
A gym and more warm water is needed
Comments re: amenities
An additional private/schools change room would be great
An additional change room would be great.
Recharge scooter points, gym attached to main building, family facility doors that can stand all the abuse so they don't malfunction, nursing mother rooms, retractable roof movable walls on outside for hot days
Comments re: operational issues
The current management of pool is unable to maintain facilities as they are, why throw more public money to a facility that does not care about customers, example - change rooms are filthy & un cared for Parents/ chaperoning children at toilets/changing - walking mud and filth everywhere & staring at others while changing separate facilities for children that need supervision & attendants that give a damn in their work place
To check in the level of cleanliness around the pool. Many people, specially in summer tends to bring food or lunch, so after a few hours all the floor and or grass around the pool is not in the best shape. Perhaps more control or penalties for those who don't behave properly.
Other comments – in support:
Great additions to an already loved facility.
The pool is ideal for families
Other comments – in opposition:
stop wasting money and leave it as it is
NPAC has been a money put for years and the service provided there is sub standard. Oasis provides a superior experience in inferior conditions. Stop throwing money at NPAC and leaving Oasis struggling
First concentrate on the Oasis.
Need to concentrate on building the Oasis pool rather than doing two pools at the one time. Enough money has been spent on NPAC.
I probably wouldn't use the facility at Noble Park
Save the rate payers' money
Other comments – General:

Residents need to know what lengths the existing pools are .is it right to assume the play equipment (think it's called the splash park) will be built inside the building giving it all year appeal will any replacement pool, be a hydro pool Originally told when NPAC pool was built that hydro pool couldn't be included because operational costs would be prohibitive. These our say consultation don't really give the scope to see what is intended and real thoughts or comments
I thought this was a fairly new facility.
Expand indoor pool area- 50 m indoor pool with dedicated lanes. Child specific Indoor pools. Sheltered outdoor areas. Safety/Non slip materials used in Changing Rooms. Yoga or Pilates considered activities. Dedicated exercise Programs over the week end. Increased lighting - externally(parking areas). Increased cleanliness.
Create a 25m indoor and enclose the splash area with something that opens on warmer days. Keep the 50m outdoors, its great in summer.
Any magnification please consider the wheelchair users.
rather than waiting, be good to get it all done now to avoid further delays
The pool needs to cater to young people and old people, with hygienic play and swim spaces that aren't too deep and allow the different age groups to avoid each other. I would LOVE a gym complex like GESEC. I was a member there for years. The classes were great because of the diversity of patrons.
Never been to this pool.
Build another enclosure swimming pool to increase the options during winter and summer. In this way all the families can enjoy the best of both seasons. At the same time this will help the senior classes and increase the number of people able to do the class.
More family showers, another 30 m indoor pool for swim and/or play especially when classes or carnivals are on. Fun park like a moving river or wave pool, surf waves or inflatables obstacle. Zip line you can land in the water and for older kids get the water jet boots or underwater scooter and have sessions to use then. Diving pool? used for scuba lessons too. A water polo team.
More transparent and active communication rather than Dandenong oasis receive feedback and not action on it
Council should cease any further planning and development on this aquatic facility until it can better understand both the long and short term implications of lurching to further development changes. CGD runs the risk of wasting further money on adopting favour of the month interim stop gap measures that bare incredibly costly to incorporate as a retrofit program. Recommendation: No further action until a proper public consultation process has been undertaken. I don't see where greenhouse emissions and climate change has been considered in the development assessment, particularly as Victoria is likely to loose another base load coal power station within the next ten years. How will this facility be powered for the life of this facility and where is the projected costings. If this is not undertaken, it is likely that this facility will be closed within the next 20 years as CGD will not be able to fund its ongoing opex costs.
I note that you state, "retention of NPAC 50m pool as an outdoor pool (short to medium term)." If it is a matter of economics then holding off enclosing the pool in preference to upgrading the OASIS then this would be a good thing. However, if this is translated into just never getting around to it as opposed to a fixed date in the future then it is not a good thing. State government funding is always becoming available and putting all the funds into OASIS gives the opportunity to achieve both targets. That said, the enclosing of the outdoor pool extends the useful life/time of this facility. Spend money to make money and with NPAC an all year-round venue the revenue will balance out the facility that has to be looked after weather there is one person a day or a hundred. In the course of the rebuild I would suggest that the positioning of the exit from the toddler pool next to the program pool be revised. It only takes a second for a child to exit the shallows and plunge into the deep water. I have heard guards complain that because of the glass wall they would lose valuable seconds to retrieve a drowning toddler.
This is a disgrace to move the pool out of Dandenong and next to the other pool. I'm a member of years at to oasis and won't be able to get there. What's happening to the Table Tennis centre? Just saving cash?
When will you spend money? Renovations in Springvale's leisure centre? how about a gym for springers leisure centre

There is lots of different opinions about the feasibility of an outdoor heated pool, which must cost big \$\$\$ to keep it heated the program pool has too many users when group fitness and swimming classes are in place. Casey RACE has a separation of pools catering for all abilities and needs. The family dressing rooms have been a huge bone of contention with the mechanics operating the doors constantly breaking and abuse of use by arrogant users
I rarely use the NPAC. Only with my grandkids in summer
I believe the new proposed NPAC should allow sports clubs specific areas to utilise in group sessions, pre and post training
Presently I do not use this centre, although I do occasionally visit. It is not convenient for me to travel to this centre on a frequent basis.
I really don't care what happens to the Noble Park pool unless Dandenong Oasis closes its 50m pool.
Don't know
All pools should keep their 50 metre pools. Great for lap swimming and squads.
Don't use it so can't really comment but if Oasis becomes a 25m pool will be looking at other more convenient aquatic locations than NPAC
If you don't enclose this and get rid of the 50 metre pool at the oasis I'll have to find another pool as I swim all year round and I've already had 1 melanoma removed, don't want to risk another.
If enclosing the 50m pool to create an indoor 50m pool, there should be no barriers, so that people can swim 50m between turns
length of how long pool will be closed for these renovations
Currently being used by many swimmers from outside of the City limits

2. Written Submissions

A total of 31 submissions were received in response to the proposed Aquatic Strategy, which are detailed below. These included the 8 submissions during the consultation process and a further 23 submissions that were received after the consultation period concluded (accepted up until 30 July 2019).

Submission #	Comments
1	I would like to be kept up to date on the redevelopment of the Oasis as I have been using the 50metre pool there for the last 18 years and would hate to see it go. I have just filled out the survey ending June 30.
2	• Desperately hoping all land classes (i.e. indoor) for seniors will be continued • Majority do not want the outside pool to be enclosed (health reasons - fresh air etc.) • No mention of size of the "learn to swim" pool - 15 metres would be good, 25 metres would be great • Doesn't appear to have any change room/shower facilities in the new gym area • Will YMCA still manage the centre? • With all the proposed new buildings will there be extra parking for additional members and hopefully will be brightly lit? • Perhaps a Hydro Spa for rehabilitation? • Definitely need more showers and change rooms in current indoor pool area - at least double the existing number to cater for extra swimming lessons and school holiday times
3	I would prefer a 50m indoor at oasis (option for dividing float like noble park) and keep the noble park 50m outdoor. It is the only outdoor in the area and is great place to socialize in summer. We should retain an outdoor facility. 50m indoor at oasis is better, as lap swimming and training and competitions can use it. If they have the divider then can use it for both.
4	Need to retain significant plaques from Dandenong Oasis and install in new facility. 50m pool at Dandenong Oasis is named after Claude Quist; a lifeguard who carried out many recues for the public and is held in high esteem by the community. Acknowledges display at NPAC from the original Noble Park pool, which includes notable items that have been salvaged and re-installed for historical purposes. Believes that capturing and preserving history needs to be made a priority.
5	As regular patrons for many years, the community wishes to express our collective disappointment in the proposed decision to construct a 25m pool. Whilst we are in dire need of a facility upgrade, the 50m pool is an unanimous necessity for the community. The proposed 25m pool does not meet the community needs, in sharing between the swimming squads, lap swimmers, patrons, swimming lessons and recreational users. Furthermore, swim squads won't be able to dive and train properly. The results of the survey from last year is not accurate because the low activity / patronage of the 50m pool is due to the dilapidated quality of the facility. With a new 50m pool that is cleaner and newer, who wouldn't want to come? The new and upgrade 50m pool will attract more patrons, generating more revenue. According to the proposed costs, would it more be more financially sustainable to spend less on a 50m pool for Oasis, than funding a more expensive enclosure upgrade of NPAC. If this facility truly aims to cater for the needs of the community, then the uncompromising and correct changes of providing a 50m pool should be carefully considered. These decisions are integral for posterity. WE, THE UNDERSIGNED, HEREBY PETITION the Council of Greater Dandenong to maintain a 50m pool in the proposed design:
6	<u>NPAC - 50 Metre Outdoor Heated Swimming Pool Year Round Operation</u> DO NOT enclose

Submission #	Comments
	<u>Why:</u> • The pool is the only one of its kind across a number of municipalities • The pool provides City of Greater Dandenong with a unique advantage • Ideal for school carnivals • Paramount for people who are sensitive to the odours of indoor pools • Paramount for people who have respiratory conditions and need the fresh air when swimming • Paramount for those who are sensitive to excessive noise and echo which is encountered with indoor pools • Swimming in the open is a totally different experience than swimming indoors – for those who swim recreationally outside, doing backstroke, either through preference or necessity, and being able to see the clouds and the trees and see and hear the birds is just magic – so peaceful and relaxing and rejuvenating • Other swimming clubs and groups bring their swimmers/clients to NPAC to run their programs specifically in the outdoor pool • The pool is currently partly covered by the concrete overhead structures. This provides shade and a wind break so that people can still enjoy the outdoor experience of the pool without it being totally closed in. <u>Other Factors:</u> • The outdoor pool and its surrounds i.e. outdoor space and outside cafe, when used for school carnivals, ‘contains’ the students and does not encroach, with foot traffic and noise, on inside space that the public is using at the time, for example, group fitness classes, aqua classes, swimming lessons, and cafe. <u>DANDENONG OASIS - Provide a 50 metre 8 lane pool</u> <u>Why:</u> • Required for squads – I am aware that the centre will lose patronage if squads are not provided for • Required for diving • Longer pool = less congestion by lap swimmers • Equivalent of 3 – 4 lanes width often required for aqua aerobics • Deeper pool required for aqua deep and aqua running classes • There are people who have aspirations to be great swimmers. There are people who swim train for triathalons. There are many people who prefer to swim in a 50 metre pool. Limiting the pool to 25 metre only or even 50 metre with boom, will not provide for these people. <u>NPAC AND DANDENONG OASIS - Put in a 25 Metre Pool AS WELL as retaining the 50 metre pools</u> NPAC: Why: During the school swimming carnival season which runs for around 2 months, the 50 metre pool is out of action to the public from around 7.30 a.m. until around 3.00 – 3.30 p.m. Having an additional 25 metre pool at NPAC would allow lap swimmers to stay at NPAC and not have to necessarily share space with swimming lessons or aqua classes. NPAC and Dandenong Oasis: - Can be used as swimming space for childrens’ lessons - Can be used as swimming space for adults’ lessons There was discussion at the meetings that if a 25 metre lane pool was included it would provide for additional, narrower lanes for swimming lessons. This is not acceptable. The lanes become too congested and people cannot swim butterfly or breast stroke at all, or properly due to limb activity of the strokes. 25 metre pool lanes need to have adequate width for all swimmers for swimming and for resting at the ends. <u>Proposed Gym and Group Fitness Room/Creche and Meeting Rooms</u>

Submission #	Comments
	On the brochure the proposed gym is shown as a separate building with no provision for any change rooms, toilet or shower facilities. It is not sensible for gym patrons to be walking, or using their crutches, wheelchairs or other aids, through the main building corridor down to the other end of the building to access toilets, change rooms and shower facilities. Furthermore there is no provision of storage areas or staff office within the proposed gym Council staff state that there will be no change to the current group fitness or meeting rooms. With the expansion of the centre and Council wanting greater participation rates and utilisation of the Centre, the current Group Fitness room – Room 1 – will not be big enough. Currently there are a number of classes with large numbers and, with the use of specific equipment, the concertina door between Rooms 1 and 2 needs to be opened so that participants can exercise in safety. Whilst it is great to be able to have the use of both rooms for an exercise class there is no sound proofing of the rooms and this would need to be done. Additionally, there is currently inadequate storage room in Room 1 for the GF equipment and it is currently an OH & S issue. New or additional storage areas need to be incorporated in the plan. The room also requires a stage for the instructor to present from as it is hard for participants to see what the instructor is doing when everyone is at ground level. Some of the meeting rooms as they are now are not large enough for some of the groups that use them. There is currently no provision made for a crèche. <i>Recommend that the gym, sound proof group fitness rooms and associated adequate, accessible and safe storage spaces, change and shower and toilet facilities (including those for disabled patrons), and staff office be built into a first story on the complex.</i> <i>In the Group Fitness rooms, dimmer switches should be incorporated into the lighting to suit classes such as Pilates, Yoga, Body Balance, Meditation, Relaxation, Stretch and Tai Chi. Stages need to be provided in the group fitness rooms for the instructors to work from as it is too difficult for patrons to see the instructor when they are on the same level.</i> <i>Building a first floor would then free up the rooms downstairs to incorporate a crèche (which has not even been proposed for the centre), and maintain the meeting rooms. This would enable many multicultural women and groups to participate in programs at the centre which they cannot do at the moment as they have nowhere to leave their children. It is considered an OH & S issue for children to be unsupervised (actively watched) in GF classes. To maximise income for the crèche, it could additionally be used for Occasional Day Care under qualified supervision.</i> If Council wants to run with a 24/7 gym this is still viable if a first floor facility, along with change room/shower/toilet facilities is built with external access – which would be required as part of building requirements. <u>Spa and Sauna</u> Male and female facilities need to be provided Why: The population within the City of Greater Dandenong has an extremely large number of nationalities. Many women from the C.A.L.D. communities and indeed other women, feel extremely intimidated by men and will not, using Oasis as the example, go into these facilities because of the threat they feel. <i>Recommendation: Male and female facilities provided.</i> <u>NPAC & DANDENONG OASIS - Parking</u> A major increase in parking will be required for: - public - disabled patrons - buses <u>NPAC & DANDENONG OASIS - Environment</u> Solar Panels - include Water Tanks – increase

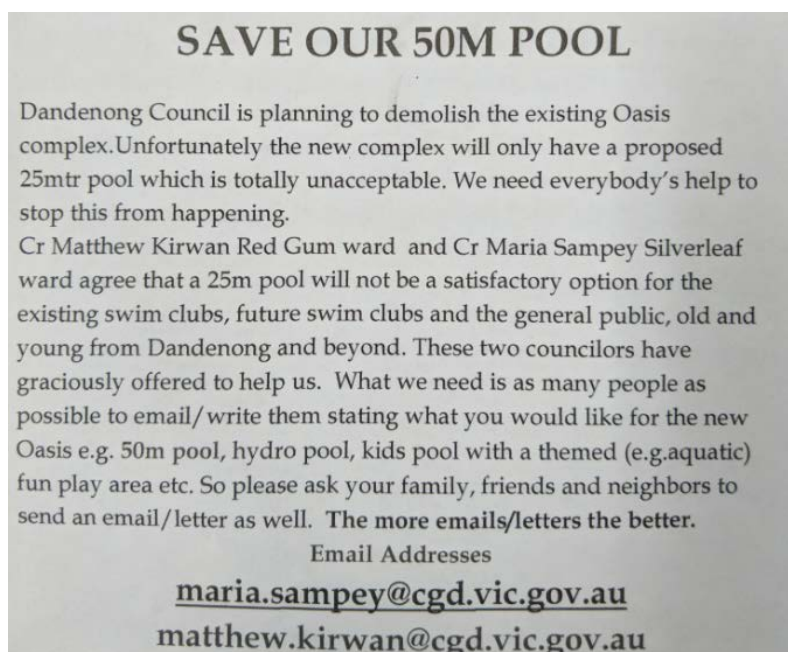
Submission #	Comments
	L.E.D. Lighting Extensive external lighting Air Conditioning – high level air conditioning/ventilation required on pool decks Recharge points for electric wheelchairs More indoor rinse off areas may be needed at NPAC. Indoor rinse off areas need to be incorporated at Dandenong Oasis in multiple areas Cleaning – the current allowance by Council for cleaning of one hour during the afternoon is far from adequate. The cleanliness of Oasis is abysmal. Recommendation <i>Additional money provided in the budget for both Centres for thorough cleaning on multiple occasions, i.e. every shift, throughout operation hours to maintain a safe and hygienic environment for patrons and employees.</i> <u>NPAC AND DANDENONG OASIS - Steam Room</u> Ditch the Steam Room proposal. It is a Life Guard's nightmare – with all the condensation and the steam it becomes impossible to see through the glass walls/doors to see if people are still conscious. Even with 15 minute checks in the room by the LG, 15 minutes is a long time for a person to be unconscious and in that heat and not found till the next Life Guard rotation. <i>Recommend that the space for the steam room be added to spa and/or sauna capacities</i> <u>NPAC & DANDENONG OASIS - The Current Program Pool</u> NPAC: • Aqua Aerobics. This pool was never designed with the intent of having aqua aerobic classes in it. As it is, the pool is not deep enough and there is too much slope on the floor. Additionally there are often swimming lessons and also the space being used by the public, which has resulted in having the aqua class participant numbers capped at quite a low figure (for safety reasons), and on many occasions patrons are turned away. • Infant and Pre-school Swimming Lessons. The pool depth is currently too shallow and therefore not safe for instructors and parents who are in the water with their infant or pre-schooler for lessons. Currently instructors and parents are spending most of the class time on their knees in the pool. • Seating Ledge in the pool. This ledge is regularly used by children who run along it. More often than not, they don't know the depth of the water, or understand about depth in relation to their own height, and can't swim. They lose their balance and run off the ledge into the deep water. Many a time lifeguards have to enter the water to retrieve the child. • Perspex dividers. These are a lifeguard's nightmare as they create blind spots due to the Perspex being virtually impossible to clean and keep transparent. • Beach Entry. The beach entry is the only accessible entry for people with disabilities. Having to try and work their way, often with their carer, and sometime with aids, through the shallow water and down the narrow side and into the deeper water is not at all ideal. • Multiple Use. During week days – late afternoons and evenings and particularly on Saturday mornings there is generally only the beach entry area and the 'aisle' area available for public space – which is always congested, being occupied by many parents with children who are waiting for lessons or with children after their lessons. Recommendations <i>Indoor Learn to swimming pool/s specifically for children's lessons during designated times. This pool be utilised by children who are learning to swim (i.e. beginners – who are generally younger children) depth and distance need to be considered – particularly bearing in mind the occupational health and safety considerations for instructors. Outside of these times the area can be used by children and parents who attend for recreation. Once children are ready for progression to greater depth they can move to the new 25 metre indoor pool. A 25 metre pool could also accommodate Aqua Aerobics lap swimming and swimming lessons for adults.</i>

Submission #	Comments
	Hydro Pool <i>Notwithstanding the above, the hydro pool must cater appropriately with the needs of users – those with disabilities, aqua classes, older adults, instructors and swimming students (infants and pre-schoolers) in regard to access (ramps and rails, hoist) depth, gradient and temperature. For some users even an indoor heated pool is too cold for their physical conditions and/or age.</i> Design of all pools at both Centres need to provide for: • <i>Adequate depth for activities undertaken in the pool. For example, aqua aerobics – participants should be at upper chest depth (1.2 m) so that they can comfortably adjust their body to have their shoulders under the water for maximum benefit of exercise. Infant and pre-schooler swimming lessons – depth should be at upper chest height (1.2m) for instructors and parents who are involved in lessons with infants and pre-schoolers - to prevent injury – particularly to backs and knees</i> • <i>Gradient/floor level of pool. Gradual – gradient - To allow for wheelchair entry and those with other mobility issues – Ramp entry required to avoid any mishaps with youngsters who may be using the beach entry area</i> • <i>Size – To allow for, say 30 – 40 participants, to be able to stand with their hips parallel on a level surface</i> • <i>Minimisation of noise and echo</i> Those using the sauna, spa and hydro areas usually do so for relaxation. The use of the hydro and the 25 metre for aqua classes requires the use of music, microphone and loudspeaker for the instructor for class delivery Recommendation <i>Children's areas, for example splash park and learn to swim pools, be positioned away from the sauna, spa, hydro area and 25 metre pool.</i> DANDENONG OASIS Currently most of the space in the program pool is taken up with swimming lessons on Saturdays and week afternoons. Hence the public rarely are able to recreate in this area. Swimming lessons also occupy a number of lanes in the 50 metre pool. Recommendation <i>Keep the current 50 metre pool and build a 25 metre pool – Council has the land to do so. Reasons are similar to those outlined above for NPAC.</i> NPAC & DANDENONG OASIS Positioning of pools/spa/sauna Recommended – position so that there are no blind spots for Life Guards Change Rooms Whilst there are already designated women's and men's toilet and shower and change facilities and family change cubicles these are not sufficient. More facilities need to be included: Recommended: <i>Increase the number of existing designated facilities</i> <i>Add designated disabled change facilities</i> <i>Add designated male and female school groups change facilities</i> <i>Add a designated staff change facility</i> <i>Removing the slide (which is only operational during summer, and then only when the temperature hits a certain degree) could be replaced with change/shower/toilet facilities that would work well for both school groups and the general public.</i> Duplication of Services Council state that they are trying to avoid duplication of services.

Submission #	Comments
	However, local residents generally want to patronise their local community services. It is unreasonable to expect people from the Springvale side of NPAC to travel to Oasis to get a service that is not provided at NPAC and likewise for the opposite direction, people coming from Endeavour Hills having to go to NPAC to get a service that should be provided at Oasis. In addition residents within the City of Dandenong who are linked to community services via community buses, can only attend a pre-determined venue for recreation i.e. Dandenong Oasis. However, there are community groups who have a pre-determined venue of NPAC. Furthermore, many people use the facilities either closest to their home or closest to their work or closest to public transport (bus and rail). Often people use the closest centre during their lunch break or before work or after work and I would not think, would want to travel further to the other centre. There are a number of patrons who attend one centre rather than another as it is within walking distance. Recommendation <i>Provide duplication of services</i> ADDITIONAL COMMENTS What is planned for both Centres is well overdue and will meet current needs. To cater for the future then larger development needs to take place. <u>Brochures / Multicultural Brochures</u> Dandenong has a high percentage of varying nationalities, a large majority of whom access Oasis in particular. No brochures or surveys in different languages were provided. I appreciate that with so many different nationalities it would be extremely difficult to produce brochures/surveys for everyone, but to disregard this demographic is discriminatory. The appearance of a tiny TIS logo on the back of the English language brochure/survey is useless. Recommendation <i>At the next round of consultation with the public that multicultural groups be included</i> <u>Consultation with staff at the coal face</u> Quite a number of staff from varying disciplines within the Centre were very disappointed with Council that meetings were not specifically held with them. At the coal face, not only are these staff involved in professional relationships with the public but they are the ones who have a very good idea of what is needed for the areas in which they are concerned for optimal delivery to the public. Recommendation <i>At the next round of consultation with the public that multicultural groups be included</i>
7	I am a resident of the Dandenong Community. I have been swimming at Dandenong Oasis for many years. I and my fellow swimmers have just been informed of the Dandenong Council idea of re building Oasis - fantastic However at the expense of the 50mtr pool. Replacing the 50mtr pool with a 25mtr pool is not only beyond belief, but certainly impractical. The idea that all lap swimmers have to travel to Noble Park to an outside pool especially in winter is beyond any words that I can think of. This reconstruction has been poorly advertised and it was only by accident that we found out about a meeting being held at the pool. Consequently there was only 15 people in attendance, not a great cross section of the community and not enough to raise any objection that would be taken into account. We were told to go to Council meetings to lodge our objections and ask questions but we find out that if Council don't like our questions they will not be answered which tip the scales in Council favour. So where do we turn to get this antiquated idea overturned. Any suggestions?
8	This email is addressing my concerns around the proposed closure of Noble Park Aquatic Centre's 50 meter swimming pool. As I only learned of this proposal today, 4th July, I would still like to submit my feedback on this issue.

Submission #	Comments
	I am a cancer survivor, and swimming has been an enormous help towards my rehab and general wellbeing. My husband and I swim at NPAC on average 3-4 times a week, throughout the year, and consistently renew our multi passes. We drive from our home in Rowville, and consider NPAC to be the best managed aquatic centre, with friendly and obliging staff, clean pool environment, that we have experienced throughout our many decades of swimming at other aquatic centres. The other draw card for us is the experience of an outdoor pool, there are not any of its kind in the south eastern suburbs. As a member, I am concerned that there has been good money and foresight invested in refurbishing the aquatic precinct, which was completed only 5 or 6 years ago. The pool serves multiple community clubs and users that I have observed in the winter months, not just the warmer months. I would strongly encourage those making these decisions to seriously and thoroughly explore other creative ways to keep this facility open to the community. e.g shorter pool opening hours during winter months. Could you please notify me on this email address of any future community consultation meetings or updates!

Twenty-three (23) additional submissions were received after the formal consultation period, in response to the following flyer that was distributed at the Centre by a local patron. These submissions are detailed below.



Submission #	Comments
1	I think the new Oasis Complex should contain a 50 meter pool not 25 meters.
2	I has been swimming in Oasis Dandenong swim pool 18 years, please keep have 50M pool
3	It is great that my workplace is going to get an upgrade, but I am extremely disappointed to find out that it doesn't include a new 50m pool. A 25m pool is like upgrading the tennis centre at Melbourne Park and only building half size courts! Completely unsatisfactory. Lap swimmers need and deserve a 50m pool. Please try and save our 50m pool. As a swimmer I am passionate about this, but as a staff member I also fear a decline in members if the 25m pool goes ahead.
4	My wife and I are regular lap-swimmers at Dandenong Oasis pool. We attended the recent public meeting at the pool and were surprised to learn of the probability that the new pool will no longer feature a 50 metre pool for regular public lap swimming. I swim 5 km on Tuesdays and 3 km on Saturdays, which is 100 laps and 60 laps respectively and my wife swims 20 laps, twice a week. To swim these distances in a 25 metre pool, just doubles the number of turns to 200 and 120, for me, and 40 for my wife. Short swims (25 metre) do not provide the same exercise benefit as longer swims. We have been coming to the Oasis pool / W.G.Wright pool in Dandenong for nearly 40 years and value the long, deep pool that we have there. As we are older, now, Noble Park Pool (outdoor) would not be an option for us, as walking from the pool deck to the changerooms on a Winters morning would be far too cold.
5	I am just emailing you to share my thoughts on the new aquatic centre that Dandenong Council is going to build, which I believe is a great idea.

Submission #	Comments
	I am a member of the present Oasis centre using the facilities for swimming. I use the 50 metre pool for both exercise and health and well being. I am concerned about the discussion of a 25 meter pool for several reasons. A 25m pool would not give me the challenge of having to swim a distance for my fitness level and no room to improve it. There would be a lot more turning rather than swimming strokes in a 25m pool. There would be more crowding in a 25m lanes to the detriment of individual swimmers. The swimming club would be unable to use the pool for either training for competitions at National or state levels therefore it could reduce the membership numbers attending the pool. Children who are learning at swim would also not have a deep end to learn how to tread water for their own safety, eg when going to the beach or lakes. I have no concern about a boom being used in the pool as long as everyday swimmers have the opportunity to swim using 50m pool each day. The present 50m pool has been an asset to Dandenong for a long period of time and it would be a loss to swimmers to reduce it to a 25m pool losing the opportunity to provide a first class facility for the local community. Other improvements for the new centre a great idea, the present hydro-therapy is too small for the number of patrons using it, along with the present spar and sauna. Facilities for families and the local community, young children and ramps etc for the disabled are also needed. A teaching pool for learning to swim is also a positive move. The multicultural mix of patrons within Dandenong who come from countries where swimming was not seen as important need encouraging into a new centre to hopefully learn to swim so that all Australians are safe around water. At present the centre is easy to reach with many bus services and easy parking, it would be a longer distance to reach the Noble Park pool and direct access is not as easy. I believe many patrons would not bother to try and swim at Noble Park but would consider looking towards the facilities at City of Casey centres. I ask the Council to please provide a new aquatic centre with a 50metre pool.
6	Please save our 50 meter Swimming Pool from being removed from the Oasis Complex. A 25M Pool will not be a satisfactory replacement for existing Swimming clubs, future Swimming clubs, and the general public from Dandenong and surrounding areas, as 50M is required for a good swimming experience and work out.
7	Thank you very much for being aware and supporting our, the residents, need and desire for a 50m swimming pool. Please consider my full support for a new facility which is designed to provide multi-use for any community member. I also have a very important personal reason for this plea. I'd like to outline to you my situation, briefly. I am in my early 60's, recently retired and have taken up swimming as my hobby and fitness routine. I have always been a reasonable swimmer but now that I have the time to invest in this activity, I have actually taught myself the correct techniques for freestyle and breaststroke. Swimming in the 50m pool has been a real inspiration. It has been very satisfying to set and achieve new challenges. In my opinion, swimming in the 50m pool is what is keeping me fit and healthy. I would love to be able to continue investing in my health and wellbeing for many years to come. Please help me to stay healthy and active in my later years.

Submission #	Comments
8	I am a member of Dandenong Oasis, I do Aqua fit classes in the 50 metre pool, the new complex definitely need a 50 metre pool as a 25 metre will be totally useless considering all the activities the 50 metre has.
9	Dandenong Council is planning to demolish the existing Oasis complex at the corner of Heatherton Road and Cleeland Street and replace it with a new one. Unfortunately the new complex proposed will only have a 25-meter swimming pool which is totally NOT acceptable. We would like to see a 50-meter pool in the plan of the new Oasis complex. Thank you for your help!
10	I am writing to request your support in relation to the proposed massive changes to the existing 50 metre pool at the Oasis centre in Cleeland St. Although I am not now a resident of Dandenong, (I now live in Carrum), I grew up there, I am an active volunteer with Dandenong Historical Society and was a member of the Dandenong Lifesaving and Swimming Club for all of my teenage years (1951 - 1960), at that time in the old 40yard (36.6 metre) open air, unheated pool. I can assure you that training in that length for competitions in a 50metre pool is inadequate and in a 25metre pool is even worse. I have used this facility since it was the W.G.Wright pool from 1978 till we left Dandenong in 1998. Since we returned to live in Carrum in 2010, I regularly attend the pool and swim 1Km. twice weekly from about 8.15am. I have made many acquaintances there including some in the Chinese community (about 80% of patrons in that time slot) many of whom attend every weekday! To many in this group it is an opportunity to socialise with people of their own cultural group. I find it very difficult to understand why consideration should be given to demolish this facility as it is perfectly adequate to satisfy the needs of the community as it is. At a talk by the proposed project's manager, she put forward the following reasons: (a) Maintenance Cost (b) Low Attendances (c) Council was seriously considering a 25metre pool. (d) Lack of access to gym. areas for disabled people. <u>Maintenance</u> If the filtration and heating elements are inadequate, it must surely be more economical to refurbish that to demolish and rebuild! I have personally never heard complaints from users except perhaps for a lax approach by management about the cleanliness of the pool bottom and ongoing cleanliness and provision of adequate toiletries in change rooms. <u>Attendance</u> When the PARC Aquatic Centre opened in Frankston some 3 or 4 years ago, I attended one morning. On entering, I found the huge foyer to be more a large coffee lounge/retail store for swimwear apparel with a pool attached, than the entrance to a swimming centre. Upon entering the pool area, I was confronted by a 50metre pool with a pontoon divider mid length constricting lap lengths to 25metre ponds with 4 people in each lane. Swimming in that situation is akin to doing laps in a trout farm! Passing a slower swimmer is not possible due to risking collision from the opposite direction. Returning to the Dandenong pool was bliss. I use swimming as a fitness regime, not just a fun paddle, as I'm sure many others do, where our 50metre lanes can accommodate 3 people comfortably and there is adequate room in the spare lanes for people to socialise and paddle about.

Submission #	Comments
	<u>Disabled Access</u> I would have thought that disabled people would require rather more specialised programs and instruction than they could access at a public gymnasium, however if this facility and the other special pools and features she outlined were necessary, they could surely be located in a ground level extension on the East side of the main pool. I draw your attention to the fact that the original plans of the W.G.Wright Pool allowed for an outdoor pool in that area. Finally can you please stress to your fellow councillors : Please reconsider the replacement of the existing 50metre pool, and concentrate on refurbishment. Discard any proposal of a new 25metre pool OR installing mid length barriers. There is plenty of life left in this facility and Dandenong MUST have it's own 50 metre indoor heated pool for the health, enjoyment and competitive sporting ability of it's future generations
11	I am writing to voice my disappointment in the currently proposed Oasis complex redevelopment, and specifically the 25m pool that has been included in the plans for the refurbishment. Being a loyal member for a number of years now, the 50m lap pool in one of the key reasons why I have chosen Oasis as my recreational pool of choice. With many options available closer to home, I prefer to travel extra distance, with the 50m pool being a key driver for this choice. Appreciate that you guys share the same concerns, and I therefore ask you to help us be heard at the next councillors meeting and help save the 50m pool.
12	I support the petition to save our 50m pool at Oasis. I've lived in Dandenong for 25 years. Keeping active is very important for me. Please help us save our 50m pool.
13	I'm writing to you to support the "save our 50m pool" initiative. Swimming in the 50m pool is reliably the highlight of the day for both of my parents, who have lived in Dandenong for over 35 years. It will be a sad day if we were to lose the 50m pool at the Oasis swimming pool.
14	I am writing to you about the proposal to reduce the swimming pool at oasis to 25m. Both me and my husband swim everyday at Oasis and have done so for the last 10 years. It saddens us to think that we will not have access to a 50 pool. Please help us in our cause to save the 50m pool.
15	A 25m pool would be very short sighted. This would be very limiting to any who area doing any form of regulation swimming training
16	I have recently been informed by neighbours and friends that the Dandenong council has plans to demolish the oasis swimming complex and replace the 50mtr pool with a 25mtr pool. Whilst the is oasis centre is in dire need of upgrading, I find astonishing that they would want to replace it with a smaller pool, do they not think that the people of Dandenong deserve to have the same or if not better pool complex than the one it replaces, has there been any consultation with the people of Dandenong after all the pool is for the benefit of the people, and is the redevelopment paid for by the people of Dandenong through their rates. You can add my name to the list of disgruntled

Submission #	Comments
	ratepayers to let the council know that a 50mtr pool must remain as part of the redevelopment.
17	My friend at the Oasis, Alex has sent this email because I do not have a computer. I am writing to you about the 25m pool at the Oasis. Could you please make a 50m pool as my friends are all telling me that they would like to keep a 50m pool and may not come here if there is only a 25m pool. It would be something good for everybody if the 50m pool was used.
18	I wish to register <i>my petition to have a 50 metre pool included in the construction of the new Dandenong Oasis complex.</i> I am a member of Dandenong Oasis and swim 5 days a week, in the morning. Three times a week, a swimming coach coaches young swimmers, who are performing very well. On these 3 mornings the training team uses 3 lanes, hence reducing the number of lanes for other swimmers. Some lanes have 5 or more swimmers at a time and the 50metre lanes make it less congested. A 25 metre pool is so short that as soon as you reach the ends and turn you will be in the other swimmers way, i.e. the space between swimmers is wider in a 50 meter pool. I would also like the new complex to include all the facilities that are already there i.e. hydro pool, kid's pool, sauna, spa etc. I thank you for your attention and co-operation.
19	I am sending you this email in regards to the proposed upgrade to the Dandenong Oasis facility. Several years ago my Dad and I decided to embark on a Rotary project, "Swim Against Malaria" and in 2008 we swam at the Oasis Dandenong raising around \$10,000 for the cause. For me this was the start of a journey and the use of the facilities at the Oasis. When Dad and I started to train we decided that we needed more physical fitness and started to use the gym. As the years went by my Dad stopped coming and this left me to continue on my journey of well being. Sadly Dad passed away some 5 years ago but I feel that his determination to do the best you can is with me to this day. I am sure that there are many members of the Oasis community with similar stories. There are a lot of my friends at the Oasis who have expressed concern and disappointment if the Council decided to not include a 50m pool in the development project. There is a great sense of good feeling when you swim 50m laps concentrating on technique or just contemplating the day ahead or anything else. It would be difficult to adjust to a 25m pool and perhaps in my case the need to consider an alternative. Some years ago KMart in Rowville reduced their hardware section and as a consequence I shopped elsewhere for my hardware. It also meant that I did not go to KMart very often. KMart lost the potential for me to buy other things. I sincerely hope that the Council considers the needs of and benefits to the community by including a 50m pool in the new facility.
20	I am writing to you about the new proposal at the Oasis. I am not sure why you are proposing a 25m pool as I like to use a 50m pool and it is close to my home. I have been coming to the oasis and enjoy everything for the last 20 years. It is more enjoyable to swim without too many people and a 50m pool provides enough room for everyone from casual swimmers to lap swimmers. Thank you for your time and I hope the Council will make a 50m pool.

Submission #	Comments
21	I heard from my friend that the 50-meter pool in Dandenong Oasis will be replaced by a 25-meter one. I don't think that can be called an upgrade. Please help to keep a 50-meter pool in the planning. Not sure if this helps but I created this online petition: https://www.change.org/p/city-of-greater-dandenong-save-our-50-meter-swimming-pool
22	I am delighted that the Council of Dandenong are upgrading an aging Oasis pool. This is a great way to support the citizens of Dandenong in both fitness and recreation. However to consider replacing the 50m Olympic size pool for just a 25m pool is a waste of resources. 25m pools are great for kids and families to play and splash about in or for water exercise classes. This size pool is useless for any swimmer who wants to train for competition swimming or just to maintain fitness. Do a lap, tumble turn and kick of and you are halfway to the other end already. No time to refine or improve your stroke style or just burn up energy. All you do is get giddy before you get fit. To have a pool that is only the 25m length rules out any competition swimming carnival or school sports events. A loss of income for the Council. To spend millions to try to upgrade the Noble Park pool is a waste of my council funds. The Noble Park pool is older than the Oasis pool. If you want to outshine Casey and their new complex and turn it into a social meeting place selling merchandise, then great, go ahead with wasteful plans, but to really cater for the Dandenong community you need a 50m pool in the complex. With all the surrounding land around the present Oasis why not just build your café and social splash pool and extra access for disabled. This would still work out cheaper and more functional than spending millions on Noble Park and more millions on a new pool complex. The Government is clamping down on wasteful councils and this would surely classify as wasteful. The shorter pool also means no deep end. This might not sound like much of a problem but its important for kids learning to swim. They need a deep end to prove to themselves they don't need to be able to touch the bottom to be safe. Also necessary for lifesaving training retrieving bodies from bottom of pool. If you do make the new facility just 25m then like many others, I shall get in car to drive to pool and decide why go to old Noble Park pool. Since I am already in my car I might as well go to Cranbourne which I have been told have excellent new 50m pool. Again a loss of income. You will end up with just exercise classes and a few kids splashing in pool or beginning swimming classes. To use the argument Noble Park is near station is ridiculous. Most of Rowville, Endeavour Hills, Dandenong and surrounding area who use the pool would still have to drive to station. Have you ever considered the parking at the station. Sure go ahead and build a 50m pool but make sure you also include the 50m Olympic competition size one as well as a priority. Personally, if you build a 25m pool there will be no deep end and so no Tarzan swing. As the oldest Tarzan swing addict, this is something I seriously protest about.
23	I am confused as to why Dandenong council would even remotely consider not including a 50 metre pool in its new complex. It beggars belief that you would spend so much money on a complex that does not fit the needs of your growing, multi-faceted population. Who needs a 50 metre pool and why? Children for play Children for water awareness and safety. Yes they need deep water Lap swimmers for fitness Lap swimmers for rehabilitation

Submission #	Comments
	Lap swimmers for competition Older people for rehab. You might not be aware of this but they need more than a hydro pool for rehab Young people for recreation. Yes get them off the streets and into the water. Squad groups Scuba learners In your new complex i understand the need for 2 hydro pools and a state of the art children's pool and play centre including wave pool and water play equipment. Why would you as Dandenong, (the big brother of the outer south east) not want the biggest and best facility. As the saying goes, if you build it they will come. At the moment the numbers are down because the amenities are old, dirty and outdated. Most of the time the pool is not vacuumed and as you swim your view is the rubbish on the bottom. I only go to Dandenong because it is closer. Noble park will not be an option for many people as it is too far away and public transport is too difficult. Also it is outdoors and i don't know about you but i am not going out in the cold in winter. I will simply go somewhere else as will many others. Also we heard about the carbon footprint being less. Well what about the carbon footprint of the many more cars on the road for longer trying to fight their way through the traffic to get to Noble Park. Lastly, it really made me angry when we were told by your representative that the flyer could not include other languages as there were too many too include and you didn't want to exclude anyone. Well by the way the translator facility was placed at the bottom left hand corner you know as well as i do you excluded most of the pool's population. Most of them don't read English, so how could they read about a translator being available. Really? You expected us to believe that spin. It seemed to all of us at that meeting that the council were just ticking boxes. I have been told that you are on our side and i hope that you can convince the council to see sense, because believe me they have stirred up a hornets nest. Judging from the people i have spoken to they are prepared to fight to the end, including going the press. I really hope it doesn't come to this. Thankyou for taking the time to read this.

3. Public Consultation Sessions

Dandenong Oasis – Monday 17 June 11:00am

40+ Attendees

Overview of draft Strategy provided (PowerPoint presentation) before questions / general discussion.
The following key points were noted:

Proposed Dandenong Aquatic and Leisure Centre

- **50m pool - overwhelming preference over 25m pool**
 - o Extensive discussion noted in favour of a 50m pool.
 - o Rationale for proposed 25m disputed by attendees.
 - o 25m pool would not cater for community needs. Pool would be overcrowded and not allow for lap swimming, squad etc.
 - o Need to consider future population. More water space needed.
 - o Retain existing 50m pool and build adjacent.
 - o Retain 50m pool for training for future competitions
- Discussion about proposed inclusion of boom (if a 50m pool is provided) and concern raised about how often it will be available for 50m swimmers – versus 2 x 25m pools (*Response: if a 50m pool is provided, it will be built to maximise flexibility and use and therefore include a boom. The use of the boom will be an operational issue and will respond to community demand. Note NPAC has a boom.*)
- Mills Reserve:
 - o Support for new Centre remaining on current site / Mills Reserve.
 - o Query about potential loss of open space.
 - o Support for existing Centre remaining open during construction.
 - o Query impact on hockey facility. (*Response: unlikely but subject to master plan*)
 - o Query potential sale of existing site / Centre. (*Response: No decision yet*)
- Warm water pools:
 - o Strong support for warm water pools.
 - o Acknowledge high demand, particularly amongst older adults and the inability of the existing facility to cope.
 - o Need to ensure pools are appropriate depth.
 - o Two pools are better than one. Shared use for programming and casual can be difficult.
- High demand for learn to swim. Need to ensure size of pool is large enough to cater for high numbers.
- The needs of the multicultural population should be considered, including the provision of women's only facilities. (*Response: to be address via programming initiatives as opposed to the duplication of facilities.*)
- Query what is wrong with the current facility? (Response provided by all in attendance re: inadequate size of facilities, access issues, poor layout, inefficiencies, end of service life asset etc.)
- Depth of pools need to be carefully considered. (*Response: refer to design development phase*)
- Query about future of table tennis facility. (*Response: planning of new facility to be undertaken in consultation with GDTTA.*)
- Question inclusion of squash courts. Note regular use and school use. (*Response: not included due to low participation level / demand.*)

- Car parking security and lighting to be considered. CCTV required.
- Fees and charges are a barrier to participation. The new Centre will need to be affordable.
- Query funding sources. Note CGD main contributor, but seeking external funding (including State and Federal funding).

Proposed NPAC Redevelopment

- Provided a 50m pool at Oasis would be cheaper than enclosing NPAC.
- People want all facilities in the one Centre. Not travel between two Centres.

Other Comments

- Consultation. Query why survey was not translated into other languages. *(Response: 130 different languages in CGD. Interpretation service provided instead.)*

Dandenong Oasis – Monday 17 June 6:00pm

15 attendees (approx.)

Overview of draft Strategy provided (PowerPoint presentation) before questions / general discussion. The following key points were noted:

Proposed Dandenong Aquatic and Leisure Centre

- **50m pool - overwhelming preference over 25m pool**
 - o 25m pool is a laugh. Would get very busy and congested. People don't understand the rules (re: use of lanes)
 - o OH&S issues: 25m pool would be dangerous; everyone wants to swim in the fast lane; no opportunity to overtake slow swimmers; would cause 'pool rage' – very frustrating
 - o Why not 2 x 50m pools – one warm, one cold?
 - o Swim Club needs 50m pool. 40 kids will leave and club will fold if 25m pool built.
 - o CGD has large and growing population. Will need large pool/s.
 - o Need 50m pool at Oasis. Rate payers are paying for it.
 - o Don't see why we can't have 2 x 50m pools like Waverley and Doncaster. We're the second largest city in Melbourne!
 - o The new Centre should be about improving facilities, not going backwards to 25m pool
 - o Query reported issue with deep water. Required for diving, scuba divers etc.
- Warm water pools. Acknowledge high demand, especially amongst older adults and support for provision.
- Spa and sauna appears very small. Need ramp access.
- I swim at NPAC but come to Oasis for sauna by bus
- Query potential for separate facilities / areas for males and females. High demand for women's only classes and areas.
- Need to include ramps to pools, lift access etc. *(Response: universal design to be included.)*
- Need to include solar panels / water tanks etc. *(Response: ESD principles to be included.)*
- Question Table Tennis remaining? *(Response: new facility to be planned in consultation with GDTTA)*
- Question inclusion of squash courts. *(Response: not included due to low participation level / demand.)*
- Need for private room for breastfeeding / reflection etc.
- Support for provision of modern change room facilities, including family change rooms etc.

- Query location within Mills Reserve. (Response: subject to master planning process)

Proposed NPAC Redevelopment

- Question why so much focus on Noble Park?
- NPAC was not done properly. Don't make the same mistake with Oasis.
- NPAC not easy to get to via public transport
- Unrealistic to think 50m pool users will travel to NPAC
- Query parking at NPAC. Need to ensure sufficient provision
- Question need to cover NPAC pool? General support to leave uncovered and spend money on Oasis (cheaper to upgrade 50m pool at Oasis than enclose NPAC pool)
- Question why swimming carnivals are predominantly held at NPAC and not Oasis. Note inconvenience to general public. Highlights need for two 50m pools.

Other Comments

- Consultation process:
 - Question whether the communities voice will be heard? Will Council really hear community opinions?
 - Question whether community can attend Council Meeting. Would like to see results of consultation report.
 - Question what other organisations are involved (*Response: local stakeholders plus peak bodies including LSV.*)
 - People can't read English (*Response: CGD has over 160 different nationalities therefore translation information is included.*)

Written Comments from Oasis Consultation Sessions (17 June 2019)

Main Pool – 25m v 50m

- 50m is pool is preferred!!! Please use this opportunity to develop a State-of-the-Art facility which will suit the large proportion of the users current and future. This is more suitable to develop rather than duplicate with NPAC.
- 50m pool is my preference, a boom is a good idea as well.
- 50m pool should be provided for the future!!!!
- Nothing less than 50m pool!!
- Evening meeting overwhelming endorses 50m pool option
- Build a State-of-the-Art facility that improves o the status quo – do go backward by downsizing to a 25m pool
- 2 x 50m pool – what's the problem – how hard is it?

Warm Water / Hydrotherapy Pool

- Put water jets along the side of warm water pools instead of separate spa area. It should be able to be used by general public not just those who need hydrotherapy.

Learn to Swim Pool and Leisure Pool / Water Play

- We need to encourage our multicultural groups to teach their children to swim. Unfortunately, many beach drownings are members of our multicultural communities.

Other Facilities / Considerations:

- Drop-off zones – on the flat (undercover would be good)
- More disabled parking (on the flat)
- Ramps, rails, lift (urgent)
- Better change facilities for special needs
- Car parks

NPAC – Wednesday 19 June 11:45am

19 attendees

Overview of draft Strategy provided (PowerPoint presentation) before questions / general discussion.
The following key points were noted:

Proposed NPAC Redevelopment

- **Overwhelming preference to leave 50m pool as an outdoor pool**
 - o Unique facility that draws people from afar. People come for the outdoor environment.
 - o Open air ideal for lap swimming. Good air quality.
 - o Query what is to be gained by enclosing the 50m pool?
 - o Regular swimmers at NPAC would never go to Oasis to swim as it's too hot and don't like the indoor pool environment / air quality. *(Response: Note the temperature of the 50m pool at Oasis reflects its current use.)*
 - o Note limited year round access to outdoor pools in the region.
 - o PARC is geared for children and young people and has too many kids. Parking is a also a nightmare.
 - o Hate lap swimming in a 25m pool when boom is in place. Is it possible to get a boom on half of the pool?
- Swimming carnivals
 - o NPAC hosts the majority of carnivals - Oasis had 5, while NPAC had 27. *(Response: Preference for one facility to cater for carnivals)*
 - o The swimming Club holds their comps in Melbourne.
 - o The community get notified about carnivals. It is an inconvenience, however we are appropriately notified.
- Support for proposed improvements / additions, but leave 50m pool alone. Commend Council for the proposed upgrades but keep the 50m pool outdoors.
- Support for expansion of indoor pool hall.
- Query size of LTS pool. Suggest it be enlarged to be a 25m indoor pool to maximise use. *(Response: Existing outdoor pool has a boom and can be split in to 2 x 25m pools)*
- Spa and sauna. Facilities look small. Query location within building v building expansion.
- Program pool. Mixed views about redeveloping.
 - o Support for addressing depth to better catering for adults
 - o Community were previously told warm water / hydro pool was not possible at NPAC
 - o Staff are likely to say the program pool is fine and leave it like it is.
- Gym:
 - o On the diagram the gym does not look linked to the facility *(Response: indicative plan only, Gym will be linked to the Centre)*
 - o Query whether gym will be open 24/7? *(Response: Likely to be incorporated into design, in response to current trends. Operational issue subject to demand.)*
 - o Query how after-hours access and how gym would be secured from the rest of the Centre be fenced/secured? *(Response: a dedicated entry point will need to be considered as part of the design process)*
 - o Highlight need for change rooms to cater for gym and program rooms

- NPAC caters well for older adults – highly valued. Highlight need for continue land-based classes / light paced classes. Highly valued. (Conversely, PARC have Zumba classes and cater for mixed age groups – particularly younger people.)
- Need to learn from previous mistakes and use a better tiler. The recent closure has hurt patronage. Many people haven't come back since it was closed.
- Need to keep as much of NPAC opened as possible while the works take place. Minimal impact to ongoing operations. There will be mutiny if the program pool is closed again as the community went without it for so long when the pools were closed
- The quality of staff at NPAC is good. Staff are lovely and do anything they can to help. Need to try and retain staff, over construction period.
- Ross Reserve Precinct.
 - There is going to be an All Abilities Playground across the road, which needs to be integrated into the whole development.
 - Coordinated approach required across the whole precinct.
 - Highlight need for adequate car parking for NPAC and surrounding facilities. Car parking is an issue when carnivals are on.
 - Master plan to be better promoted to the community.

Proposed Dandenong Aquatic and Leisure Centre

- **50m pool overwhelming preference**
 - Need to future proof the Oasis and get the 50m pool now. Highlight NPAC as example of what not to do (i.e. need for future expansion)
- Query impact of adding 50m pool – will something else go? (*Response: There is a possibility, but will be worked through re affordability. Note \$8M difference between 25 and 50m pool*)
- Proposed location for new change rooms limit the line of sight for lifeguards (*Response: Refer to next stage of planning*)
- Query what will happen with the old / existing site? (*Response: Subject to master plan – options may include return to open space or sale of land to pay for new centre.*)
- Query ability for Oasis stay open while the new centre is built? (*Response: Yes this is possible due to the new Centre being developed on new site within the Reserve.*)

Other Comments

- The survey does not provide enough background information to consider the rationale for a 25m pool at Oasis with relation to carnivals etc. Question are limited.
- Consultation opportunities could be better promoted (i.e. use of noticeboards, promotion amongst parents during swimming lessons).
- Highlight need to consult with YMCA staff on the ground to understand operational barriers with layout, pool size, member demands etc.? (*Response: meeting scheduled with YMCA leadership team next week*)
- Request for community to be informed of the outcome of the Aquatic Strategy.
- Highlight need for a coordinated approach across municipal boundaries, noting that the Doveton Pool is to be redeveloped. (The Drum and Bunjil place are a perfect example, with Bunjil now being more popular than the Drum.)
- Consideration of Allied Health at NPAC – and not just Oasis.

NPAC – Wednesday 19 June 6:00pm

5 attendees

Overview of draft Strategy provided (PowerPoint presentation) before questions / general discussion.
The following key points were noted:

Proposed NPAC Redevelopment

- **Overwhelming preference to leave 50m pool as an outdoor pool**
 - NPAC is the only outdoor pool around, why change it?
 - Enclosing the 50m pool would only be considered by a non-swimmer and would stop the current members from coming. Don't enclose it.
 - You should take the lane ropes out on a hot / busy day to maximise the space
- There appears to be insufficient space around the pools. We need family space around pools etc. and the plan does not look like this has been considered
- Spa and sauna.
 - These facilities look very small on the plan. Need to be adequately sized. Query how it will fit in the proposed location, without expanding the pool hall to the north.
- Leisure pool / water play
 - The noise levels will be unbearable with the splash park and learn to swim pool being in the pool hall. How will we be able to do our aqua classes? PARC noise levels are shocking when swimming lessons are on, why would we do the same thing here?
- Could the grassed area outside be expanded past the current fence line to accommodate better facilities and sufficient space for parents / families to congregate?
- We need a 25m pool at NPAC as well as the learn-to-swim and 50m pool so the kids can transition from the learn to swim pool to an indoor 25m then the outdoor 50m. *(Response: Outdoor 50m has a boom and can therefore be divided into 2 x 25m pools. No need for another.)*
- Query why a crèche at NPAC is not being considered?
- Amenities:
 - Why change the male change rooms?
 - Will the external showers stay for NPAC and is there a possibility that we could have rinse off showers inside the building to allow for easier access to showers before and after swimming
 - There are often queues of people trying to access the showers, will this be considered in the new build?
- Consider access for people with disabilities, parking access for people with disabilities and appropriate lighting?
- Gym / health and fitness:
 - Has there been thought to have the gym on top of the building and make it 24/7
 - Do shower blocks and toilets need to be added to the current plan. *(Response: amenities for dry facilities proposed in place of existing meeting room)*
 - Query whether the group fitness rooms be sound proofed? *(Response: we are not proposing to change the current group fitness rooms at this time.)*
- If you are wanting to bring more people in, more equipment and space is required. Storage is inadequate and the rooms need to be bigger and this is not provided for. You should take the learnings from this building and do it right the first time.
- Marketing of NPAC is poor. More advertising is needed. Query whether Council provides funding for marketing *(Response: Centre operations including marketing is contracted to the YMCA for an agreed subsidy. CGD assist where possible.)*
- Public transport here is an issue. Trains are ok, but buses from centre to centre is an issue.

- Request opportunity to see a re-draft before Council makes a final decision? *(Note public Council Meeting to be held to adopt final Strategy. Date TBC. Notification to be sent? Further community consultation to be undertaken as part of design development process.)*

Proposed Dandenong Aquatic and Leisure Centre

- Build the 50m pool at Oasis now to avoid having to do it in the future.
- Query / discussion about rationale for changing the current 50m pool at Oasis to a 25m pool?
- Note comment about high water temperature at Oasis – can't you just drop the temperature back? *(Response: current temperature reflects community demand. 60% of current 50m pool users are recreational swimmers and not lap swimmers.)*
 - One attendee agreed that he does not use Oasis for lap swimming due to 1) high water temperature and 2) internal pool environment. Prefers NPAC 50m pool.
- Aqua aerobics requires 3 lanes at 2.5m wide will this be considered? *(Response: whether it's an 8 lane 50m pool or a 10 lane 25m pool the planning will be for the lanes to be the correct width. It is then an operational consideration as to how the lanes will be divided.)*

Other Comments

- Query whether money was set aside for aquatic centre at Springers? *(Response: In short – no. Two facilities proposed. 95% of residents live within 5km of Oasis or NPAC.)*
- Query why staff haven't the staff been consulted *(Response: There is a meeting scheduled next week with the YMAC leadership team)*

Written Comments from NPAC Consultation Sessions (19 June 2019)

50m pool:

- Leave as outdoor 50m pool (x 6)
- Retractable roof and building with lift-up walls
- Never ever cover 50m pool!
- Best pool in Melbourne. Please leave it as it is.
- 2 x 50m pool. 1) Oasis; 2) NPAC
- Please leave it uncovered
- More marketing

Indoor Water Play:

- Area proposed is too small to allow a seating / supervision area for family and carers

Spa, Sauna and Steam Room:

- Move these to different location to what is on the new plan
- Proposed area is too small for a decent sauna / spa complex
- Sauna / spa complex need adjacent open showers

Program Pool and Learn to Swim Pool:

- Leave program pool for learn to swim. Turn new learn to swim pool into deeper warmer program pool
- Possible 25m 6 lane for more income from learn to swim growth and other programs
- Consider swapping proposed swim school pool to existing area

Gym:

- How is gym going to operation 24/7? Needs to be safely connected to facility to it is completely safe.
- Oasis lift if building is to be two-story
- Allied health opportunities at both Centres
- Build on top of existing program rooms. Would give the gym a nice outlook and use of existing footprint.
- Need to have a change room facility.

Change Rooms, Amenities, Other:

- Move change rooms so don't impede sightlines of lifeguards.
- Reflection room – prayer, breastfeeding, meditation, quiet room
- Scooter recharging points
- Why move existing male change room?

Appendix 2 – Consultation Material

Promotional Flyer and Survey

**SHAPING
THE FUTURE**

**OF GREATER DANDENONG'S
AQUATIC FACILITIES**

Following an extensive consultation process last year we are excited to announce new developments for Greater Dandenong's aquatic facilities.

The new facilities will be industry leading and represent the unique needs of our diverse community.

The draft Aquatic Strategy takes a municipal wide approach to aquatic provision and recommends:

NEW

 **A new aquatic and leisure centre to replace Dandenong Oasis**

EXPANSION

 **Expansion of the Noble Park Aquatic Centre (NPAC)**

 We are now seeking community feedback on the recommendations outlined in the draft Aquatic Strategy. Have your say at greaterdandenong.com/futureofaquatics or fill in the survey enclosed.

 **GREATER DANDENONG**
City of Opportunity

What you previously told us

-  The development of a new aquatic facility in Dandenong is very important to the community.
-  Mills Reserve is the preferred site for the new centre.
-  Warm water pool/s are the most popular facility for inclusion in the new centre.
-  Water play features are very important for parents and children.
-  NPAC is an important facility, but has limited year round appeal.

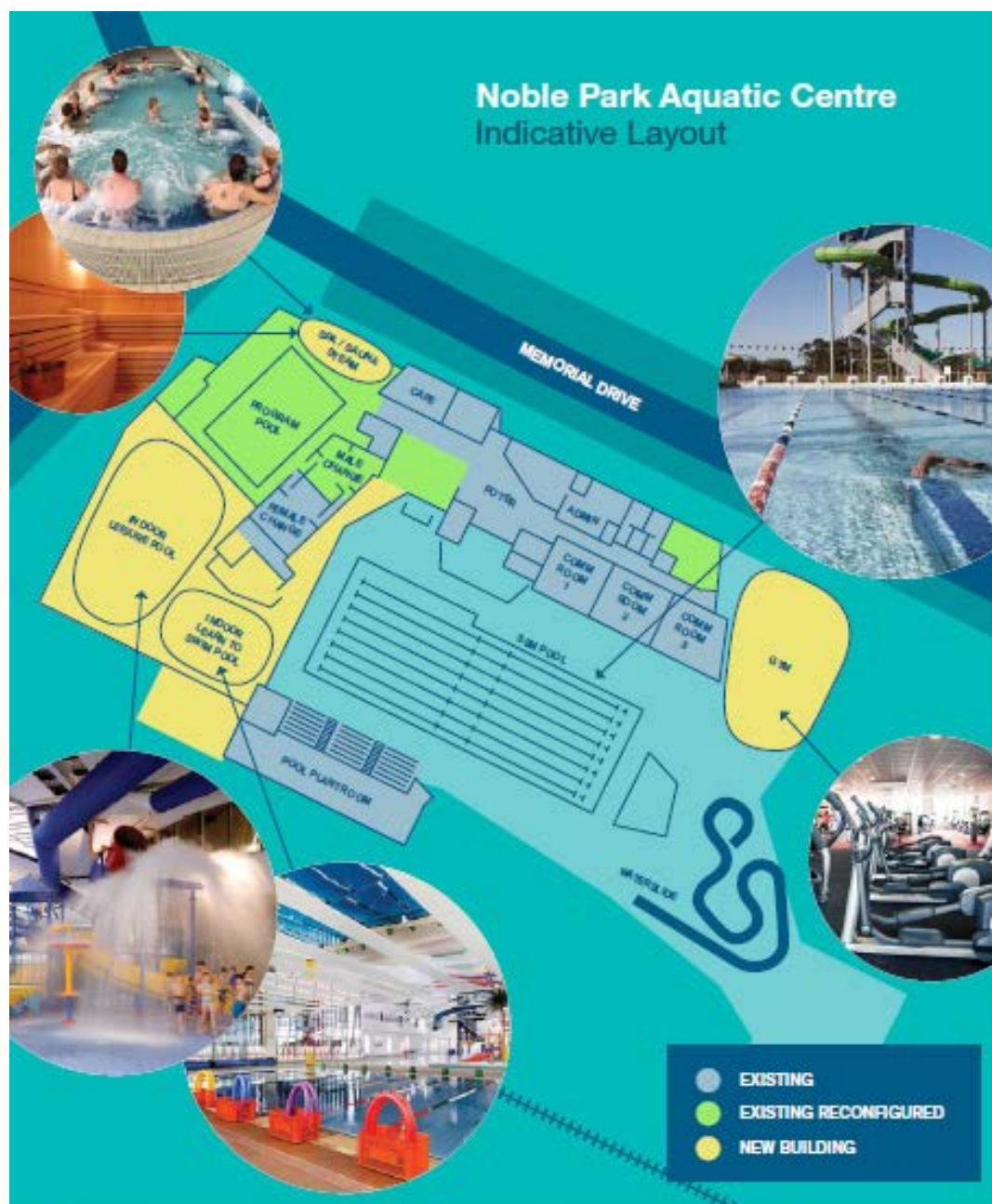
Future Directions

-  Council is proposing two 'complementary' aquatic and leisure centres in the City of Greater Dandenong.
-  The new Dandenong facility will be a multi-purpose venue with a focus on health, education, fitness and wellness and will include two warm water pools, a water play area, learn to swim pool, lap pool and much more.
-  NPAC will be a family friendly facility offering an expanded range of year round services with a focus on leisure, recreation and fitness, swimming carnivals and summer activities.
-  The estimated cost to implement the whole aquatic strategy is \$67 million based on proposed facility components (as shown). Council's ability to deliver the whole strategy will be considered in finalising the ultimate budget and mix of facilities across the two centres.
-  Did you know that Dandenong Oasis and NPAC are only 4km from one another (that's 8 minutes by car).

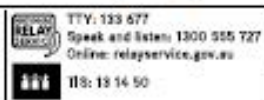
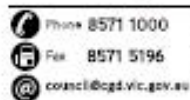
Proposed Dandenong Aquatic and Leisure Centre Indicative Layout

Proposed facility components may be subject to change





For more information, please contact Emma Michie
at communityconsultation@cgd.vic.gov.au or ph 8571 1000





Dandenong Aquatic and Leisure Centre (Oasis Replacement)

The draft Aquatic Strategy proposes the following recommendations in order to overcome issues associated with the age and condition of the existing Dandenong Oasis, which is no longer adequately meeting the needs of the community.

1. That a new aquatic and leisure centre be developed to replace the existing Dandenong Oasis
2. That the future Dandenong aquatic and leisure centre be located in Mills Reserve
3. That the following facility components be included in the new Centre:
 - Main pool - 25m 10 lane pool (see below)
 - Two (2) warm water pools
 - Learn to swim pool
 - Leisure pool / water play
 - Spa, sauna and steam room
 - Gymnasium
 - Program / group fitness rooms (3)
 - Amenities – café, meeting room, crèche, change rooms etc.

In addition to seeking general comments on the above proposal, specific feedback is sought on the size of the main pool. Independent advice suggests a 25m 10 lane pool (in addition to other proposed pools) in response to community need, current usage patterns, industry benchmarks and in order to complement NPAC's 50m pool (4km away). However community feedback is sought on this proposal.

Question: What size main pool are you more likely to use and support? (Please select one)

- | | |
|---------------------|--------------------------|
| 1. 25m 10 lane pool | ☐ |
| 2. 50m 8 lane pool | ☐ |

Capital cost implication: +\$8 million for 50m pool (increasing total capital cost from \$46 million to \$54 million) assuming no change to other proposed facility components
Operational implication: +\$200,000 pa for 50m pool

Comments on Dandenong Aquatic and Leisure Centre proposal (if any):

greaterdandenong.com/futureofaquatics





Noble Park Aquatic Centre (NPAC)

The following recommendation is proposed for NPAC in order to provide a greater range of year-round facilities and services, increase participation and attendance levels and improve the financial performance of the Centre.

1. That NPAC be redeveloped into the future to include an expanded range of year-round services.

Proposed improvements include:

- Expanded indoor pool hall
 - Dedicated learn to swim pool
 - Enclosure of water play / leisure water
 - Spa, sauna and steam room
 - Redeveloped program pool
- Health and wellness gymnasium
- Enhanced accessible change rooms

This proposal will complement existing facilities including the 50m outdoor pool, program rooms etc.

In addition to seeking comment on the above proposal, specific feedback is sought on the future of the outdoor 50m pool. Independent advice suggests that Council consider enclosing the 50m pool as a long term option only, however community feedback is sought on this proposal.

Question: What is your preferred option for the future of the NPAC 50m outdoor pool? (Please select one only)

- | | |
|--|--------------------------|
| 1. Retention of NPAC 50m pool as an outdoor pool (short to medium term) and reassess the future enclosure of the pool as a long term option. | ☐ |
| 2. Enclosure of 50m pool (creating an indoor 50m pool) | ☐ |

Capital cost implication: +\$12 million to enclose outdoor pool (increasing total capital cost from \$21 million to \$33 million)

Comments on proposed NPAC redevelopment (if any):

Demographic Information

1. How old are you?

2. What is your postcode?

Please provide your contact details if you would like to stay informed about the project (optional)

Name:

Email:

We respect your privacy. We will not sell or give away your personal information, unless required by law. Occasionally, we may use your details for our own research purposes or to let you know about other council information. If you want to see your personal data, modify your details or obtain a copy of Council's Privacy and Personal Information Policy please call 8571 1000.

What you previously told us

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Proposed Dandenong Aquatic and Leisure Centre Indicative Layout

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For more information, please contact Emma Michie
at communityconsultation@cgd.vic.gov.au or ph 8571 1000

Phone 8571 1000
Fax 8571 5196
@ council@cgd.vic.gov.au

TTY: 133 677
Speak and Listen: 1300 555 727
Online: relayservice.gov.au
H8: 18 14 50

Find us online 
greaterdandenong.com
   



2. Survey



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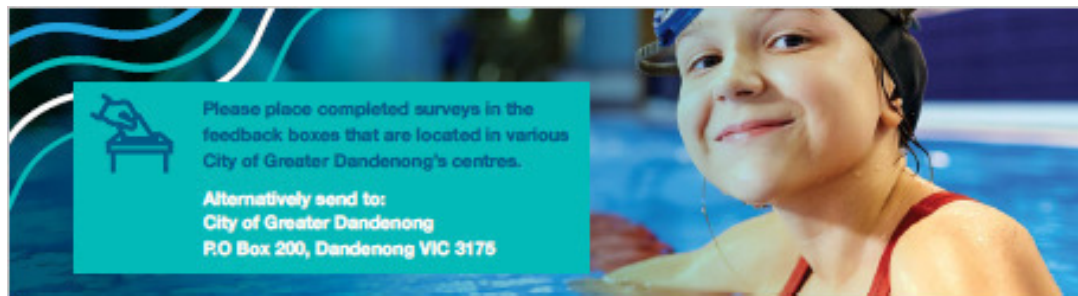
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Comments on proposed NPAC redevelopment (if any):

Demographic Information

1. How old are you?
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Please provide your contact details if you would like to stay informed about the project (optional)

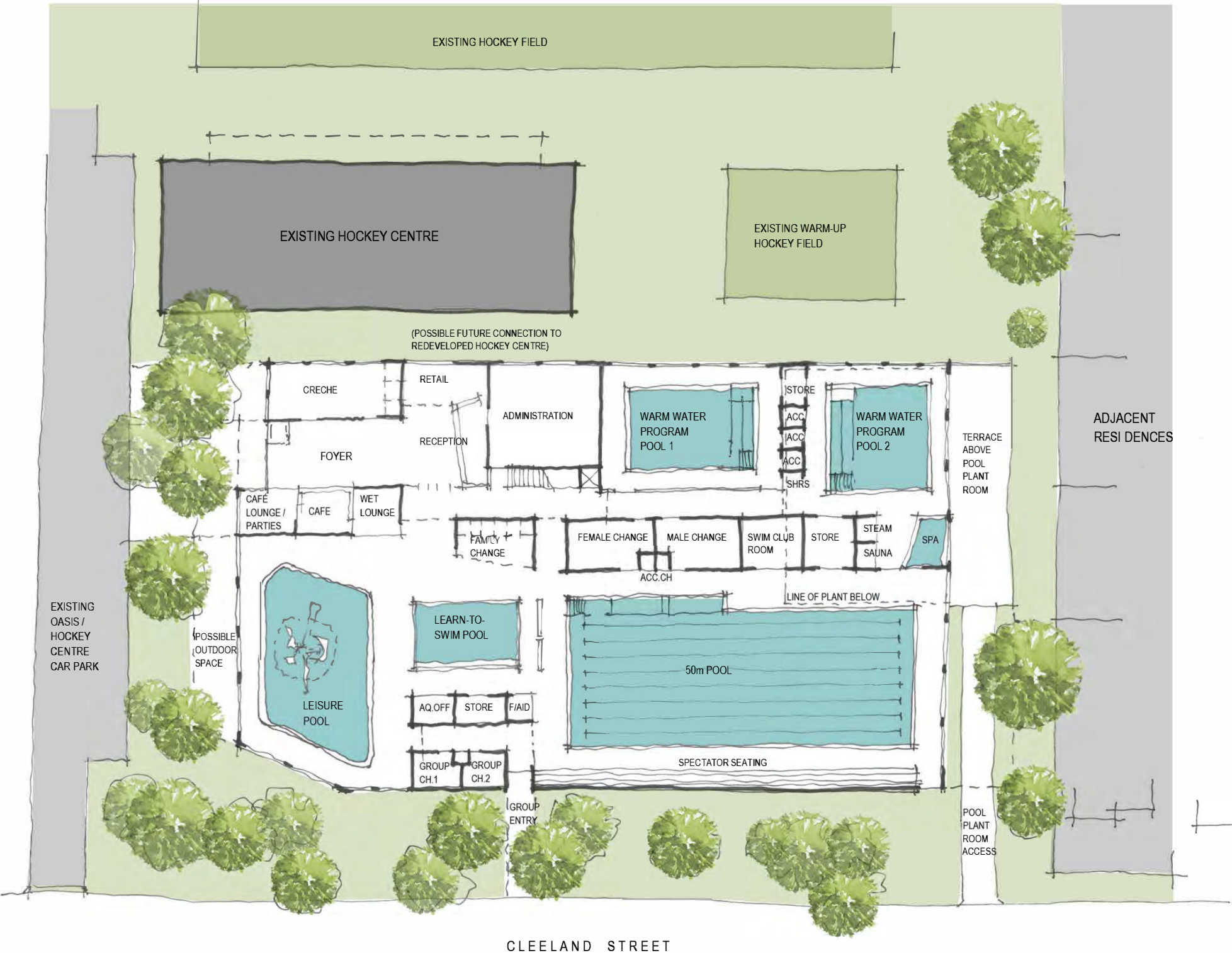
Name:

Email:

We respect your privacy. We will not sell or give away your personal information, unless required by law. Occasionally, we may use your details for our own research purposes or to let you know about other council information. If you want to see your personal data, modify your details or obtain a copy of Council's Privacy and Personal Information Policy please phone 0571 1000.

Aquatic Strategy
City of Greater Dandenong

Appendix G - 50m Pool Option at Mills Reserve



100216 DANDENONG AQUATIC FACILITY CONCEPTS

CLEELAND STREET SITE
GROUND LEVEL – GENERAL LAYOUT

ISSUE: SK-001/A
SCALE: NTS @ A3
DRAWN: MM
DATE: 19.07.2019





100216 DANDENONG AQUATIC FACILITY CONCEPTS

CLEELAND STREET SITE
UPPER LEVEL – GENERAL LAYOUT

ISSUE: SK-001/A
SCALE: NTS @ A3
DRAWN: MM
DATE: 19.07.2019



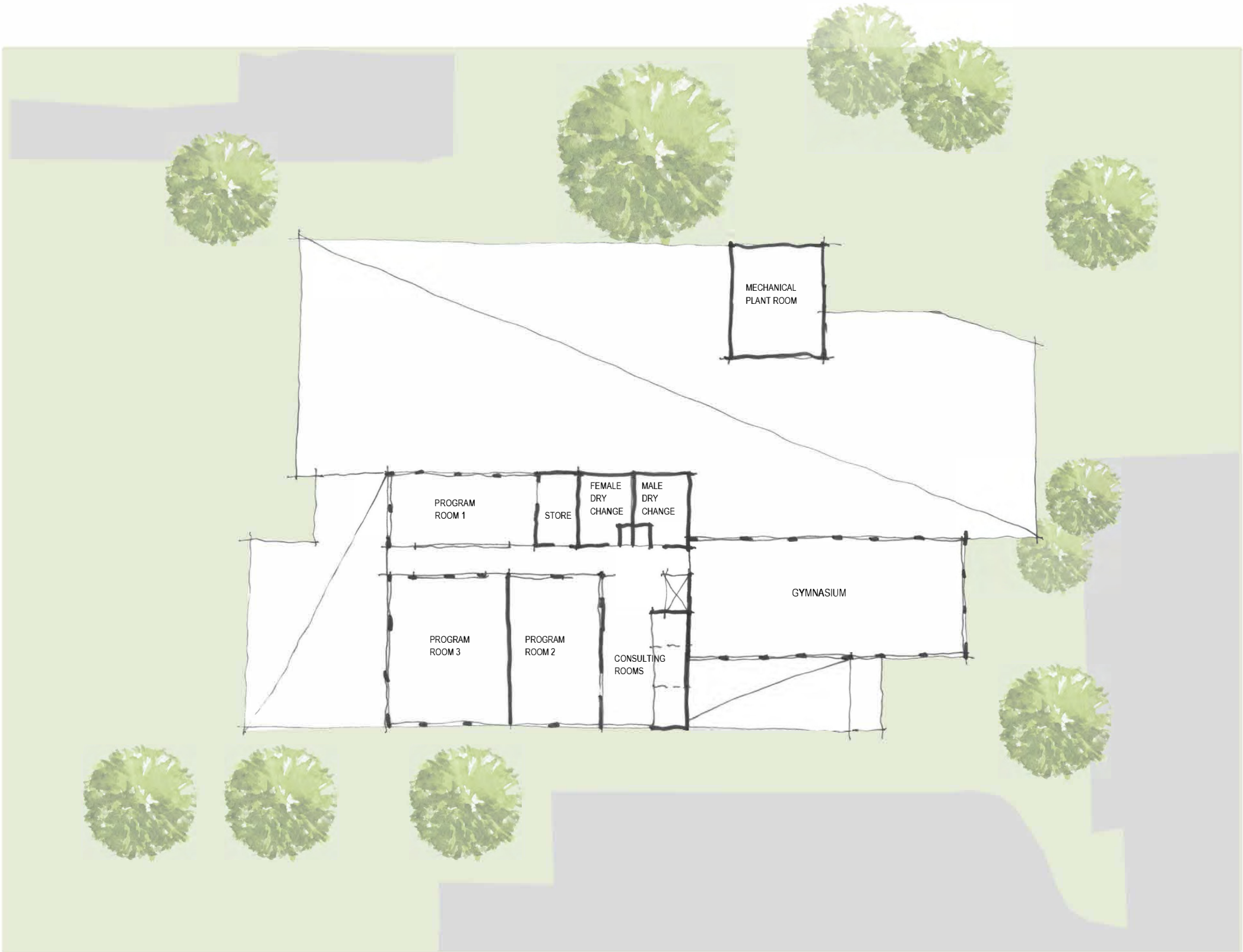


100216 DANDENONG AQUATIC FACILITY CONCEPTS

HEATHERTON ROAD SITE
GROUND LEVEL – GENERAL LAYOUT

ISSUE: SK-003/A
SCALE: NTS @ A3
DRAWN: MM
DATE: 19.07.2019





100216 DANDENONG AQUATIC FACILITY CONCEPTS

HEATHERTON ROAD SITE
UPPER LEVEL – GENERAL LAYOUT

ISSUE: SK-004/A
SCALE: NTS @ A3
DRAWN: MM
DATE: 19.07.2019





4.3 OTHER

4.3.1 List of Registered Correspondence to Mayor and Councillors

Responsible Officer: Manager Governance, Legal & Risk

Attachments: 1. List of Registered Correspondence to Mayor Councillors
250218 [4.3.1.1 - 2 pages]

Officer Recommendation

That the listed items for the period 3 – 14 February 2025 provided in Attachment 1 to this report be received and noted.

Executive Summary

1. Subsequent to past Council resolutions in relation to the listing of registered incoming correspondence addressed to the Mayor and Councillors, Attachment 1 to this report provides a list of this correspondence for the period 3 – 14 February 2025.

Objective

CONNECTED. COLLABORATIVE. COMMUNITY.

Correspondences addressed to the Mayor and Councillors received between 03/02/25 & 14/02/25 - for officer action - total = 1

Correspondence Name	Correspondence Dated	Date Record Created	Objective ID	User Currently Assigned
An invitation to Councillors and Council staff to register for ALGA's 2025 National General Assembly of Local Government (NGA) and their Local Government Tech Leadership Summit.	3-Feb-25	4-Feb-25	A11728651	Mayor & Councillors Office

NB: Users assigned may have changed by the time of the Council Meeting. Correct at time of report production only.

Objective

CONNECTED. COLLABORATIVE. COMMUNITY.

Correspondences addressed to the Mayor and Councillors received between 03/02/25 & 14/02/25 - for information only - total = 1

Correspondence Name	Correspondence Dated	Date Record Created	Objective ID	User Currently Assigned
An invitation to the Mayor and Councillors from Dandenong West Primary School to their Student Leadership Assembly.	4-Feb-25	4-Feb-25	A11731161	Mayor & Councillors Office

NB: Users assigned may have changed by the time of the Council Meeting. Correct at time of report production only.



4.3.2 Report on Matters Discussed at Councillor Briefing Sessions and Pre-Council Meetings

Responsible Officer: Manager Governance
Attachments: Nil

Officer Recommendation

That:

- a. the information contained in this report be received and noted; and
- b. the information discussed at the above listed Councillor Briefing Session that was declared confidential under section 3(1) of the *Local Government Act 2020* in Items 3, 15, 16, & 18 above remains confidential until further advisement unless that information forms the subject of a subsequent Council report.

Executive Summary

1. As part of Council's ongoing efforts to improve transparency in Council processes, matters discussed at Councillor Briefing Sessions & Pre-Council Meetings (other than those matters designated to be of a confidential nature) are reported on at Council meetings.
2. The matters listed in this report were presented to Councillor Briefing Sessions & Pre-Council Meetings during the period 9 December 2024 – 17 February 2025.

Background

3. The Executive Team and associated staff at Greater Dandenong City Council host Councillor Briefing Sessions and Pre-Council Meeting on a regular basis (weekly) to inform Councillors about the work officers are undertaking, share information, obtain feedback and discuss strategies and options for current and future work.
4. To ensure transparency in this process matters discussed at Councillor Briefing Sessions and Pre-Council Meetings (other than those matters designated to be confidential under the *Local Government Act 2020*) are reported on at Council meetings. This report represents matters discussed at the Councillor Briefing Sessions & Pre-Council Meetings during the period 9 December 2024 – 17 February 2025.

**Matters Presented for Discussion**

Item		Councillor Briefing Session/Pre-Council Meeting
1	General Discussion Councillors and Council officers briefly discussed the following items: a. Changes to liquor licensing regulations; b. Residential Tenancy formation of Task Force into Rooming Houses; and c. Agenda items for the Council meeting of 9 December 2024.	Pre-Council Meeting (PCM) – 9 December 2024
2	Community Strengthening – Directorate Overview As part of Greater Dandenong City Council's Councillor Induction Peta Gillies, Executive Director Community Strengthening provided a directorate overview.	Councillor Briefing Session (CBS) – 20 January 2025
3	Dandenong Wellbeing Centre – (Confidential) (CONFIDENTIAL under section 3(1)(a)(g) of the Local Government Act 2020)	Councillor Briefing Session (CBS) – 20 January 2025
4	Federal Election Advocacy Priorities Councillors and Council officers briefly discussed the advocacy priorities and process for the 2025 Federal Election.	Councillor Briefing Session (CBS) – 20 January 2025
5	City Improvement Program – Overview Councillors were provided with an overview of the process of developing the Capital Improvement Program (CIP) for 2025-25. The proposed list of projects for 2025-26 will be presented to Council for consideration at an upcoming Council meeting.	Councillor Briefing Session (CBS) – 20 January 2025
6	Mid-Year Budget As part of Council's approach to managing its finances actively within budgetary parameters, Council annually considers a Mid-Year Budget Review. Councillors were briefed on this topic and provided with information regarding the 2024-25 Mid-Year Budget.	Councillor Briefing Session (CBS) – 20 January 2025
7	General Discussion Councillors and Council officers briefly discussed the following items: a. Update on upcoming Australia Day award and Citizenship ceremony; b. Motions for the upcoming ALGA National Assembly in Canberra; c. Upcoming Council Executive and Councillor strategic planning days; and Agenda items for the Council Meeting of 28 January 2025	Councillor Briefing Session (CBS) – 20 January 2025



Item		Councillor Briefing Session/Pre-Council Meeting
8	General Discussion Councillors and Council officers briefly discussed the following items: a. Upcoming Housing Support funding briefing; b. Rough sleepers at Parkfield Reserve; c. School resumption and traffic monitoring considerations; and Agenda items for the Council Meeting of 28 January 2025	Pre-Council Meeting (PCM) – 28 January 2025
9	Parking Meter Renewal/Parking Technology Update Councillors were provided with an update of risks faced with parking payment security and cash collection. Potential options were presented along with details regarding planned stakeholder consultation.	Councillor Briefing Session (CBS) – 3 February 2025
10	Greater Dandenong Community Foundation Councillors were provided with potential options for establishing a community foundation within the Municipality. Possible approaches to granting, funding and governance were also explained.	Councillor Briefing Session (CBS) – 3 February 2025
11	Digital Technology Update – Executive Overview As part of Greater Dandenong City Council's Councillor Induction Yuri Guzman, Chief Information Officer provided a directorate overview.	Councillor Briefing Session (CBS) – 3 February 2025
12	Afghan Cultural Precinct Update Councillors were provided with an update on the recent influx of submissions regarding the requested renaming of the Afghan Cultural Precinct.	Councillor Briefing Session (CBS) – 3 February 2025
13	General Discussion Councillors and Council officers briefly discussed the following items: a. PEP building update; b. Dandenong Little Athletics Club update; c. Upcoming local government grant commission invitation; and d. Agenda items for the Council Meeting of 10 February 2025.	Councillor Briefing Session (CBS) – 3 February 2025
14	General Discussion Councillors and Council officers briefly discussed the following items: a. Update on recent AI technology developments; b. Upcoming Long Term Financial Strategy Briefing; and Agenda items for the Council Meeting of 10 February 2025.	Pre-Council Meeting (PCM) – 10 February 2025



Item		Councillor Briefing Session/Pre-Council Meeting
15	Burbank Section 173 Agreements – (Confidential) (CONFIDENTIAL under section 3(1)(a)(g) of the <i>Local Government Act 2020</i>)	Councillor Briefing Session (CBS) – 17 February 2025
16	Parks and Open Space Maintenance Services Contract Extension – (Confidential) (CONFIDENTIAL under section 3(1)(a) of the <i>Local Government Act 2020</i>)	Councillor Briefing Session (CBS) – 17 February 2025
17	Long Term Financial Plan (LTFP) Councillors were briefed on the statutory nature of Council's Long Term Financial Plan. The LTFP will be advertised via Public Notice and subsequently adopted by Council later in the year.	Councillor Briefing Session (CBS) – 17 February 2025
18	Dandenong Wellbeing Centre – (Confidential) (CONFIDENTIAL under section 3(1)(a)(g) of the <i>Local Government Act 2020</i>)	Councillor Briefing Session (CBS) – 17 February 2025
19	General Discussion Councillors and Council officers briefly discussed the Agenda items for the Council Meeting of 24 February 2025.	Councillor Briefing Session (CBS) – 17 February 2025

Apologies

- Councillor Lana Formoso and Councillor Sophie Tan submitted apologies for the Pre-Council Meeting on 9 December 2024.
- Councillor Phillip Danh, Councillor Alice Phuong Le and Councillor Sophie Tan submitted apologies for the Councillor Briefing Session on 20 January 2025.
- Councillor Bob Milkovic, Councillor Alice Phuong Le, Councillor Sean O'Reilly, Councillor Loi Truong and Councillor Sophie Tan submitted apologies for the Pre-Council Meeting on 28 January 2025.
- Councillor Alice Phuong Le submitted an apology for the Councillor Briefing Session on 3 February 2025.
- Councillor Phillip Danh, Councillor Isabella Doh and Councillor Alice Phuong Le submitted apologies for the Pre-Council Meeting on 10 February 2025.
- Councillor Phillip Danh, Councillor Alice Phuong Le and Councillor Loi Truong submitted apologies for the Councillor Briefing Session on 17 February 2025.

Legislative and Policy Obligations

- Section 9 of the *Local Government Act 2020* (LGA2020) states that a Council must in the performance of its role give effect to the overarching governance principles.
- Reporting on matters discussed at Councillor Briefing Sessions and Pre-Council Meetings gives effect to the overarching governance principles (in particular, section 9(i) of the *Local Government Act 2020*) in that the transparency of Council actions and information is ensured.



5 NOTICES OF MOTION

A Notice of Motion is a notice setting out the text of a motion proposed to be moved at the next relevant meeting. It must be in writing, signed by a Councillor, and be lodged with the Chief Executive Officer in sufficient time for them to give each Councillor at least 72-hours notice of such notice.

The guidelines for submitting a notice of motion to a Council meeting are included in the current Governance Rules.



6 REPORTS FROM COUNCILLORS/DELEGATED MEMBERS AND COUNCILLORS' QUESTIONS

The principal purpose of this item in the Council Meeting Agenda is for Councillors to report on their attendance, observations or important matters arising from their liaison or representation with groups for which the Councillor has been formally appointed by Council. In accordance with the documented 'protocol' that applies to either liaisons or representatives, Councillors should raise matters of importance during this item. Other matters may also be reported.

If a Councillor chooses to speak, the name of the conference/event and the Councillor will be noted in the Minutes for that meeting. If a Councillor requires additional information on the conference/event to be listed in the Minutes, they must submit it in writing to a Governance staff member by 12.00pm the day following this Council Meeting.

Question time is provided to enable Councillors to address questions to members of Council staff. The guidelines for asking questions at a Council meeting are included in the current Governance Rules.

Councillors have a total of 15 minutes each to report on their attendances at meetings, conferences or events and to ask questions of Council staff.



7 URGENT BUSINESS

No business may be admitted as urgent business unless it:

- a) relates to or arises out of a matter which has arisen since distribution of the Agenda; and
- b) cannot safely or conveniently be deferred until the next ordinary meeting and unless agreed to by a majority of those Councillors present at the meeting.



8 CLOSE OF BUSINESS