places for people

WOLLONGONG SOCIAL INFRASTRUCTURE PLANNING FRAMEWORK
2018-2028

wollongong
city of innovation

Acknowledgement of Country

We acknowledge the traditional custodians of the land on which we live. We pay our respects to Elders, past and present and extend that respect to all Aboriginal and Torres Strait Island people.

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MESSAGE FROM THE LORD MAYOR

It is my pleasure to present Wollongong City Council's 'Places for People' Social Infrastructure Planning Framework.

Council plays a key role in fostering strong and resilient communities, by providing high quality facilities and services that are accessible, sustainable and relevant to our needs. Our social infrastructure is the 'glue' that binds our community together - the places, spaces, programs and activities where people gather, learn, create, participate and celebrate.

The Social Infrastructure Planning Framework articulates principles and provides structure and guidelines for Council's future planning and decision-making about the city's community assets. It enables us to evaluate what we have now, understand what the

future needs of our city will be and develop a considered and evidence-based response to match needs with provision.

I am proud of the many groups and organisations that play a role in creating and maintaining the social infrastructure of our city. I value the contribution they make to enriching the life of our community and to working in partnership with Council to deliver innovative local outcomes.

The Social Infrastructure Planning Framework was produced in consultation with our partners, community members and stakeholders and I would like to thank all of those who took time to contribute their ideas and to engage with Council in its development.

Lord Mayor
Councillor Gordon Bradbery AM

INTRODUCTION AND OVERVIEW

Wollongong City Council is the key provider of community facilities that support the delivery of services, build inclusive, capable communities and activate suburbs across the Wollongong Local Government Area. Council recognises that these assets are held in stewardship by Council, on behalf of the community.

Cohesive, active and involved communities are created when the right kinds of spaces and places are available for people to come together and when the right kinds of services, networks and activities bring people together.

'Social infrastructure' is the term used to describe both the 'hard', physical assets (buildings) and the 'soft' human, social and service assets that contribute to making Wollongong a great place to live, work and play.

our vision

Residents, workers and visitors will have access to quality, sustainable social infrastructure that meets their needs and reflects Wollongong's role as a leading regional city, now and into the future.

'Places for People', Wollongong's Social Infrastructure Planning (SIP) Framework is a blueprint for long-term strategic planning and management of Council's social infrastructure. It considers a broad range of factors that impact the provision and maintenance of social infrastructure. The SIP Framework will enable

Wollongong City Council to deliver high quality facilities that support service delivery and meet the needs and expectations of the Wollongong community, in a way that is both economically and ecologically sustainable.

An overview of the elements of the Social Infrastructure Planning Framework is provided in Diagram 1.

DIAGRAM 1
THE SOCIAL INFRASTRUCTURE PLANNING FRAMEWORK
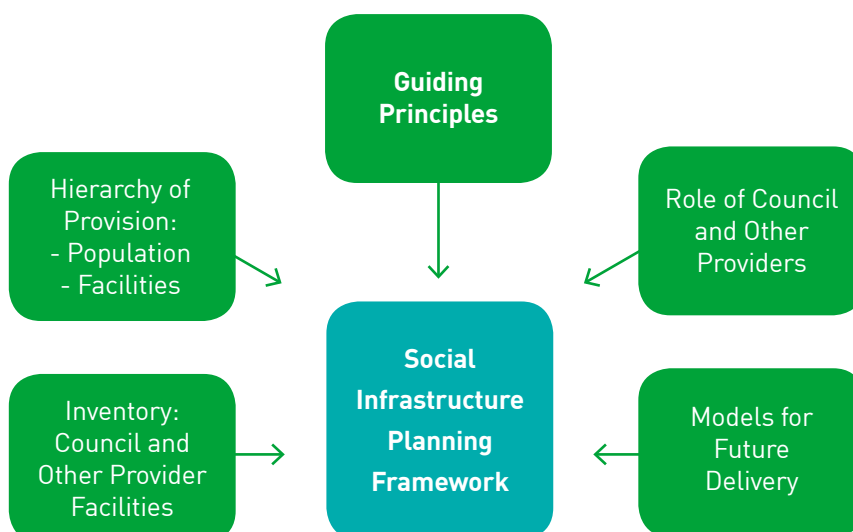
STRATEGIC CONTEXT

Wollongong City Council plans for social infrastructure development and management within a strategic framework that informs decision-making at a range of levels – for example from the over-arching Community Strategic Plan, to the Wollongong City Libraries Strategy.

The Social Infrastructure Planning Framework is a Supporting Document, that provides a more detailed level of planning to support the goals of Wollongong City's Community Strategic Plan – Our Wollongong 2028. It is part of Council's integrated approach to planning, as outlined in Diagram 2.

DIAGRAM 2
STRATEGIC CONTEXT FOR SOCIAL INFRASTRUCTURE PLANNING

COUNCIL'S PLANNING PROCESS

The Social Infrastructure Planning Framework is a supporting document that will inform the Community Strategic Plan and Annual Plan.

Community Strategic Plan

Supporting Documents

Council has two types of supporting documents:
- Strategy level documents
- Implementation Plan proposals

These may contain **UnFunded Opportunities (UFO's)**

Decision Making
- What are the priorities
- What will we do
- How will we make it happen

Implementation
- Construction ▪ Service ▪ Achieving goals

Delivery Program

The outcome of the decision making process is the Resourcing Strategy Delivery Program and Annual Plan

The SIP Framework complements – and is informed by - a range of other Supporting Documents, that includes the suite of Town Centre Plans and infrastructure plans such as the 'Play Wollongong' playgrounds strategy.

These Supporting Documents are implemented through more detailed 'action plans' and through Council policies and procedures. A listing of relevant Wollongong City Council Supporting Documents is at Appendix 1 of the Framework document.

DEVELOPING THE SOCIAL INFRASTRUCTURE PLANNING FRAMEWORK

The SIP Framework was developed over two-phases, between 2016 and 2018. Elton Consulting worked with a team of Council officers to undertake the research, consultation and analysis that informed development of the Framework.

A final phase of the SIP project – Phase 3 – will involve the application of the Framework to Council's existing SI assets, to develop a Social Infrastructure Action Plan, that will inform Council on future directions for asset planning, renewal and divestment.

Diagram 3 provides an overview of project phases.

DIAGRAM 3
DEVELOPING THE SOCIAL INFRASTRUCTURE PLANNING FRAMEWORK

Phase 1 →
Research

- Inventory of SI assets
- Distribution of SI assets
- Strategic and policy context
- The needs framework
- Analysis of social trends and impact on future demand
- Analysis of trends in LG provision
- Analysis of population trends

Phase 2 →
Framework Development

- Community and Stakeholder consultation
- Analysis of utilisation
- Future community needs and demand
- Asset quality and functionality
- Recommendations for future distribution
- Gap analysis

Phase 3
Social Infrastructure Implementation Plan 2018 - 2024

DEFINING SOCIAL INFRASTRUCTURE
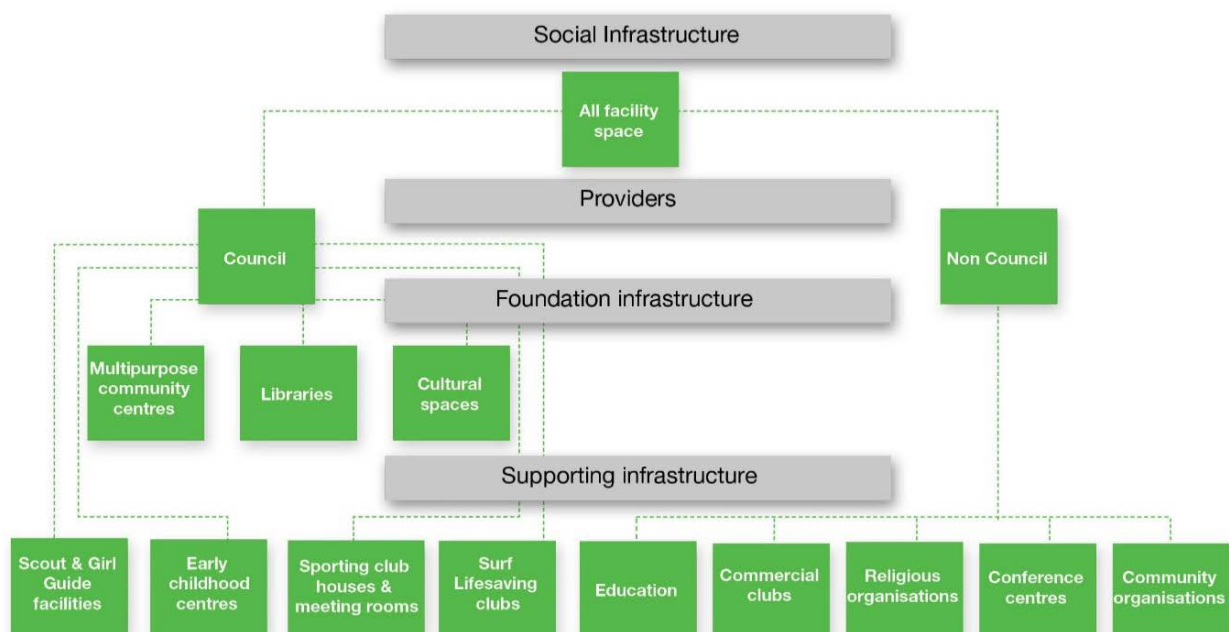
Social Infrastructure as 'assets'

Wollongong City's social infrastructure is defined as the assets – both physical and human – that are available to the community to build community life, foster social inclusion and develop social capital. Definitions of social infrastructure often refer to its role in contributing to people's quality of life and providing 'the glue that binds communities together'.

A holistic definition of Social Infrastructure

The Social Infrastructure Planning Framework breaks social infrastructure into a number of categories:

- 'hard' and 'soft' forms of social infrastructure
- provided by 'Council' and by 'non-Council' organisations
- 'foundation' and 'supporting' Council assets.

OVERVIEW OF CATEGORIES AND TYPES OF SOCIAL INFRASTRUCTURE

'Hard' and 'soft' Social Infrastructure

Both 'hard' (physical) and 'soft' (social and relational) assets play a critical role in creating and sustaining community life.

'Hard' social infrastructure is comprised of Council's community facilities in which social services, community, cultural development or recreational activities take place. 'Hard' social infrastructure provides accessible facilities, places and spaces for people to formally or informally meet to support 'soft' social infrastructure outcomes.

'Soft' social infrastructure is comprised of community activities, relationships, services and networks that contribute to community life, social inclusion and the development of social capital. While less tangible than physical assets, 'soft' social infrastructure requires investment and support to ensure its ongoing maintenance and effectiveness.

Physical and human assets are related

'Hard' and 'soft' social infrastructure depend on each other – services, networks, community and recreational programs, faith and interest groups rely on places and spaces to meet and participate. Buildings and assets rely on the activation of community if they are to continue to be a worthwhile investment for Council.

Both 'hard' and 'soft' social infrastructure are required to deliver social outcomes.

TABLE 1
SOCIAL INFRASTRUCTURE TYPES

HARD SOCIAL INFRASTRUCTURE*

'Foundation'

Community Centres
Neighbourhood Centres
Community Halls
Libraries
Art Gallery
Cultural and performance venues

'Supporting'

Senior's Centres
Youth Centre
Early Childhood Health Centres
Men's Sheds
Scout and Guide Halls
Surf Clubs
Sports Clubhouses and meeting rooms

SOFT SOCIAL INFRASTRUCTURE+

Seniors groups
Community organisations
Service groups
Cultural groups
Faith-based activities
Aged and Disability support services
Youth groups
Health Education / Well-being programs
Exercise, fitness and dance classes
Book Clubs
Play Groups
Child Care / Out of School Hours Care
Literacy programs
Social and hobby groups
Learning activities
Sporting groups and competitions
Life Saving services and activities
Craft and art groups
Singing groups and choirs
Community Theatre groups

* These are the assets identified by Wollongong City Council for inclusion in the SIP Framework – not a definitive list
+ Examples only - not a definitive list of 'soft' SI assets

DEFINING SOCIAL INFRASTRUCTURE

'Foundation' and 'Supporting' Social Infrastructure

Council's 'hard' social infrastructure is classified across two categories, based on purpose and levels of use by the community.

'Foundation' social infrastructure facilities are intended for wide community use, are utilised by the community on a daily basis and provide community spaces for a variety of activities. 'Foundation' infrastructure includes multipurpose community meeting spaces, libraries and cultural spaces. 'Foundation' social infrastructure is either managed and operated directly by Council, or is managed on behalf of Council under licence, by a community group.

The three classes of 'foundation' social infrastructure make differing, but equally valuable, contributions to community life. Optimum outcomes for 'foundation' social infrastructure are achieved by co-location and activation.

'Supporting' social infrastructure assets usually have a more specific, principal use, usually by a single (or 'anchor') organisation, that has an ongoing association with the facility. Some of these facilities are made more available for broader community use, for example through hiring of space when not in use by the principal or 'anchor'. There are significant opportunities for Council to increase return on investment and create greater public value, by increasing access and utilisation of these facilities by the broader community.

Council and non-Council provision of 'supporting' social infrastructure

Council and non-Council stakeholders have a long history of working together to build well-functioning communities. Other local organisations and groups – government, business and not-for-profit – contribute to community life through the services they deliver and the facilities they make available.

Non-Council 'hard' social infrastructure includes school halls, community based clubs, conference centres and meeting rooms. 'Soft' social infrastructure is delivered by a wide array of government, community, private, commercial and volunteer groups.

The value of planning and delivering social infrastructure in a holistic way, where both Council and non-Council social infrastructure is considered, is clear. It maximises the number and range of facilities available to the community, leads to reduced duplication and competition between providers, increases revenue for not-for-profit organisations and opens up facilities to new and diverse hire opportunities.

For this reason, the Social Infrastructure Planning Framework takes into account the availability of non-Council assets as a variable in decision-making when planning for new assets, renewing and re-purposing existing assets and asset rationalisation.

There is potential for a greater range of non-Council social infrastructure to be identified and for non-Council facilities to be more widely promoted, to increase community groups' access to these spaces.

THE SOCIAL INFRASTRUCTURE NEEDS ANALYSIS FRAMEWORK

The SIP Framework is based on Bradshaw's Taxonomy of Social Need (The Concept of Social Need, J Bradshaw, 1972) a model that defines the need for social infrastructure across four dimensions:

- Normative – defining what 'should' be provided, based on standards, benchmarks, industry best-practice, values and norms
- Comparative - assessing whether the level / types of goods and services available to a community, are equivalent / comparable to those available to other communities. Considers distribution within and between different areas of Wollongong, performance against standards, relative community need and comparison to provision by other LGAs

- Felt - the needs, aspirations and expectations of social infrastructure that are stated by individuals, members of a community or group. What the community tells us they want and expect from our SI
- Expressed – the aspirations and expectations that are acted on by members of the community. Expressed need demonstrates the 'real' level of desire and can be measured via levels of visitation, participation, utilisation and other means of expressing demand.

The needs framework is shown in Diagram 5.

DIAGRAM 5
THE NEEDS ANALYSIS FRAMEWORK

FELT · EXPRESSED · needs · COMPARATIVE · NORMATIVE

The methods for assessing needs that inform the Social Infrastructure Planning Framework are as follows:

- **Comparative**
  Division of Wollongong LGA into Planning Areas and Catchments; mapping of SI; travel distances; population indicators analysis (socio-economic, density, age, migration); GFA measures and distribution; Condition and Functionality assessments
- **Normative**
  Define Council's vision and role; define Guiding Principles; Gross Floor Area (GFA) benchmarks; analyse trends in LG provision; condition and functionality standards
- **Felt**
  Community consultation and engagement strategies
- **Expressed**
  Analysis of data on utilisation rates, bookings, hire, unmet demand and types of uses.

The needs analysis model provides the over-arching structure for development of the Social Infrastructure Planning Framework.

GEOGRAPHY, COMMUNITY AND SOCIAL INFRASTRUCTURE ASSETS

Within the needs analysis model, the SIP Framework focuses on the relationships between the city's geography, community and social infrastructure assets, within the set of over-arching principles that capture our vision and aspirations for social infrastructure. Diagram 6 captures those relationships.

DIAGRAM 6
RELATIONSHIP BETWEEN COMPONENTS OF THE FRAMEWORK

PRINCIPLES

- Holistic
- Strategic
- Fit for Purpose
- Equitable
- High Quality
- Sustainable

GEOGRAPHY

- 1 City
- 3 Catchments
- 10 Planning areas

COMMUNITY

- Population Size and Projected Growth
- Population Distribution and Density
- Local History and Geography
- Diversity
- Socio-Economic advantage / disadvantage
- Culture, norms, identity and expectations
- Capacity to manage / 'anchor' facilities
- Capacity for non-Council provision

SERVICES

- Purpose
- Number
- Scale
- Scope
- For Profit / Not-for Profit
- Sustainability
- Governance

FACILITIES

- Type - 'Foundation' vs 'Supporting'
- Number
- Scale - Location
- Condition
- Accessibility - Affordability
- Amenity
- Heritage
- Identity - Place-making
- Functionality
- Flexible design - Multi-use
- High level utilisation
- Outdoor Space - Urban Greening
- Ownership - Council vs non-Council

OUR VISION FOR SOCIAL INFRASTRUCTURE

our vision

Residents, workers and visitors will have access to quality, sustainable social infrastructure that meets their needs and reflects Wollongong's role as a leading regional city, now and into the future.
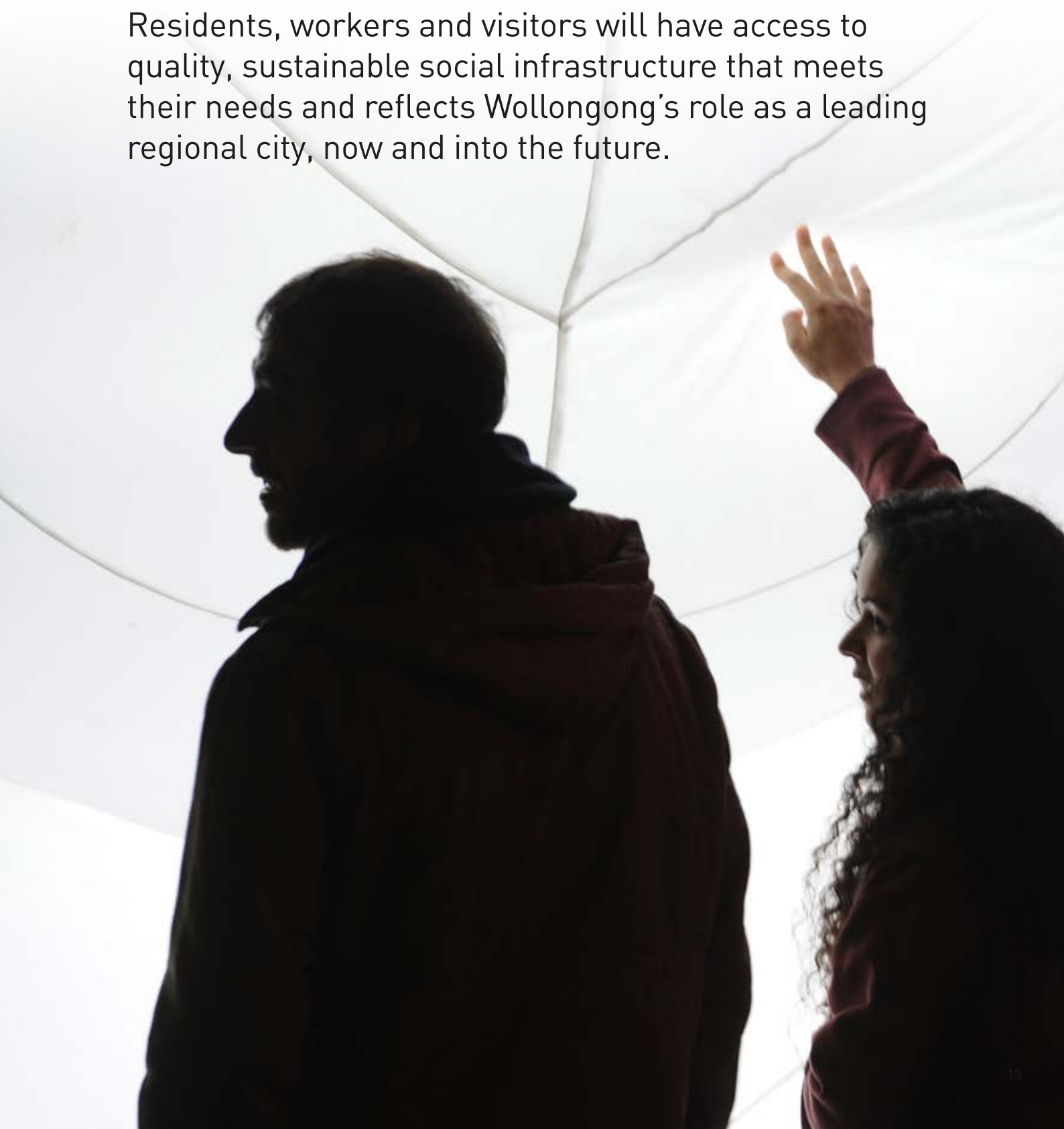
OUR ROLE IN SOCIAL INFRASTRUCTURE PROVISION

As the steward (on behalf of community) of the majority of 'hard' social infrastructure across the city and as a key agency in fostering social well-being of the local community, Wollongong City Council has a number of roles and responsibilities for the provision of social infrastructure. These roles are shared by other providers of social infrastructure, in particular the 'soft' social infrastructure services and programs that are delivered by a wide variety of for-profit and not-for-profit organisations and groups.

Broadly, Council and other providers of social infrastructure play three main roles: as 'planner', as 'manager / deliverer' of social infrastructure assets and as 'activator / facilitator' of social infrastructure outcomes.

Clarity about what these roles entail – and, therefore, which responsibilities are unique, shared or outside of Council's scope – is a central pillar of the Social Infrastructure Planning (SIP) Framework.

The roles and responsibilities that Council and other providers play are outlined in Table 2.

TABLE 2
ROLES AND RESPONSIBILITIES IN SOCIAL INFRASTRUCTURE PROVISION

Council Roles	Non-Council / Other Provider Roles
Plan for Social Infrastructure	**Plan and Advocate for Social Infrastructure**
- Plan for social infrastructure to address community needs - Coordinate strategic directions by undertaking needs assessments and coordinating community consultation to co-design and plan for refurbishment and renewal of existing social infrastructure and the development of new services and assets - Advise on and facilitate planning for new social infrastructure (eg: provide advice about the development application process) - Seek to include sites for, or contributions towards, social infrastructure as part of planning for new residential development - Raise awareness with licensees / anchor tenants re external funding programs for building enhancement or service delivery - Advocate for investment in social infrastructure and seek to influence state and federal resource allocation to where it is needed most - Develop and support networks and community knowledge to build social capital and create linkages between people.	- Contribute to building social capital through innovation and by embracing opportunities for service development - Actively participate, engage and consult in planning for social infrastructure - Raise issues of concern regarding social and community well-being and identify options to address them - Plan for 'hard' social infrastructure that meets organisational and community needs – consider provision of social infrastructure as part of planning for new residential development.

Council Roles	Non-Council / Other Provider Roles
Manage and Deliver Social Infrastructure	**Own, Manage and Deliver Social Infrastructure**
- Build and renew community assets and deliver services, to meet community needs - Maintain social infrastructure to meet condition, function and safety standards - Operate the social infrastructure network efficiently and effectively, responding to community and supporting other social infrastructure providers - Create welcoming and inclusive facilities - Operate direct-run facilities to maximise community use and access and to address Council's commitment to the principles of social inclusion, social justice and public value - Consult with the community on hire fees and charges and implement relevant Council policies to enhance affordability and access for community.	- Build and renew assets and deliver services, to meet community needs - Maintain social infrastructure to meet compliance standards - Operate social infrastructure assets to meet the needs of customers and stakeholders - Create welcoming and inclusive facilities, and deliver events and programs - Participate in initiatives that 'give back' to the community - Celebrate local stories and success.

Council Roles	Non-Council / Other Provider Roles
Activate Social Infrastructure	**Facilitate access and outcomes**
- Facilitate events and programs, such as community development activities, or cultural festivals, performance and music - Broker linkages and cooperative arrangements with non-Council groups and organisations to deliver services and hire facilities - Support good governance and compliance for organisations that manage social infrastructure on behalf of Council - Form partnerships with non-Council groups and organisations to plan and deliver future social infrastructure - Assist with applications for non-Council grants, for example by writing letters of support - Develop, distribute and display information resources.	- Help to build links within the community by sharing networks and contacts with others - Act in a socially responsible way, taking care of the social and ecological environment - Consider opportunities to engage in philanthropy, for example through sponsoring social infrastructure - Share information about programs, activities and services available for the community, for example through cross promotion initiatives.

GUIDING PRINCIPLES FOR SOCIAL INFRASTRUCTURE PROVISION

The foundation of the Social Infrastructure Planning Framework is a set of 'Guiding Principles' that clearly state Wollongong City Council's strategic vision and practices for planning and delivery of social infrastructure.

The 'Guiding Principles' offer an ongoing point of reference, so that Wollongong's social infrastructure network evolves according to Council's strategic position and the needs and aspirations of the Wollongong community. The 'Guiding Principles' are outlined in Table 3.

TABLE 3
GUIDING PRINCIPLES FOR SOCIAL INFRASTRUCTURE DELIVERY

Principle	Purpose	Description
Holistic	Integrated planning	Social Infrastructure will be planned and delivered in a holistic and integrated way.
		Social infrastructure will contribute to the achievement of Community Strategic Plan outcomes and Council's responsibilities to deliver public value.
		A 'whole of Local Government Area' view will be adopted, to support strategic provision of social infrastructure.
		A 'whole of life' view will be adopted to support intergenerational fiscal responsibility.
		Both 'foundation' and 'support' and 'hard' and 'soft' social infrastructure will be planned and delivered in an integrated way.
		The contribution of both Council and other providers of social infrastructure will be considered.
Strategic	Well located	Social infrastructure will be a key destination for those who live, work in or visit Wollongong.
		It will be well located - visible and close to other facilities and services that people access such as schools, shops, public transport stops.
		Where possible it will be co-located with other social infrastructure types, including, where appropriate, 'hard' and 'soft' infrastructure provided by other organisations.
		It will be integrated with the public domain in a way that promotes safety, accessibility and an interface between green space and facilities.
	Networked	Social infrastructure will be strategically distributed and networked across Wollongong, factoring in unique, local geographic and population considerations.
		A network of social infrastructure types and sizes, will be developed, to meet differing community needs, both present and future.
		Social infrastructure will be planned and managed to encourage activation and partnerships between providers.

Principle	Purpose	Description
Fit for purpose	Form	The design and form of social infrastructure will be based on its purpose and function, supporting the services, programs and activities that are delivered from it.
		There will be a variety and diversity of choice in facility types.
		Social infrastructure will be designed to deliver flexible spaces that can change and adapt to support a variety of outcomes, now and into the future.
		It will be safe and comply with Crime Prevention Through Environmental Design (CPTED) principles.
	Function	Social infrastructure will encourage best use through cooperation and shared use of facilities.
		Providers will seek to maximise usage by encouraging multiple activities, service and program uses by customers.
		Opportunities to consolidate and co-locate social infrastructure through the design and delivery of multi-purpose facilities.
Equitable	Accessible	Social infrastructure will be designed and upgraded to be accessible and welcoming to all members of the community.
		Social infrastructure will be inclusive and culturally appropriate. It will foster community cohesion.
		Social infrastructure will incorporate design principles and service practices that make it 'age friendly' and 'child friendly'.
	Accountable	Social infrastructure providers will actively engage and consult with the community about the development, renewal and re-purposing of community facilities and will involve them in decisions that affect them.
		Where fees and charges apply, they will be transparent, fair and consistent.
		Decisions about management will be based on maximising the public value delivered by each asset.
		Provision and management of social infrastructure will be evidence-based and take into consideration dimensions of felt, expressed, normative and comparative need, so that allocation of resources is proportional to needs.
Quality	Place making	Social infrastructure will be aesthetically appealing and fitting to context. It will reflect the heritage and cultural identity of its surrounding community.
		It will contribute to the creation of community identity and 'place'.
		It will offer comfort and amenity and it will be well maintained to ensure its condition and functionality are optimised, in keeping with its role within the SIPF hierarchy.
	People centred	Social infrastructure will be planned and budgeted for according to principles of public value.
		It will reflect innovative design, that leads to innovative activities.
		Social infrastructure will be proactively managed to ensure its longevity for future generations.
		It will be managed with regular review to assure maximum efficiency and effectiveness.
	Innovative	Social infrastructure planning, design and deployment will employ innovative methods, to achieve innovative results and outcomes for the community.
		Innovation by community members and stakeholders will be encouraged, to develop and deliver innovative services.

GUIDING PRINCIPLES FOR SOCIAL INFRASTRUCTURE PROVISION

Principle	Purpose	Description
Sustainable	Ecologically sustainable	Social infrastructure will be designed and upgraded to comply with Ecologically Sustainable Design principles, to maximise environmental sustainability.
		It will contribute to environmental improvement – for example the Urban Greening Strategy.
		It will integrate sustainable building materials and methods, including renewable energy and the reduction and recycling of water, waste and other resources.
	Socially sustainable	Social infrastructure will be socially sustainable and managed to maximise long-term viability.
		Social infrastructure will be well managed through good governance practices to ensure efficient use of facilities that contribute to the wider community. Council will work with community partners to support good governance and increase capacity to achieve 'soft' social infrastructure outcomes.
	Financially sustainable	Social infrastructure will be designed and constructed with quality and durability as key considerations, maximising life-span and minimising recurrent expenditure and operational costs.
		The principle of intergenerational fiscal equity, where assets are seen to be held in trust for future generations, will apply.
		Social infrastructure design will consider holistic costs to ensure that capital and operational costs are identified and financial feasibility is planned for.
		A pro-active asset management regime, based on condition and functionality assessments and long-term infrastructure plans, will be applied.

GEOGRAPHIC FRAMEWORK

The geographic context for social infrastructure planning focuses on the characteristics of the Wollongong LGA across its northern, central and southern areas. Between and within suburbs there are unique urban forms and natural features that shape the way people travel around their community, as well as to neighbouring communities and the city centre.

The distinctive geographic characteristics of Wollongong's long, narrow LGA, as well as the structure of the city's transport networks, strongly influence the way members of the Wollongong community travel to access social infrastructure. Natural features such as National Parks, the escarpment, coastline and lakes create environmental barriers to movement as do infrastructure barriers, such as winding coastal roads, major highways and rail lines.

The SIP Framework provides a number of different lenses through which the city's population, lifestyle, infrastructure and needs are viewed, based on geographic characteristics, opportunities and challenges. The city is dissected geographically across three dimensions, providing for both high level and more detailed analysis:

One City of Wollongong

The Wollongong Local Government Area.

Three Catchment Areas
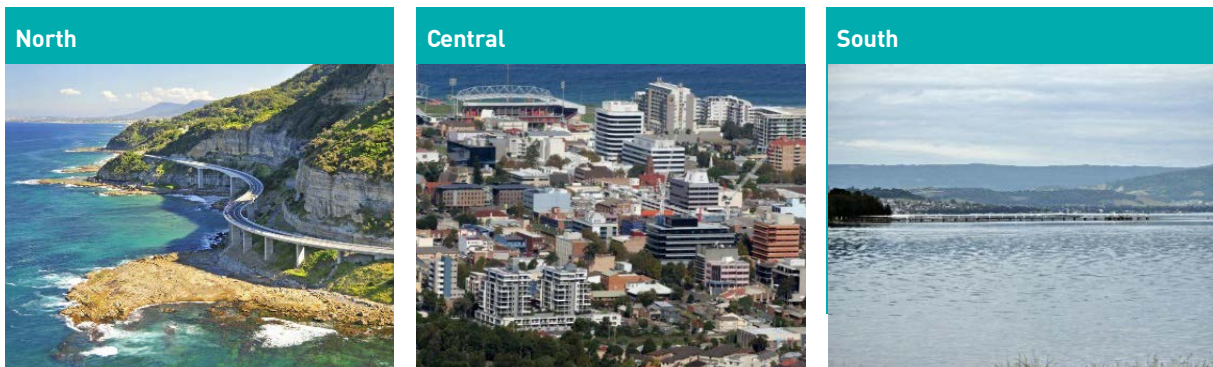
The detail of the three Catchment Areas and the ten Planning Areas of which they are comprised, is at Appendix 3 of this document.

Ten Planning Areas

The division of the city into ten Planning Areas, is based on population size, common topography, historical and affiliative perceptions of 'place' and patterns of people movement along road and rail systems. The detail of the ten Planning Areas and the suburbs that make them up is at Appendix 3 of this supporting document.

A map showing the alignment of Planning Areas, Catchments and the Wollongong LGA is shown in Map 1.

GEOGRAPHIC FRAMEWORK

MAP 1

WOLLONGONG LOCAL GOVERNMENT AREA BY CATCHMENT AND BY PLANNING AREA
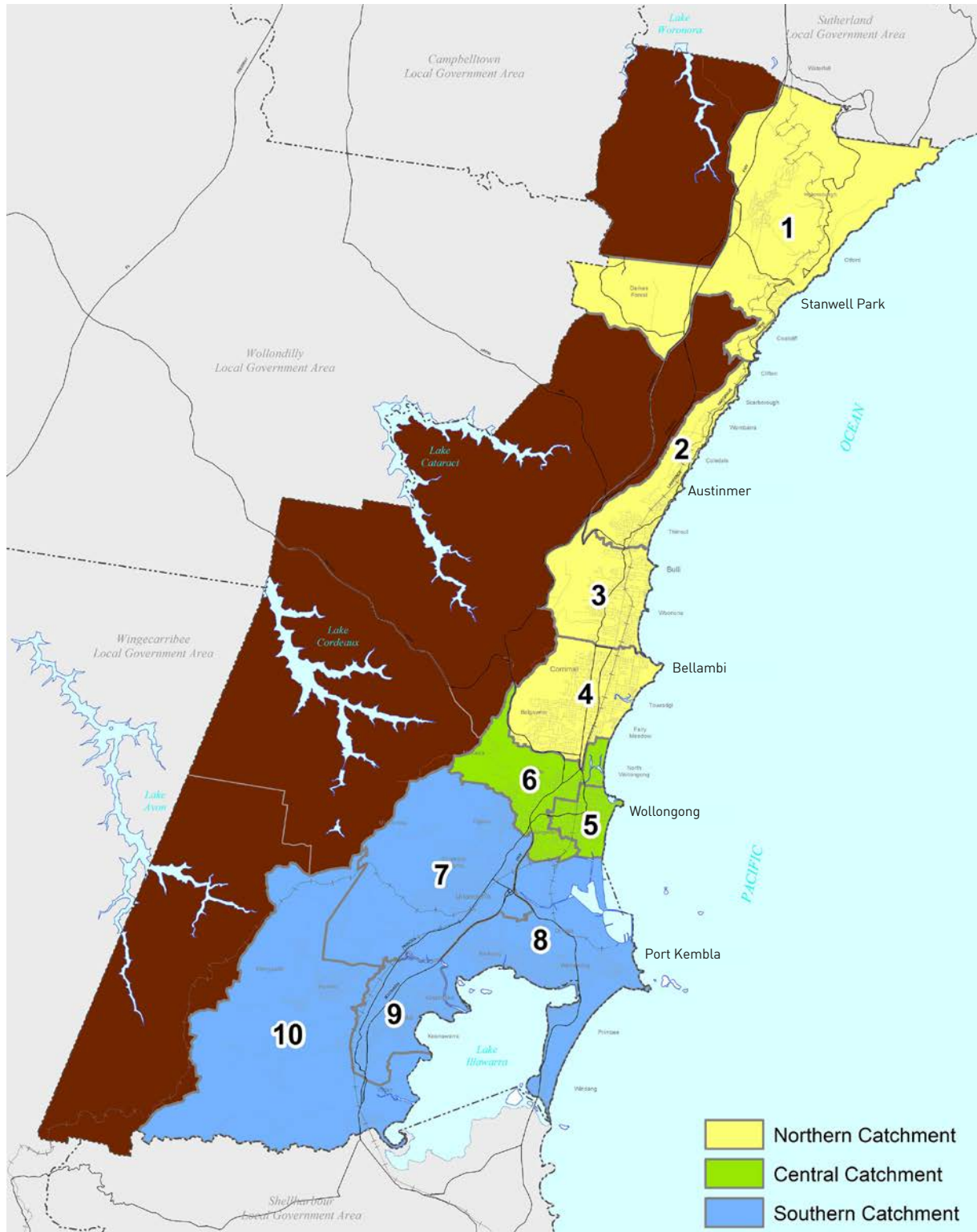
COMMUNITY AND DEMOGRAPHIC FRAMEWORK

In 2016, the population of Wollongong LGA was approximately 210,000 people, an increase of around 9,000 people, or 4.4%, since 2011. The population of Wollongong LGA is expected to increase by 18% over the next 20 years, to reach nearly 250,000 people by 2036.

Planning and decision-making for social infrastructure is based not just on the size of the city's total population, or on the size of the population of particular planning areas, but on a range of population characteristics that dictate demand or differing needs, for social infrastructure. For example, increased population density due to apartment living is linked to increased demand for spaces to host celebrations, events and creative activities that cannot be accommodated within a confined home space.

Council is responsible for planning and managing the delivery of social infrastructure facilities and services, so that our provision keeps pace with population growth and the diverse needs of existing and future communities.

The Wollongong community as a whole (compared to NSW as a whole) is characterised by:

- a high proportion of young adults (20-24 years) – reflecting the city's role as a 'University town'
- a high proportion of older people aged 70 years and above
- a degree of overall disadvantage with low to average household incomes and higher levels of unemployment (reflected in the SEIFA index score of 989, which indicates a decreasing level of disadvantage compared to 2011, when the score for Wollongong LGA was 979.6)
- a higher proportion of people needing assistance with core activities of daily living
- lower levels of car ownership
- lower levels of access to the internet at home
- high proportions of people living alone and also people sharing accommodation in group houses
- a high proportion of people living in medium and high density dwellings
- a high proportion of people renting.

While these characteristics provide an overview of the Wollongong community, the SIP Framework recognises that there are significant differences across and between the communities that make up each of the ten SIP Planning Areas. For example there are a number of suburbs that are highly advantaged, according to the SEIFA index, some of which are immediately adjacent to suburbs that face a significant level of disadvantage.

Planning and decision-making for social infrastructure consider the differences in who we are as a community – characteristics such as age, socio-economic status, diversity, density, migration, household composition, geographic location, mobility and so on, lead to differing levels of demand and to differing needs for social infrastructure.

OUR COMMUNITY IN THE FUTURE

The population of Wollongong continues to grow and change. It is predicted, based on current trends and population projections that, by 2036 there will be:

- more people aged 70 years and above, with that age group increasing from 12.6% of the population in 2016 to 14.8%. The representation of older people in the Wollongong community will continue to be higher than the average for NSW

- an increase in the number of couples without children, from 23.9% in 2016 to 27.6%, which is 2.5% higher than the average projected increase for NSW

- a small increase in the proportion of people living alone, increasing from 26% in 2016 to 26.1% of the population. This shows growth in this type of living arrangement, in contrast to the projected decrease for NSW from 27.5% in 2016 to 26% in 2036

- a continued slowing of the birth rate, with the number of 0 to 4 year olds projected to decline from 5.9% to 5.8% of the population

- a decline in the number of group households, from 4.3% to 3.9% of all households, though this continues to be slightly higher than the NSW average of 3.1%.

POPULATION DISTRIBUTION ACROSS THE CITY

While population growth and the distinctive characteristics of the city's population tell part of the story, understanding how our community is spread across the city – now and in the future – are important aspects of planning for social infrastructure.

Most areas of Wollongong will experience an increase in population over the next 20 years. However, the most significant growth is expected in the communities in the south – particularly the south-west – of the city. These areas are part of the city's 'Southern Catchment'.

Our changing population distribution

By 2036, 20% of Wollongong's population will live in the 'Central catchment' the same proportion as in 2016.

The population of the 'Northern catchment' will continue to grow somewhat, but its overall share will drop from 37% to 33%.

The vast majority of population growth will be absorbed by the Southern catchment, where the share of the city's population will increase from 42% to 47%.

Table 4 provides a breakdown of the projected population growth for each Catchment Area.

TABLE 4
POPULATION PROJECTIONS FOR WOLLONGONG LGA BY CATCHMENT AREA

	Wollongong LGA	**Northern**	**Central**	**Southern**
2016	209,506	78,425	42,794	88,290
2036	246,915	81,811	50,024	115,080
Change	+37,406	+3,386	+7,230	+26,790
Current share of total LGA population (2016)		37.4%	20.4%	42.1%
Future share of total LGA population (2036)		**33.1%**	**20.3%**	**46.6%**

ABS census data, Wollongong, 2016

IMPLICATIONS OF POPULATION CONTEXT

Growth

Changes to Wollongong's population are anticipated to place new demands on the existing social infrastructure network.

An increase in the number of people calling Wollongong home and the growth of new suburbs will create increased demand for community services, groups and events and, therefore for community spaces and places ('hard' social infrastructure) to support those 'soft' social infrastructure activities.

Based on the current distribution of social infrastructure and the significant increase in population projected for the West Dapto land release area (Planning Area 10), future demand is projected to be felt most keenly in the Southern catchment.

Increased Residential Density

The predicted increase in population density of the Central Catchment (Wollongong CBD) will also create new and quite distinctive demands for social infrastructure, due to the increased reliance on the public domain that often accompanies high rise residential development.

The majority of Wollongong's population will continue to reside and form their social networks in traditional, low rise, residential suburbs, across the city. There will, however, also be increased residential density in some of the district hubs within the LGA, such as Corrimal, which will impact on local social infrastructure resources.

Population Ageing

As the average age of the population increases and the proportion of people aged 75+ increases, social infrastructure will need to adapt to become more accessible, walkable, affordable, safe and perceived as safe. Toilets and personal care facilities need to be suitable for people with reduced mobility or with a disability, and there is an increased need to create environments that are accessible for people with vision or auditory impairment.

Newly Arrived Communities – Migration and Sea Change

In response to the expected pace of population change over the next 20 years, there is a need for planning for both 'soft' and 'hard' social infrastructure that builds a sense of 'place' and encourages social interaction. It needs to reach out to bring both new and existing community members together and offer opportunities for both formal and informal networks to be created.

Culture and Diversity

The Wollongong community has historically been celebrated as a city with a culturally and linguistically diverse community, though in recent years the proportion of people speaking a language other than English at home has declined in comparison to their representation within the NSW population.

Diversity in the 21st century means so much more than linguistic or ethnic difference – our community encompasses differences in relation to sexuality and sexual preference, gender identity, family and relationships, faith, cultural norms and expectations.

Diversity within the community creates opportunities for Council in relation to planning for inclusive and culturally appropriate places and spaces that reflect diverse identities and welcome all members of the community.

Social and Economic Disadvantage

As is the case across Australia, the 'gap' between social and economic advantage and disadvantage within the communities that make up the city of Wollongong, is continuing to grow. Communities that experience higher levels of socio-economic disadvantage have more and quite distinct needs for social infrastructure, including: the types of programs (e.g. breakfast and lunch programs) that are delivered, the distance they can travel to access facilities, the need for interface between indoor and outdoor spaces.

Several of our communities within Wollongong have experienced ongoing and severe levels of disadvantage, with the SEIFA scores for some suburbs such as Warrawong and Bellambi placing these communities among some of the most disadvantaged in NSW. The increased – and increasing – needs of socio-economically disadvantaged communities are identified as a factor for consideration within the SIP Framework.

Lone Person Households

An increase in lone person households leads to higher demand for access to social infrastructure to address belonging, inclusion and participation. Programs and spaces need to be welcoming and reduce barriers for people who are shy or hesitant to engage, while allowing for individual participation and encouraging people to spend time. Libraries are an important resource for people who are socially isolated.

WHAT DOES OUR COMMUNITY WANT FROM OUR SOCIAL INFRASTRUCTURE?

Council consulted internal and external stakeholders, as well as the broader Wollongong community between August and October 2017. The consultation process was complemented by comprehensive local media coverage, encouraging people to have their say. The results of Council's 2017 Community Satisfaction Survey were also considered.

A description of the consultation strategy and detailed feedback regarding the community's expectations of social infrastructure are provided in Appendix 2 of this Framework document.

Diagram 6 provides a summary of the main themes and expectations that came out of the community consultation process.

SUMMARY OF COMMUNITY AND STAKEHOLDER VIEWS ON SOCIAL INFRASTRUCTURE

COMMUNITY OWNERSHIP, IDENTITY AND PARTICIPATION

ACCESSIBLE

Close to home
Affordable
Welcoming and safe
Physically accessible

Changing population
More & more diverse
Meet changing needs
Plan for social inclusion

OPPORTUNITY TO ADD VALUE

PLACE, SPACE AND THINGS TO DO THERE

COUNCIL AND NON-COUNCIL PROVISION

FLEXIBLE, MULTI-PURPOSE FACILITIES

'Anchor' tenant - activation
More cultural & creative spaces
More outdoor / green space
Open up to broader community
Formal and informal spaces

Community Satisfaction Survey 2017 – Outcomes

Council's most recent Community Satisfaction Survey shows a high level of satisfaction with the provision of social infrastructure. Although not all forms of social infrastructure were surveyed, those that were included achieved a satisfaction rating of between 3.9 – 4.4 out of a possible score of 5.0. Further detail on these outcomes can be found at Appendix 2.

SOCIAL INFRASTRUCTURE SCALE AND HIERARCHY

The Scale and Hierarchy Framework

Within the Social Infrastructure Planning (SIP) Framework, Wollongong city's Planning Areas and 'hard' social infrastructure assets are categorised according to scale, based on a hierarchy of provision that aligns with Wollongong Council's 'Urban Centres' hierarchy.

Facilities are categorised as local/neighbourhood, district, or regional facilities, based on size and the size of the community they serve, or will serve in the future. Strategically, this results in a larger number of small, local/neighbourhood facilities, distributed across the LGA and relatively few large, regional facilities, in key locations.

REGIONAL

SUB-REGIONAL

DISTRICT

SUB-DISTRICT

LOCAL

NEIGHBOURHOOD
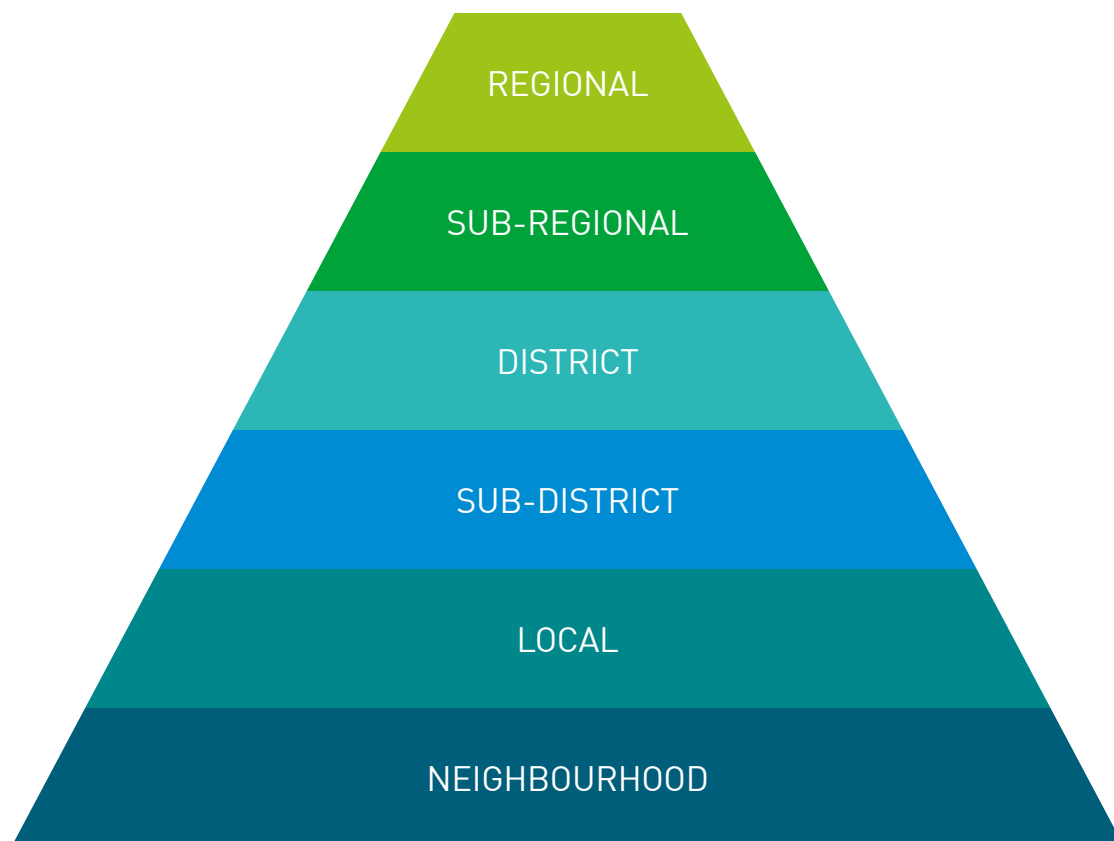
By applying this part of the Framework, it is possible to understand the existing type, distribution and scope of assets, as well as the relationship between population size and community needs. The scale and hierarchy dimension of the SIP Framework also enables social infrastructure planning to meet projected population changes and support decisions regarding future investment in, or divestment of, assets.

Facility Type and 'Mix' – 'Foundation' and 'Supporting' Social Infrastructure

Scale and hierarchy reflect community requirements for a range of facilities with different types of spaces and amenities. The model acknowledges that while large, multi-purpose facilities are required in some instances, 'bigger is not always better' and that in some cases small, well designed spaces better meet community needs and accessibility. This is consistent with private sector models for retail or commercial space, which include small, local retail spaces ('corner shops') as well as mid-size and regional level ('super-centre') retail outlets.

The differentiation within the SIP Framework of 'foundation' (designed for multi-use and multiple users) versus 'supporting' (designed for majority use by specific user group) social infrastructure also assists in differentiating the scale and level of SI provision.

While the aim for all social infrastructure assets is that they are maintained to a high level of quality and sustainability, the functionality and range of amenities offered will vary according to their place and scale within the hierarchy.

The variety of licensing, leasing, occupancy and hire arrangements across the suite of social infrastructure adds a further layer of complexity to ensuring quality, functionality and maintenance of facilities.

Accessibility and Scale / Hierarchy

The location and distribution of assets impacts directly on accessibility for the community. Community consultation revealed that those who use facilities are prepared to travel in different ways and for different lengths of time, to access differing levels of social infrastructure:

- 15 minutes (a distance of around 1km) to walk to a 'Local' community facility
- 15-30 minutes (a distance of 10km to 15km) to drive or cycle to a 'District' facility
- 30+ minutes (more than 15km) to drive to a 'Regional' facility.

The community expressed a willingness to spend more time travelling via public transport to access community facilities (more than 30 minutes to access a 'District' facility).

DIAGRAM 8
HIERARCHY AND PREFERRED TRAVEL TIMES

| LOCAL | DISTRICT | REGIONAL |

1–5km

10–15km

15+km
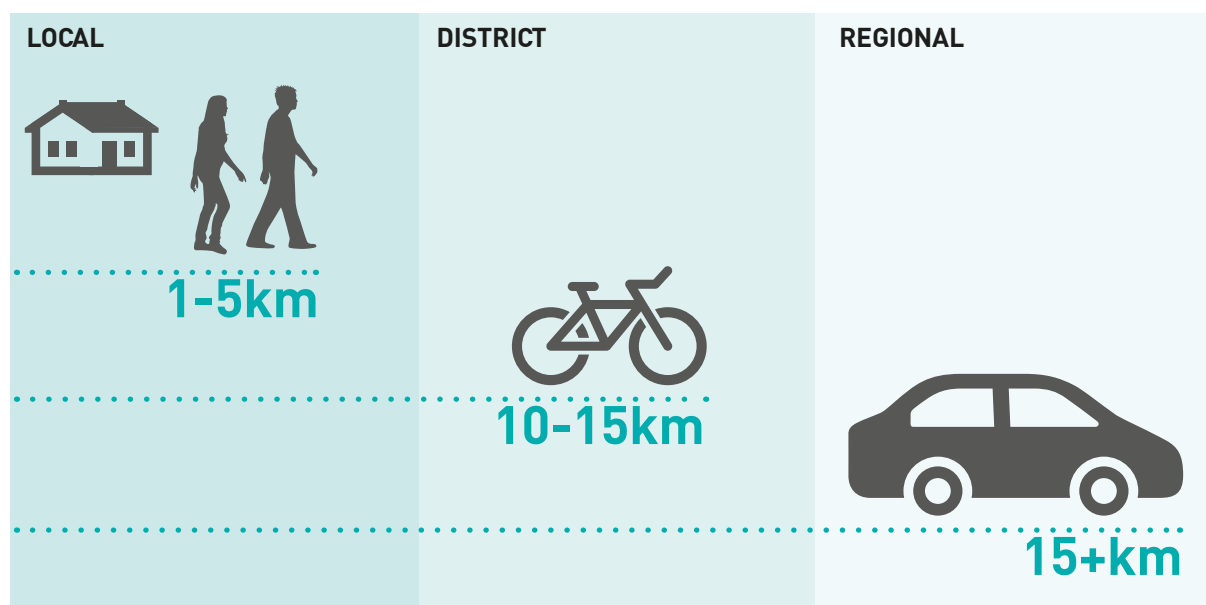
SOCIAL INFRASTRUCTURE SCALE AND HIERARCHY

Population and Scale / Hierarchy of Provision

The hierarchy of social infrastructure types, based on scale or complexity, is matched within the SIP Framework by a hierarchy of population size. Within the framework, the size of the population is one factor that will determine the scale and type of infrastructure that should be provided to a community. Other factors, such as population needs, distance and travel times are also taken into consideration.

Table 5 provides an overview of the relationship between population size and the infrastructure scale / hierarchy model, within the SIP Framework.

DIAGRAM 5
THE POPULATION AND INFRASTRUCTURE HIERARCHY MODEL

SIPF Hierarchy	Population	Catchment Size	Travel Time	Scale of Provision	Examples
Regional and sub-regional Urban hierarchy = 'Regional City'	**Regional** = 100,000 - 1,000,000 people Typically a whole local government area Sub-regional 50,000 – 100,000 people	Radius > 15km	Substantial travel time > 30 minutes	Specific purpose infrastructure across all 'foundation' types that may be stand alone, co-located or integrated with other services	- Regional/central library - Civic/convention/exhibition centre - Museum - Entertainment or performing arts facility/theatre - Specific purpose community space e.g. Youth Centre - Art gallery
District and sub-district Urban hierarchy = 'major towns' and 'major regional centres'	**District** = 30,000 - 50,000 people Sub-district = 20,000 – 30,000 people	Radius = 5 - 15km	15 - 30 minute drive or cycle	Stand-alone or co-located 'foundation' infrastructure PLUS Larger 'supporting' social infrastructure	- District library - District multipurpose community centre and library - Community theatre - Large surf club - Community health centre
Local and neighbourhood Urban hierarchy = 'villages' and 'towns'	**Local** = 5,000 – 20,000 people Neighbourhood = 1,000 - 5,000 people	Radius = 1 - 5km	5 - 15 minute walk or drive	Small, community spaces – 'foundation' and 'supporting'. Typically single purpose, but may be co-located with other 'foundation' or 'supporting' SI	- Local library - Community centre - Community hall - Small-medium surf clubs - Scout and guide halls - Seniors' Centres - Early childhood health centre

Applying the Population Hierarchy

The long, narrow geography of the city of Wollongong means people access services and facilities as a series of overlapping major centres or townships, rather than relying on a single, regional, urban centre or 'heart'. While the Wollongong CBD is likely to remain the key regional employment, business and commercial centre for the LGA , parts of the Northern and Southern catchments which are geographically distant from the Wollongong CBD, are considered within the SIP Framework as sub-regional, urban 'hearts' that require a corresponding level of social infrastructure.

The hierarchy of population and facilities allows for the identification of areas within the LGA where population size and densities indicate a particular level of social infrastructure is required. The SIP Framework hierarchy aligns with Wollongong's 'Urban Centres Hierarchy', to identify a key urban centre in each Planning Area and to provide standards for the distances that members of the community are willing to travel to access social infrastructure.

When combined with standards of provision, the population and facilities hierarchy enables assessment of comparative under-supply or over-supply of social infrastructure.

Table 6 applies the population hierarchy to the Wollongong LGA to indicate the range and scale of social infrastructure that is required by communities across the city, now and in the future. It indicates that during the next 20 years, several of Wollongong's ten Planning Areas will evolve from areas with 'sub district' sized populations of less than 30,000 people to areas hosting 'district' level populations of more than 30,000 people. Only the outer northern Planning Areas one and two are forecast to remain at a 'local level' population.

SOCIAL INFRASTRUCTURE SCALE AND HIERARCHY

POPULATION HIERARCHY FOR WOLLONGONG – BY CATCHMENT AREA AND BY PLANNING AREA – 2016 VS 2036

Hierarchy coverage	Population	2016	2036	Key urban centre
Regional	100,000+	City of Wollongong LGA		Wollongong CBD
Catchments				
Sub regional	50,000+	Northern catchment		Corrimal
		Central catchment		Wollongong CBD
		Southern catchment		Dapto
Planning Areas				
Hierarchy Level	**Population**	**2016 Population**	**2036 Population**	**Key urban centre**
District	30,000- 50,000	PA 4 (37,400)	PA 4 (39,700) PA 7 (36,400) PA 8 (30,000)	Corrimal Figtree Warrawong
Sub district	20,000- 30,000	PA 3 (20,300) PA 6 (23,450) PA 7 (28,300) PA 8 (28,750) PA 9 (21,000)	PA 3 (21,200) * PA 5 (25,400) PA 6 (24,600) * PA 9 (24,900) PA 10 (23,800) *	Bulli * Wollongong CBD No key centre Figtree Warrawong Dapto West Dapto*
Local	5,000-20,000	PA 2 (11.600) PA 5 (19,350) PA 10 (10,200) PA 1 (9,200)	PA 2 (11,300) * PA 1 (9,600)	Thirroul * Helensburgh

* Notes:

Thirroul Community Centre and Library services both PA 2 and PA 3

No key urban centre has been identified for Planning Area six as this area is comprised of a number of small, 'village' like suburbs and is located between PA 5 and PA 7, which offer significant commercial and business hubs.

The key urban centre for the West Dapto new release area has not been confirmed.

Planning areas in red are those that show a significant level of population change between 2016 and 2036.

Implications of the population hierarchy

Historically, social infrastructure was planned to service 'local' scale populations. As the population grows over the next 20 years, some of these facilities will need enhancement or expansion to meet higher level 'District' population social infrastructure needs.

Because of our long, narrow geography, by 2036, the 'Regional' infrastructure located in the city centre is unlikely to meet all social infrastructure needs. Facilities at 'Regional' level should be considered for key urban centres in the Northern and Southern catchments.

Total Gross Floor Area – 'Foundation' Social Infrastructure

While not prescriptive, establishing minimum floor areas provides a benchmark for analysis of scale and adequacy of 'hard' social infrastructure within and between disparate communities across Wollongong. The SIP Framework proposes a standard of a total minimum of Council provision of 'foundation' social infrastructure, of 120m^2, gross floor area (GFA), across all 'foundation' infrastructure types, per 1,000 population. In formulating minimum provision for the SIP Framework, the following benchmarks were considered:

In most NSW local government areas, a benchmark figure for council provided multipurpose community facility space per 1,000 people of anywhere between 60m^2 and 100m^2 is frequently adopted, e.g. for use in Development Contribution Plans. Wollongong City Council has previously adopted a standard of 80m^2 per 1,000 people.

For library space, the population benchmarks adopted by the NSW State Library equate to a benchmark of 69m^2 per 1,000 people for local facilities and 47m^2 per 1,000 people for district facilities. Based on best practice for recently built libraries, this figure incorporates a generous proportion of service areas including reading, seating and study space that reflect increasing convergence with the spaces provided in multipurpose community facilities.

For cultural facilities, benchmarking is typically based on the availability of different types of special purpose venues, rather than floor space. It is assumed that as a minimum, there would be a similar provision for various types of cultural space as there is for library space.

The application of GFA as an indicator for comparative need, leads to standards for each category of 'foundation' social infrastructure within the hierarchy, as outlined in Table 7.

TABLE 7
GROSS FLOOR AREA BENCHMARKS – TOTAL 'FOUNDATION' VS POPULATION SIZE

Population Category within the SI Hierarchy	Population Size (people)	Gross Floor Area Benchmark (total for all 'Foundation' SI) M²
Regional	100,000+	12,000+
Sub-regional	50,000 – 100,000	6,000 – 12,000
District	30,000 – 50,000	3,600 – 6,000
Sub-District	20,000 – 30,000	2,400 – 3,600
Local	5,000 – 20,000	600 – 2,400
Neighbourhood	1,000 – 5,000	120 – 600

SOCIAL INFRASTRUCTURE SCALE AND HIERARCHY

This standard is aimed at setting an agreed minimum total floor space for provision of 'foundation' community facilities as well as providing a basis for measuring supply and demand. However, the needs-based approach that underpins the SIP Framework dictates that decisions about social infrastructure provision are not just based on population and GFA standards, but on a range of factors including utilisation, relative socio-economic need, housing density, geography and the asset mix available to the community. Recommended floor space ratios are intended as a guide and do not account for the quality of provision.

Gross Floor Area for Individual Social Infrastructure Facilities

The SIP Framework takes the principle of benchmarking for gross floor area to a more detailed level – moving from a 'whole of planning locality' to a 'facility by facility' level of analysis. This allows for both analysis of the level of supply of facilities and the development of models for increased efficiency of provision, through co-location. The size and functionality of any social infrastructure asset is dependent on a range of community needs and factors – for example, the relative geographic isolation of Planning Area 1, indicates the need for a larger size facility than would be considered in Planning Areas adjacent to regional or district hubs.

The 'Gross Floor Area for Facilities' benchmarks are all minimum estimates. They are most appropriate for planning for increased functionality of existing assets and developing the scope for new social infrastructure facilities. Efficiencies identified through the co-location principle in Table 8 and Table 9 and in Diagram 9 are estimates only. The range of variables that impact on facility design, such as BCA compliance, air conditioning plant rooms, increased foyer space in shared entrance, etc, mean that these benchmarks are not prescriptive.

TABLE 8
BENCHMARKS FOR GROSS FLOOR AREA - 'FOUNDATION' SOCIAL INFRASTRUCTURE

		Multipurpose community space		Cultural space		Library space	
		Stand-alone	Co-located	Stand-alone	Co-located	Stand-alone	Co-located
Hierarchy	**Regional**	3,000+	1,750+	3,000+	1,250+	3,000+	1,250+
	Sub regional	2,500+	1,500+	2,000+	1,000+	2,500+	1,000+
	District	1,750+	750+	1,000+	750+	1,500+	750+
	Sub district	1,200+	500+	500+	500+	1,000+	500+
	Local	500+	200+	200+	100+	500+	200+
	Neighbourhood	200+	100+	100+	50+	200+	100+

TABLE 9
BENCHMARKS FOR GROSS FLOOR AREA - 'SUPPORTING' SOCIAL INFRASTRUCTURE

<table>
<tr><th></th><th></th><th>Surf lifesaving clubhouses</th><th>Early childhood health</th><th>Scout and Guide halls</th><th>Sports club meeting rooms</th></tr>
<tr><td rowspan="7">Hierarchy</td><td>Regional</td><td>Not applicable</td><td rowspan="4">Not applicable</td><td rowspan="2">Not applicable</td><td>2,000+</td></tr>
<tr><td>Sub regional</td><td>1,000+</td><td>1,000-2,000</td></tr>
<tr><td>District</td><td>700-1,000</td><td>500-1,000</td><td>500-1,000</td></tr>
<tr><td>Sub district</td><td>500-700</td><td>300-500</td><td>200-500</td></tr>
<tr><td>Local</td><td>300-500</td><td>200-300</td><td>200-300</td><td>100-200</td></tr>
<tr><td>Neighbourhood</td><td>200-300</td><td>100-200</td><td>100-200</td><td>50-100</td></tr>
</table>

CO-LOCATION OF SOCIAL INFRASTRUCTURE – ACTIVATION AND EFFICIENCY

Community consultation during the development of the SIP Framework and analysis of facility utilisation data indicate strong community support – both felt and expressed – for co-located and multi-purpose social infrastructure facilities. The shift towards co-location was identified as an increasingly popular approach within local government and also other tiers of government, for example the 'Service NSW' centres.

Co-location can take a number of forms, including models where multiple, independent, services are accommodated under the one roof; shared accommodation, service and administration models; and precinct or campus style developments, where multiple services are located in separate accommodation within the one, common, site.

Co-location and multi-purpose facilities not only achieve increased levels of activation, safety and social inclusion, but also offer opportunities for increased efficiencies in

both capital and operational terms. Table 8 and Table 9 above, provide an indication of the opportunities for savings in scale, measured in Gross Floor Area (GFA), that can be gained through co-location of both 'foundation' and 'supporting' social infrastructure.

This includes the co-location of leisure and recreation facilities with community and cultural facilities, as well as the inclusion of spaces for groups that historically occupy separate facilities (for example seniors, Guides) within multi-purpose community facilities. As with any change to historical arrangements, these kinds of changes would require negotiation and consent of all parties.

The examples of co-location provided in Diagram 9 and Diagram 10 below are indicative only, but reflect the principle that efficiencies in terms of GFA that can be achieved.

DIAGRAM 9
EXAMPLE OF CO-LOCATION – 'FOUNDATION' FACILITIES

Separate Facilities total GFA = 4,250m²

Community Centre 1,750m²

Library 1,500m²

Cultural Space 1,000m²

Co-located facilities total GFA = 3,000m²

Community Centre 750m²

Library 1,500m²

Cultural Space 750m²
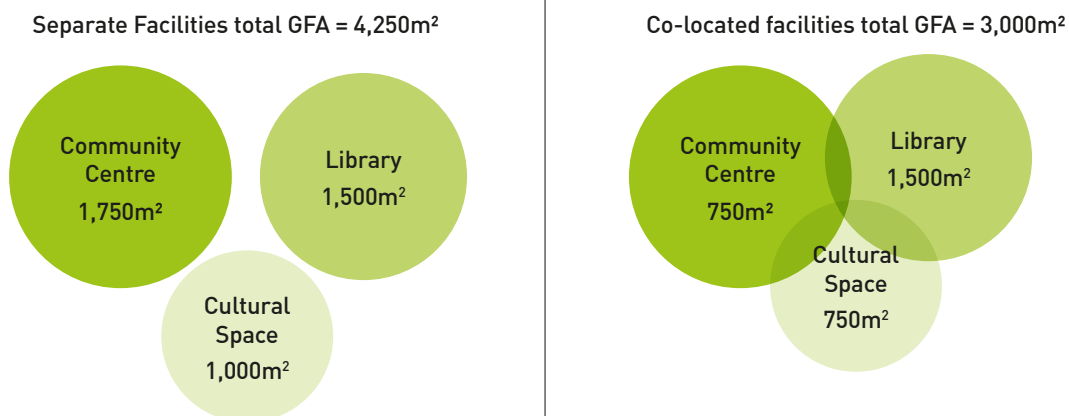
DIAGRAM 10
EXAMPLE OF CO-LOCATION – 'SUPPORTING' FACILITIES

Separate Facilities total GFA = 700m²

Surf Life-saving Clubhouse 300m²

Community Meeting Room 200m²

Judo Clubhouse 200m²

Co-located facilities total GFA = 500m²

Surf Life-saving Clubhouse 300m²

Community Meeting Room 200m²

Judo Clubhouse 200m²
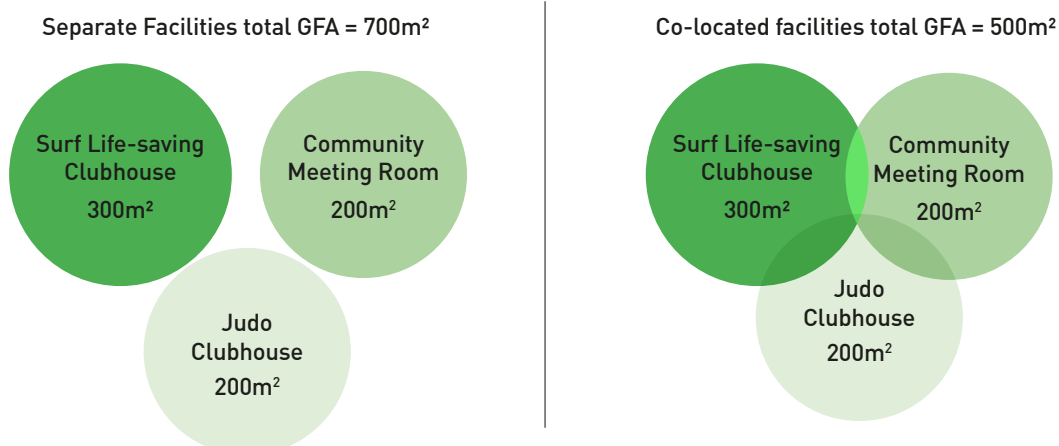
Co-location with Other Providers and Services

In addition to opportunities for co-location of Council social infrastructure assets, the SIP Framework considers co-location of Council-provided social infrastructure with that of other providers. This could include co-location with health, education, recreation or social service facilities, or with commercial or retail space. Examples of libraries being located within shopping malls provide a strong argument for the benefits of this model.

Co-location can create efficiencies and synergies for service delivery, as well as enabling people to have their community, health, education and recreation needs met within the one venue or precinct. It increases activation and leverage of visitation, as well as cross-promotion of services.

The risks of co-location relate to the need to negotiate carefully for shared responsibility, the need for co-located services to be complementary and the inter-dependence of the services for mutual success.

The service integration model is shown in Diagram 11.

DIAGRAM 11
CO-LOCATION WITH OTHER PROVIDERS

HEALTH

RECREATION

social infrastructure

EDUCATION

RETAIL

CONDITION AND FUNCTIONALITY OF SOCIAL INFRASTRUCTURE

Wollongong City Council is in the process of assessing the condition and functionality of existing building assets. The results of this program will contribute to the planning for asset replacement or renewal, maintenance and upgrades.

The Building Condition Assessment Specification document includes separate assessment matrixes for

building condition, function and utilisation. These are provided in Table 10 below.

Evaluation of asset condition and functionality, along with asset utilisation data, will provide important information to guide future planning for new social infrastructure, as well as for asset renewal and divestment under the Social Infrastructure Planning Framework.

TABLE 10
ASSET CONDITION AND FUNCTION ASSESSMENT

Asset Condition Assessment		
Level	Condition	Description
1	Excellent	Only planned maintenance required
2	Good	Minor maintenance required plus planned maintenance
3	Average (Fair)	Significant maintenance required
4	Poor	Renewal/upgrade required
5	Very Poor (Failed)	Unserviceable
Function Rating		
1	Excellent	The asset meets all programs/service delivery needs in a fully efficient and effective manner
2	Very good	The asset meets program/service delivery needs in an acceptable manner
3	Good	The asset meets most program/service delivery needs, and some inefficiencies and ineffectiveness present
4	Fair	The asset has a limited ability to meet program service delivery needs
5	Poor	The asset is critically deficient and does not meet program/service delivery needs, and is neither efficient or effective
Demand/Capacity Rating		
1	Excellent	Demand corresponds well with design capacity and no operational problems experienced
2	Very good	Demand is well within design capacity and occasional operational problems are experienced
3	Good	Demand is approaching design capacity and/or operational problems occur frequently
4	Fair	Demand exceeds design capacity and/or significant operational problems are evident
5	Poor	Demand exceeds design capacity and/or significant operational problems are serious and ongoing.

Elton Consulting conducted an assessment of a sample of Council 'foundation' social infrastructure buildings, using the SPM Council Property Quality Standard (PQS). A summary of the functionality criteria aligned with the Elton Consulting audit is provided in Table 11.

TABLE 11
ASSESSMENT OF FOUNDATION SOCIAL INFRASTRUCTURE

PQS Category	Details	Facilities		
		Issues Identified	Satisfactory	Total
Accessibility	Pathway access?	4	48	52
	Visitor parking on/close to facility?			
	Doorways and corridors adequate for disabled access?			
Compliance	At least 50% of building entries level/a ramp inserted	3	49	52
Safety and security	Is vandalism an issue?	1	50	51
	Are exterior pathways well lit?	6	40	46
Surrounds	Do external lights provide adequate lighting at night?	7	38	45
	Is there a perimeter fence?	28	20	48

MAXIMISING THE VALUE OF SOCIAL INFRASTRUCTURE TO THE COMMUNITY

Social infrastructure contributes to Council's role in creating public value in a number of ways, from building social capital to developing literacy to providing space for small recreational businesses (such as children's dance classes) to get started. Planning and constructing new social infrastructure requires an investment by Council in assets that will deliver outcomes in the future, which means that there is some element of risk involved.

Cost Benefit Analysis

Conducting a cost benefit analysis enables assessment of the economic, financial and social value that a social infrastructure asset will deliver (its 'benefit'), against the funds that Council will need to invest in its planning, construction and future operation (its 'cost'). Ensuring that benefit is assessed against – and outweighs – the cost of developing and operating a new asset or service, reduces risk and enables Council to clearly demonstrate the value of the new piece of social infrastructure to the community.

Cost Benefit Analysis is an integral step in planning for any major, new social infrastructure asset. It enables Council to make informed business decisions about the best use of the community's money; it ensures that Council meets NSW Office of Local Government requirements for major projects and it can support the business case for grant applications to assist with construction costs.

Utilisation

The second key consideration in delivering maximum value from social infrastructure is to ensure assets are used, hired and activated as much as possible.

Council sets targets for the optimum hours of use for 'foundation' social infrastructure. Key Performance Indicators for community centres and halls, are based on a benchmark of 45 hours hire per hireable space per week for District level community centres and 35 hours of hire per hireable space per week for Local level community centres, halls and senior citizens' centres. Data for the actual number of hours of hire at each facility is captured and compared to performance targets. A percentage of optimum hours used is then calculated for each facility.

Targets for cultural facilities and libraries are based on Key Performance Indicators, relating to visitation numbers and in the case of libraries, program delivery and participation.

Utilisation of 'supporting' social infrastructure is not as clearly understood as the use of 'foundation' infrastructure. This presents an opportunity for further investigation during Phase 3 of the Social Infrastructure Planning Framework project.

OUR SOCIAL INFRASTRUCTURE TODAY

Strengths

Wollongong has a good network of social infrastructure facilities, in a range of different sizes, configurations and purposes. This includes both 'foundation' and 'supporting' classes of social infrastructure.

There are several 'Regional' facilities, that serve communities beyond the immediate Wollongong LGA, three 'District' facilities, that serve multiple planning areas and a large number of 'Local' or 'Neighbourhood' facilities, that serve their immediate community (eg: one or two suburbs).

Most 'foundation' and 'District' level facilities have staff or volunteers on-site, at least part-time, which increases activation and use of those facilities. Some of these facilities are staffed by Council staff, while others are managed, under licence, by community groups, on behalf of Council.

Council has a clear understanding of levels and types of use of most of its 'foundation' social infrastructure assets, based on collecting relevant and regular utilisation data, either directly (for the centres it operates) or via licensees, who report regularly on their activities. The majority of these facilities are well to highly utilised in terms of hours and numbers of regular users.

Issues

Historically Wollongong City was configured as a series of villages and townships, under a number of older LGAs and surrounded by farmland to the south. These smaller municipalities and shires were brought together to create the City of Wollongong in 1947.

In facilities terms, this has created a legacy of a large number of small, older facilities, largely distributed across the north and south east of the city.

Age
Available data indicates that 32% of social infrastructure facilities were built in 1960 or prior and 63% of facilities were built in 1980 or prior, with only a small percentage (7%) built in or after 2000. However, the data also indicates that the majority of leisure centres and sports clubhouses have been built more recently, with more than half (54%) built in 1980 or later.

Age is not the sole consideration in relation to the condition and quality of social infrastructure and facilities should not be automatically assumed to be in poor condition on the basis of age. Council's facilities – even the older ones - are well-maintained (as per Council's Condition and Function Assessment program). However, they inherently suffer from some of the limitations of design, access, security and amenity, that are characteristic of older facilities.

Building Size and Scale
Available data indicates that 54% of social infrastructure facilities are smaller facilities with a building footprint of $500m^2$ or less, while 78% of facilities have a building footprint less than $1,000m^2$. Sports clubhouses and meeting rooms in particular fall into the smaller scale category, with 36% having a footprint of $100m^2$ or less and 64% with a building footprint of $250m^2$ or less.

The SIP Framework acknowledges that different size and scale buildings meet differing community needs, however the opportunity for co-location of some of the city's smaller facilities does warrant further investigation.

District community facilities, cultural facilities, leisure centres and surf life-saving clubs are typically larger facilities, with the majority showing building footprints greater than $1,000m^2$.

Distribution
The distribution and scale of provision of community facilities now and in the future is captured in Table 12. Reflecting the historical growth of the city, the northern catchment is well provided with a range of social infrastructure types – from larger, 'District' level, community centres to 'Local' surf life-saving clubhouses, to very small sports club meeting rooms.

The most significant finding of the analysis of current provision and future needs is the projected gap in the provision of higher-order, higher quality, 'foundation' social infrastructure at District (PA's 7 and 8) and sub-District (PAs 5, 6 and 10) level, in the southern and central areas of the city, by 2036.

Understanding of Utilisation
The use and utilisation of 'foundation' social infrastructure is well-understood by Council and, for the most part, these facilities meet Council's key performance indicators, reflecting their importance and relevance to local communities.

The use and utilisation of 'supporting' social infrastructure (surf life-saving clubhouses, sports clubhouses and meeting rooms and some cultural facilities) could be better understood by Council. This could be achieved in part by increasing the quality of data provided by the anchor organisations that operate them on behalf of Council. The development of formal lease or licence agreements between anchor occupants and Council could provide opportunities to open facilities to broader community use, by specifying requirements around hiring space to other groups and organisations.

HOW WE MANAGE OUR SOCIAL INFRASTRUCTURE

Council facilities adopt a range of management models, as identified below:

- District community centres are managed and staffed by Council. They also contain separate spaces that are licenced to community organisations

- Local community centres – the majority are licenced to community organisations that manage and use the centre to deliver services and activities. They also manage room bookings (for community use)

- Community halls and senior citizens' centres – these facilities are either licenced to community groups (that use the facility and manage community bookings) or directly managed by Council

- The city's seven public libraries are all directly managed and operated by Wollongong City Council.

- Specialist youth facility (Wollongong Youth Centre) – directly managed by Council

- Cultural facilities – these facilities are licenced to private or community organisations, with the exception of the Wollongong Art Gallery which is managed directly by Council

- Early childhood health centres – utilised and managed by NSW Health

- Surf life-saving clubhouses – utilised and managed by surf life-saving clubs. Only a small number have a formal occupancy agreement, although Council is currently working with clubs to put leases into place

- Scout and guide halls – leased to and managed by scout or guide groups

- Leisure centres – directly managed by Council

- Sports clubhouses and meeting rooms/amenities facilities – utilised and managed by sporting groups/clubs. These facilities have formal lease or licence agreement in place

- Other facility (Function Hall at Bulli Tourist Park) – directly managed by Council.

In general, where a formal lease, occupancy or licence agreement exists and Council works closely with the groups who are managing Council facilities or acting as 'anchor tenants', the level of understanding of the facility's use and future needs is improved.

SOCIAL INFRASTRUCTURE PROVISION BY CATCHMENT AREA

Analysis of the types, scale and distribution of social infrastructure across the Wollongong Local Government Area contributes to an understanding of quality, quantity and gaps in provision. There is, however, a need for both qualitative and quantitative data, which should be interpreted with an understanding of the nature of the infrastructure and the community it serves. In Table 12 for example, the high percentage of 'cultural' infrastructure in the Central Catchment Area leads to a high rate of provision per 1,000 population, however, particularly given the density of its population, there is a relative lack of 'local' community space for meetings, etc.

The needs of the community in terms of relative advantage / disadvantage, residential density, lone person household composition, access to public transport and other factors, must also be considered, when assessing the level of provision of social infrastructure, particularly in relation to future planning.

A summary of SI provision by catchment appears in Table 12.

Catchment Area	North	Central	South
Total 'foundation' GFA*	9,183m²	12,897m²	14,752m²
Total number of 'foundation' facilities	15	11	19
Total 'supporting' GFA	14,482m²	6,808m²	11,113m²
Total number of 'supporting' facilities	40	9	31
Total 'foundation' GFA / 1,000 (2016)	117m²	301m²	167m²

*GFA - Gross floor area

A high level analysis of the distribution of social infrastructure indicates a high proportion (72%) of 'supporting' social infrastructure. This includes a high proportion of relatively small scale social infrastructure, located in the Northern Catchment Area.

The Central Catchment Area offers a relatively low number of 'supporting' social infrastructure assets. Regional facilities, including major cultural venues and the Beaton Park Leisure Centre, are key assets. Most 'foundation' infrastructure is clustered in the Wollongong city centre, while 'supporting' social infrastructure is more dispersed across the catchment.

Social infrastructure in the Southern Catchment Area is distributed fairly evenly between 'foundation' and 'supporting' facilities. It is also dispersed across what is geographically a large catchment, with the majority of overall provision clustered in Planning Areas 7 and 8. Sporting clubhouses comprise a high proportion of social infrastructure within this catchment.

The maps on the following pages show the distribution of social infrastructure across Planning Areas and Catchments.

MAP 2

1   Balgownie Community Centre
2   Bellambi Neighbourhood Centre (including outdoor Men's Shed)
3   Bulli Community Centre
4   Bulli Senior Citizens Centre
5   Coalcliff Community Hall
6   Coledale Community Hall (including Northern Suburbs Senior Centre)
7   Corrimal District Library & Community Centre
8   Darkes Forest Community Hall
9   Fairy Meadow Community Centre
10 Helensburgh Community Centre (including Youth Centre and Health Centre)
11 Helensburgh Library
12 Russell Vale Community Hall
13 Tarrawanna Community Hall
14 Thirroul District Community Centre & Library
15 Towradgi Community Hall

Legend

☐ Wollongong LGA
☐ Planning area
● Local urban centre
● District urban centre
● Regional urban centre
★ Southern catchment centre

● Local foundation Council infrastructure
● District foundation Council infrastructure
● Regional foundation Council infrastructure
● Supporting Council infrastructure

○ Local minimum coverage (1km)
○ District minimum coverage (5km)
☐ Wollongong CBD regional coverage minimum (15km)

Wollongong LGA - Northern catchment facilities

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SOCIAL INFRASTRUCTURE
PROVISION BY CATCHMENT AREA

MAP 3
SOCIAL INFRASTRUCTURE - CENTRAL CATCHMENT

Wollongong LGA - Central catchment facilities
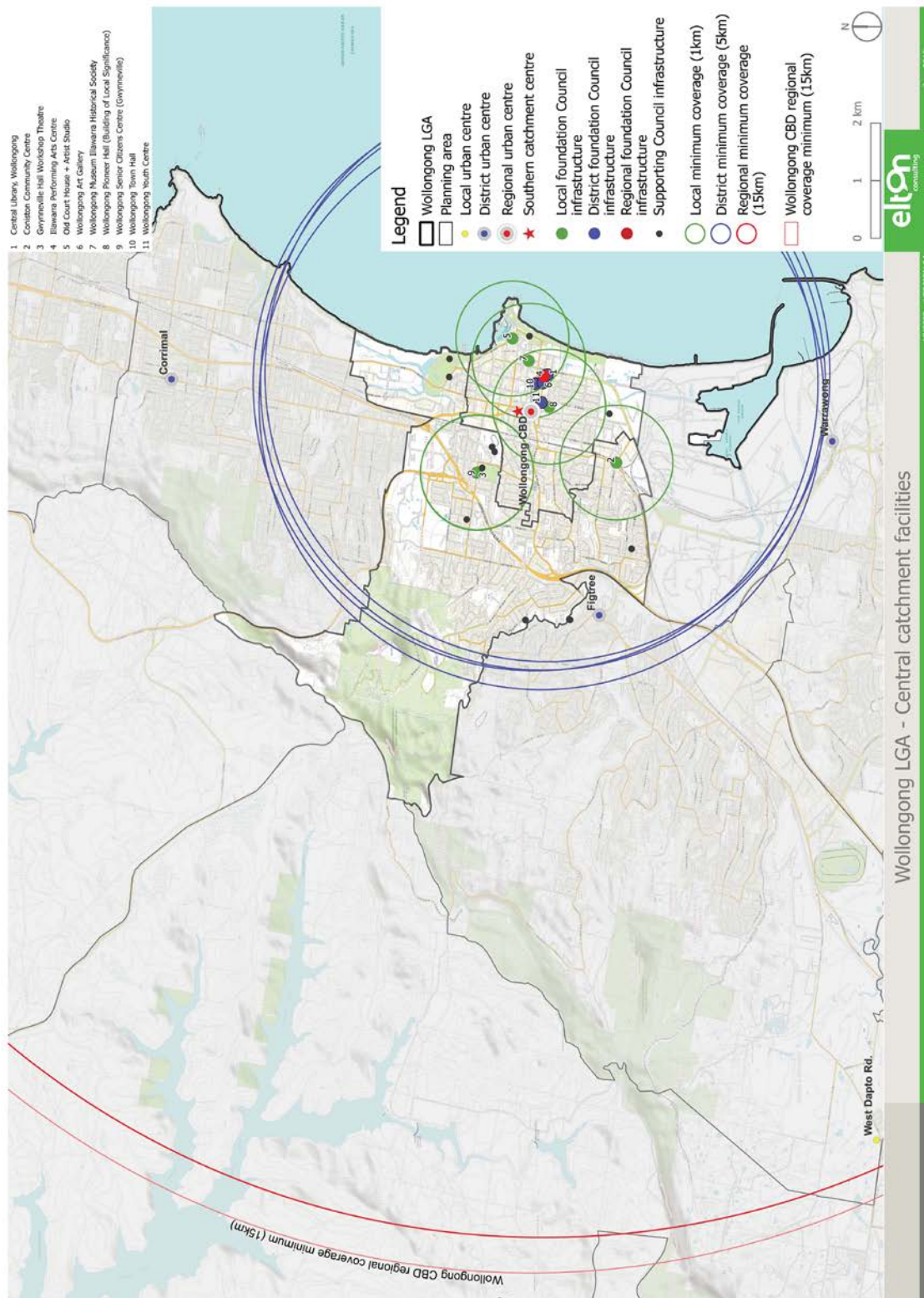
MAP 4
SOCIAL INFRASTRUCTURE - SOUTHERN CATCHMENT

Legend

- Wollongong LGA
- Planning area
- Local urban centre
- District urban centre
- Regional urban centre
- Southern catchment centre
- Local foundation Council infrastructure
- District foundation Council infrastructure
- Regional foundation Council infrastructure
- Supporting Council infrastructure
- Local minimum coverage (1km)
- District minimum coverage (5km)
- Regional minimum coverage (15km)
- Wollongong CBD regional coverage minimum (15km)

0   2.5   5 km

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17/7385   VERSION 04   June 2018

Wollongong LGA - Southern catchment facilities

1   Australian Motorlife Museum (located within Integral Energy Recreation Park)
2   Berkeley Community Centre and Seniors Centre
3   Cringila Community Hall (Large)
4   Cringila Community Hall (Small)
5   Cringila Multipurpose Community Centre
6   Dapto Ribbonwood-Library & Community Centre (includes Helinger Hall)
7   Figtree Community Hall
8   Horsley/West Dapto Community neighbourhood centre
9   Kembla Heights Community Hall
10 Kembloawarra Community Hall
11 Koonawarra Community Centre
12 Port Kembla Community Centre
13 Port Kembla Senior Citizens Centre
14 Unanderra Community Centre (and Library)
15 Warrawong Community Centre
16 Warrawong Library - Leased premises -not council building (not included in GFA)
17 Windang Senior Citizens Centre
18 Wongawilli Community Hall

SOCIAL INFRASTRUCTURE PROVISION BY PLANNING AREA

The following table provides a summary of the key findings of the assessment of social infrastructure provision by planning area.

Assessment of Social Infrastructure provision	Planning Areas									
	1	2	3	4	5	6	7	8	9	10
The area has a multi-purpose 'District' level community centre that provides spaces for community programs, activities and the provision of community services		●		●					●	
The area is serviced by a 'District' level community centre in an adjacent area	●		●							●
The area is a serviced by a range of small, local, 'supporting' infrastructure facilities		●	●	●			●	●		●
Overall, facilities in the area are well utilised in terms of the number of people visiting	●	●	●	●	●	●	●	●	●	
Overall, facilities in the area are well utilised in terms of hours of hire				●		●	●		●	●
There is 'supporting' social infrastructure in the area that may provide opportunities to meet additional demand through increasing access to broader community use	●	●	●	●		●	●	●	●	
There is a good level of non-Council / other provider social infrastructure			●		●	●				
The area is geographically isolated making it difficult for the community to access facilities and services in other areas and highlighting the importance of access to local facilities in the area	●									●
The area does not have good public transport connections making it difficult for some sections of the community to access facilities. This requires well-located facilities within the area	●							●		●
The majority of facilities in the area are small, older, stand-alone facilities	●		●			●	●	●		●
Population growth projected for the area makes it unlikely existing social infrastructure will have capacity to accommodate future needs					●		●	●		●
The majority of facilities in the area are already well-utilised therefore are unlikely to have capacity to meet existing unmet demand or future increased demand for social infrastructure						●	●			

PROVISION OF SOCIAL INFRASTRUCTURE BY OTHER (NON-COUNCIL) PROVIDERS

Shared Responsibility and Benefits

The SIP Framework recognises the many non-Council providers of social infrastructure in Wollongong. Acknowledging shared responsibility between Council and the community to provide 'hard' social infrastructure spaces, to support 'soft' social infrastructure, has significant implications for planning. It raises questions around what kind and how much social infrastructure each provider should be responsible for. Council recognises that social infrastructure owned by non-Council groups and organisations, is used by the broader community and contributes to the achievement of 'soft' social infrastructure outcomes.

The SIP Framework also recognises that there are benefits for those owners of social infrastructure assets who share their facilities with other organisations and groups within the community. These benefits range from economic return on investment in assets, to reputational advantage and better security from increased use. A common example is service clubs which provide room hire to groups for free, with the expectation of offsetting this cost through other revenue from food and entertainment.

Range and Types of non-Council Provision

Non-Council assets that are considered within the SIP Framework include:

- member-based clubs, such as bowling, golf, leagues, workers' and RSL clubs
- conference centres and meeting spaces owned / managed by commercial businesses
- venues and facilities owned by religious and faith-based organisations – including church halls
- schools, TAFE and other vocational training institutions, University of Wollongong, community colleges
- social infrastructure owned / managed by community sector and not-for-profit organisations, such as the Wollongong PCYC, Greenacres Disability Services, Italian Social Welfare Organisation, etc.
- halls and facilities owned by Scouts and Girl Guides Australia
- social infrastructure assets owned by neighbouring Councils – Shellharbour, Sutherland and Kiama.

Table 14 shows the types of non-Council provided social infrastructure identified during the preparation of the SIP Framework and the level of response received to enquiries concerning provision of infrastructure for community use.

TABLE 14
NON-COUNCIL PROVIDED 'SUPPORTING' SOCIAL INFRASTRUCTURE RESPONSES

Category of facility or space	Emails sent	Responses received	Spaces available	
			Hall (large or small)	Meeting rooms
Member-based service and recreation clubs	30	20	17	11
Conference and function centres	13	12	9	9
Faith-based organisations	69	10	9	4
Government education (primary and secondary)	63	16	12	3
Non-government education (primary and secondary)	27	4	7	0
Community organisation/services groups	10	6	1	4
Scouts and Girl Guides	18	2	2	0
Total	**230**	**70**	**57**	**31**

PROVISION OF SOCIAL INFRASTRUCTURE BY OTHER (NON-COUNCIL) PROVIDERS

Limitations to non-Council Provision

Although willing to provide community space as a business opportunity, it is unlikely that a private sector or service organisation would see its role as being a provider of special purpose social infrastructure space such as a library or early childhood health centre. This is especially the case in the provision of arts and cultural activities and assets, which tend to be subsidised by all levels of government to ensure wide community access that would be financially impracticable for a private provider.

Not all activities, programs and services are suitable for non-Council social infrastructure provision. For some community groups, holding an activity at a licenced venue may be considered inappropriate, because they do not wish to convene in a venue where gambling or the service of alcohol are occurring. Similarly, some activities may be considered inappropriate to be held in facilities provided by a faith-based organisation. Owners of non-Council social infrastructure may also find particular activities that hirers wish to undertake in their premises, to be contrary to their belief or values systems.

Given community expectations and social norms regarding provision of social infrastructure, non-Council provided spaces are unlikely to be considered as viable substitutes when compared with the quality and accessibility of Council provided facilities. Community consultation insights supported the position that Council has a fundamental responsibility to provide the majority of social infrastructure facilities.

The desktop analysis of non-Council provided social infrastructure in Wollongong, carried out in Phase 2 of the SIPF project, indicated that Council provides around three to four times more multipurpose meeting spaces than is offered by non-Council providers. This means that for every 60m^2 of Council provided multipurpose meeting space, the non-Council provision is approximately 20m^2.

Non-Council Provision of Social Infrastructure is Most Suitable at Neighbourhood and Local Level

The range of social infrastructure offered for community use by non-Council providers is most often a single space suitable for basic community programs, services and activities. Examples include a room used by a community group for a meeting or class, or a hall used by a number of interest groups for a seminar or expo.

Given that the population projections of Wollongong's Planning Areas are increasingly at a sub-District and District level, the implication is that Council should focus its responsibilities on contributing to Regional and District level social infrastructure.

The finding that non-Council providers are most willing to provide local and neighbourhood level spaces suggests there are significant opportunities to expand community awareness of the availability of these non-Council provided spaces.

DIAGRAM 12
PROPORTION OF COUNCIL AND NON-COUNCIL PROVISION

NON COUNCIL
14%
20m^2
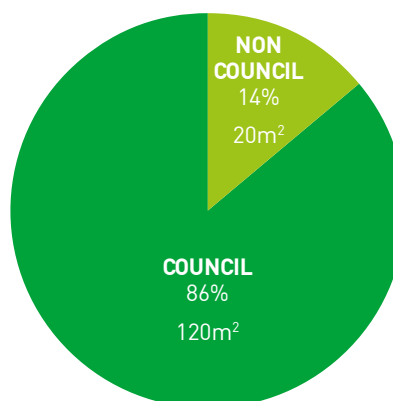
COUNCIL
86%
120m^2

Opportunities for Collaboration with Shellharbour Council

The proximity and shared needs (new community, likely to have high proportion of young families with children, relative distance from major urban hubs) of the emerging community within Planning Area 10 and the adjacent community within the Calderwood development of Shellharbour Local Government Area, provides opportunities for collaborative planning. At the very least, the types and level of provision of the adjacent LGA requires investigation.

OPPORTUNITIES AND CHALLENGES FOR THE FUTURE

Key Trends in Local Government Social Infrastructure Provision

Co-location and Multi-use:

- A move away from isolated, single purpose facilities to co-located facilities (and the 'community hub' model) in central, easily accessed locations. This is a model that has already been adopted by Wollongong City Council for the three existing 'District' community centres

- A move towards flexible, multipurpose spaces in community centres that can accommodate a broad range of activities, while ensuring spaces are adaptable so they can respond to changes in community interests and needs over time. Council has successfully implemented multi-purpose, flexible spaces within its three 'District' community centres

- A new generation of libraries, incorporating a range of classes and programs in addition to their collections, with blurred lines between community centres and libraries. The co-location of libraries within Council's 'District' community centres reflects this model and opportunities exist to further integrate these functions

- A move away from facilities for single user groups (e.g. senior citizen's centres) to providing multipurpose facilities that cater to a broad range of age and interest groups and increased social and financial sustainability

- Increasing or introducing the use of 'supporting' assets, such as sports club houses, surf life-saving club facilities and scout and guide halls, for community meetings, activities and programs. Requires investigation of the suitability of these facilities for alternative use and the level of utilisation, lease or licence provisions and needs of existing users.

Sustainability:

- A focus on the provision of facilities that are both environmentally and financially sustainable.

Partnerships:

- A trend towards partnerships in the delivery and management of community facilities

- Increasing demand from non-government community service providers for low cost accommodation and the increasing importance of the support role played by local government in the provision of subsidised space

- The incorporation of 'hot' office/consulting room space within community centres for shared-use by service providers to deliver outreach services. This approach has also been adopted by Wollongong City Council.

Cultural and Creative Spaces:

- Moves to make art and culture more accessible to the broader community by providing opportunities to participate in art activities at cultural venues and providing suitable spaces for art and cultural activities within community centres and libraries

- The provision of subsidised art and creatives spaces by local governments

- The rise of the Men's Shed movement and an increase in local governments supporting this trend through the provision of Men's Shed facilities.

Health and Well-being:

- A trend towards the incorporation of early childhood heath centres within community centres. The Illawarra Shoalhaven Local Health District also identified a trend towards the co-location of early childhood health centres with other health services in community health service hubs.

'A move towards flexible, multipurpose spaces in community centres that can accommodate a broad range of activities

TABLE 15
KEY POPULATION TRENDS AND IMPLICATIONS BY PLANNING AREA

Key Population Trends and Needs	Planning Areas									
	1	2	3	4	5	6	7	8	9	10
Moderate level of population growth in the area will result in an increase in demand for social infrastructure in the future	●			●		●		●	●	
Substantial population growth in the area will significantly increase demand for social infrastructure in the future					●		●			●
Population growth and demographic change indicate a need for flexible, multi-purpose facilities that cater to a broad range of interests and can adapt as needs change	●	●	●	●	●	●	●	●	●	●
High proportion of young children (0-4 years) indicates a need for facilities, activities and programs for young children and their carers, as well as early childhood health and support services	●		●				●	●		●
High proportion of children (5-14 years) indicates a need for the provision of activities and programs for children (e.g. OOSH, dance, gymnastics and martial arts classes) and support services for children and their families	●	●	●				●		●	●
High proportion of young people (15-19 years) indicates a need for leisure and lifestyle opportunities (including sport, recreation, entertainment and social activities) as well as access to study/reading areas, Wi-Fi and computer access, youth groups, events and youth support services					●	●				
High proportion of older people (60+ years) indicates a need for programs and services for older people (e.g. life-long learning, interest groups and classes, computer training and gentle exercise)	●	●	●	●	●	●	●	●	●	●
Higher proportion of lone person households indicates a need for public places that promote social interaction and community participation				●	●	●		●		
High proportion of couples with children and/or single parent households indicates a need for activities, programs and services for parents with children (e.g. playgroup and mothers' groups) as well as informal spaces for socialising and play	●	●	●	●			●	●	●	●
High proportion of people renting (and the often transient nature of these communities) indicates the need for places and activities that enable people to meet and connect with others so social connections are formed					●					

Key Population Trends and Needs	Planning Areas									
	1	2	3	4	5	6	7	8	9	10
Smaller dwellings in high density areas, with associated lack of private open space indicate a need for easy access to spaces for hire for private functions, celebrations and to meet and entertain					●					
High proportion of people who speak a language other than English suggests the need for CALD support services and programs (e.g. language information, classes and support services) as well as culturally appropriate spaces					●	●		●		
High level of socio-economic disadvantage suggests the need for easy (local) access to a range of community support services and access to free or affordable facilities, programs and activities				●		●		●	●	
Low level of car ownership suggests the need for well-located facilities that are directly accessible by public transport				●	●			●		
Low level of private internet access suggests the need for substantial free public access to computers and the internet (eg Wi-Fi)				●				●		
Low qualification levels and high unemployment suggest the need for access to employment services and training spaces that can accommodate programs for education, training and job ready assistance				●	●	●		●	●	
High proportion of people who need assistance with core activities suggests the need for support services and programs (including disability services and respite services and facilities) as well as facilities that are universally accessible								●		

OPPORTUNITIES AND CHALLENGES FOR FUTURE SOCIAL INFRASTRUCTURE

Key Outcomes for Northern, Central and Southern Catchment Areas

All Catchments

- Focus on improving / maintaining the quality, amenity and accessibility of existing community spaces by applying Social Infrastructure Planning Framework 'Guiding Principles'

- Explore options for co-location of existing social infrastructure (SI) as renewal of facilities is planned

- Explore opportunities to integrate digital and information technologies into SI provision

- Explore options to increase utilisation and activation of under-utilised SI

- Recognise impacts of ageing of the local community

- Explore options to increase capacity of community and other providers of SI to enhance access and utilisation of their facilities.

Northern Catchment

- Consider role of SI in Council's future town centre planning for Helensburgh

- Consider role of SI in Council's town centre planning for Corrimal – possible impact of proposed, higher density residential developments on demand for SI

- Consider the impact of tourist and out of area visitation

- Recognise limited projected population growth for Planning Areas 1, 2 and 3 – while acknowledging possible impacts of proposed residential developments e.g. Cokeworks site at Coalcliff

- Recognise value of local / neighbourhood SI for isolated communities such as Darkes Forest

- Recognise availability of two, existing 'District' level multi-purpose community centre and library facilities at Thirroul and Corrimal

- Consider the large number of 'supporting' SI facilities in Planning Areas 3 and 4

- Recognise limited availability of dedicated, creative / cultural SI within the Northern Catchment, while noting that Thirroul and Corrimal Community Centres and Libraries offer spaces that can be used for exhibition and performance

- Apply SI Guiding Principles in planning for a new library for Planning Area 1

- Recognise limited availability of non-Council SI within Planning Areas 1, 2 and 3

- Recognise high level of supply of 'non-Council' SI within Planning Area 4

- Consider opportunities associated with Council investigation of 'events precinct' at Bulli Showground

Central Catchment

- Recognise role of the CBD (Planning Area 5) as a 'Regional' centre

- Consider implications of Wollongong CBD 'City for People' strategy, for SI

- Consider high level of 'regional' cultural social infrastructure – impact on GFA analysis of 'foundation' SI

- Low level of 'non-cultural' community meeting spaces – no existing 'District' or 'Regional' community spaces

- Factor in the role of Planning Area 5 as the regional / city centre, meeting needs of entire city – residents, visitors and workers - as well as its place as a local / neighbourhood community

- Take into consideration significant population growth projected for Planning Area 5

- Recognise impacts of high density residential accommodation and large / increasing number of sole person households on future demand for SI and open space

- Consider opportunities for co-location of SI – including options for combined community and 'GLAM' (Galleries, Libraries and Museum) infrastructure in new Regional or District civic facilities

- Recognise high level of supply of 'non-Council' SI within the Central Catchment

- Note 'village' style, de-centralised nature of communities comprising Planning Area 6

- Recognise location of Beaton Park – regional – sports and leisure facility within the Central Catchment – impact of Beaton Park Master Plan project on social infrastructure planning

- Consider opportunities for co-location of SI and expansion from 'neighbourhood' to 'local' level facilities

Southern Catchment

- Recognise high projected population growth in southern part of Planning Area 7 and Planning Area 10

- Include consideration of Port Kembla 2505 Town Centre Plan, Warrawong Town Centre Plan and Dapto Town Centre Plan in planning for SI

- Actively pursue plans for new Community Centre and Library to be located at Warrawong

- Note high proportion of Motorlife Museum (3,285m^2) within 'foundation' total GFA (4,737m^2), when considering needs for social infrastructure in Planning Area 7

- Recognise value of local / neighbourhood SI for isolated communities (Kembla Heights and Windang)

- Recognise limited availability of dedicated creative / cultural SI within the Southern Catchment, while noting that Dapto Ribbonwood Centre offers spaces that can be used for exhibition and performance

- Recognise high level of social disadvantage, lack of mobility, ageing, high dependency and cultural diversity of Planning Area 8 population – e.g. requires SI that offers spaces for service delivery by community service organisations, as well as for community hire

- Recognise high representation of Indigenous people within Planning Area 9 and significance of Kemblawarra Community Hall for the Coomaditchie Aboriginal community in Planning Area 8

- Note limited availability of non-Council SI within the Southern Catchment Area

- Detailed planning to be undertaken for delivery of core ('foundation') social infrastructure in the West Dapto Release Area

- Explore opportunities for cooperation with Shellharbour City Council regarding facilities planned for Calderwood, Albion Park and Oak Flats

- Consider opportunities for Council to partner with other levels of government (e.g. NSW Health, NSW School Education, Service NSW) or the private sector, in the development of shared social infrastructure.

APPLYING THE SOCIAL INFRASTRUCTURE FRAMEWORK

The Social Infrastructure Planning Framework identifies the factors that inform our review of, and planning for, the city's infrastructure needs, today and into the future. Our vision and guiding principles lay the foundation for the framework, while factors as diverse as geography, space and place, community needs and type, quality and location of non-Council infrastructure, guide our decision-making.

The importance of each factor will vary, depending on the characteristics of the Planning Area or Catchment, the 'type' of social infrastructure ('hard' or 'soft'; 'foundation' or 'supporting') being planned and the activities it is intended to support. Applying the SIP Framework requires careful evaluation, selection and weighting of the range of factors, as well as ongoing engagement and collaboration between Council, community and stakeholders.

NEXT STEPS IN PLANNING THE CITY'S PLACES FOR PEOPLE

The final phase of the SIP project – Phase 3 – will involve the application of the Framework to Council's existing suite of SI assets and across each of the 10 Planning Areas and 3 Catchment Areas, to develop a Social Infrastructure Implementation Plan. This plan will inform Council regarding future directions for asset planning, adaptation, renewal and divestment.

APPENDIX 1
STRATEGIC CONTEXT

Relevant Wollongong City Council Supporting Documents

- Planning People Places Final Report, Volume One – The Strategy, April 2006
- Corrimal Town Centre Plan including Memorial Park, 2015-2025
- Warrawong Town Centre Master Plan, June 2013
- Unanderra Town Centre Plan
- A City for People – Wollongong Public Spaces Public Life
- Dapto Town Centre Plan 2017-2027 (2017)
- West Dapto Release Area Section 94 Contributions Plan (2015)
- Wollongong City Council Cultural Plan 2014-2018
- Disability Inclusion Action Plan 2016-2020
- Wollongong City Libraries Strategy 2017-2022 (2017)
- Sportsground and Sporting Facilities Strategy 2017-2021 (2017)
- Play Wollongong Strategy 2014-2024: Children 0-12 Years (2014)
- Beaton Park Regional Precinct Master Plan – DRAFT (2018)

Relevant Wollongong City Council Policies

- Allocation of Community Facilities to Community Groups (2017)
- Management of Community Halls, Community Centres, Senior Citizen Centres and Neighbourhood Centres (2017)
- Reduction or Waiver of Hire Fees for Community Rooms and Halls Under the Direct Control of Council (2017)
- Community Facility Management Committee, Procedures Manual (2017)
- Surf Lifesaving Buildings Management Policy (2017)
- Halls and Rooms for Hire: Fees and Charges 2018/2019
- Leases and Licences of Council Owned and Managed Land, Buildings and Public Roads (2018)
- Community and Sporting Group Rentals (2018)
- Occupation of Council Owned and Managed Land, Buildings and Public Roads (2018)

APPENDIX 2
COMMUNITY CONSULTATION – PROCESS AND OUTCOMES

A description of the consultation strategy is outlined below.

Consultation Method	Who Participated	How Many People Participated
Internal Stakeholder Workshop	Council staff who plan for, operate or use social infrastructure facilities	15
External Stakeholder Workshop	Representatives of the groups and organisations: - that manage facilities on behalf of Council - are key occupants of facilities - regularly utilise Council facilities	25
Visits to Community Facilities / Licensees by Elton Consulting	Licensees of facilities – informal discussions	25
Neighbourhood Forum Workshop	Representatives of Council's Neighbourhood Forums	8
Community Survey	Community members completed online on Council's website or in hard copy format, available at Council community centres and libraries	94
Stakeholder Survey	Members of groups and organisations: - that manage facilities on behalf of Council - are key occupants of facilities - regularly utilise Council facilities	45

Survey results were viewed as 'confirmatory' and 'contributing' data, rather than statistically significant, due to the size and 'representativeness' of the cohort of survey respondents.

APPENDIX 2
COMMUNITY CONSULTATION – PROCESS AND OUTCOMES

What our Community and Stakeholder consultations told us

What is working well?

- a significant majority of respondents value the role Council plays in providing social infrastructure
- the number and variety of community facilities provided by Council across Wollongong LGA
- the quality of the facilities and the fact they are well maintained
- the high level of use of community centres and halls by community members and groups
- partnerships with community groups that manage facilities under a licence agreement with Council ('anchor' occupants), ensuring that the doors are open and that staff are available on site.

How does the community access Social Infrastructure?

- most prefer to find out about social infrastructure online or through social media, with the next most popular method being via 'word of mouth or local knowledge' and a lesser, but still high, level of preference for printed materials and media articles
- most people travel to community facilities by car, with some people also accessing on foot
- most prefer to drive or walk for up to 15 minutes, though around one in four will walk, drive or cycle for up to 30 minutes, to get to a community facility
- people are prepared to travel a little longer - half an hour – by public transport
- a significant number of people use non-Council owned social infrastructure, as well as Council facilities
- a small proportion of people travel outside of the Wollongong LGA – usually to a neighbouring LGA - to access social infrastructure.

How are the expectations of our community changing?

- increasing expectation that facilities must meet accessibility standards for people with a disability and older people
- looking for more arts, performance and cultural activities to be provided and for spaces in community facilities that will accommodate these activities
- increasingly diverse community, with a greater range of needs and expectations, which creates pressure for innovative program development and delivery
- a number of parents have to travel long distances to work and rely on a range of child care arrangements

to allow this to occur – this impacts on families' needs in relation to accessing social infrastructure, for example hours of opening or service delivery.

What could we improve?

- better access to spaces in sporting facilities (eg: clubrooms), that could be used for meetings, activities and events. Sporting facilities need to be utilised more often through the week (rather than just on weekends) and provide amenities that will encourage greater female participation
- improve perceptions of safety at some facilities
- address the perception that Council delivery of social infrastructure is becoming overly commercialised, with more outsourcing of management responsibilities not being seen as positive
- provide more storage within facilities
- more outdoor play areas, adjacent to social infrastructure facilities
- need to become more flexible and creative with the programs offered
- offer more informal spaces and more comfortable surroundings within facilities so people can gather informally.

Planning for future social infrastructure – needs and preferences

- the biggest impacts on planning for the future of community facilities will come from the need for:
  - greater accessibility to facilities
  - changing population needs – e.g. ageing; housing stress and affordability
  - health trends
  - new technologies
- most people prefer large multipurpose facilities that include: large meeting rooms for big gatherings; storage spaces; commercial kitchen space
- the highest level of demand for new social infrastructure is for additional cultural centres, museums, art galleries and theatres
- people would like facilities to offer more activity spaces for hobby and craft groups, as well as more community gardens and other green spaces
- surprisingly, respondents expressed a relatively low level of demand for large rooms for gatherings/private functions.

Community Satisfaction Survey

Council's most recent Community Satisfaction Survey shows a high level of satisfaction with the provision of social infrastructure. Although not all forms of social infrastructure were surveyed, those that were part of the survey achieved satisfaction ratings as follows:

District Library and Community Centres	Satisfaction 79%	Rating 4.3 / 5.0
Wollongong City Library	Satisfaction 85%	Rating 4.3 / 5.0
Local Branch Libraries	Satisfaction 68%	Rating 3.9 / 5.0
Community Halls / Centres	Satisfaction 70%	Rating 4.0 / 5.0
Wollongong Art Gallery	Satisfaction 76%	Rating 4.2 / 5.0
Leisure Centres	Satisfaction 68%	Rating 3.9 / 5.0
Illawarra Performing Arts Centre	Satisfaction 86%	Rating 4.4 / 5.0

APPENDIX 3
PLANNING AREAS AND CATCHMENT AREAS

	Catchment Areas	Planning Areas	Suburbs
Wollongong LGA	**Northern**	1	Coalcliff, Darkes Forest, Helensburgh, Lilyvale, Maddens Plains, Otford, Stanwell Park and Stanwell Tops
		2	Austinmer, Clifton, Coledale, Scarborough, Thirroul and Wombarra
		3	Bulli, Reidtown, Russell Vale and Woonona
		4	Balgownie, Bellambi, Corrimal, East Corrimal, Fairy Meadow, Fernhill, Mount Ousley, Mount Pleasant, Tarrawanna and Towradgi
	Central	5	Wollongong CBD
		6	Coniston, Gwynneville, Keiraville, Mount Keira, Mangerton, Mount St Thomas, North Wollongong and West Wollongong
	Southern	7	Cordeaux Heights, Farmborough Heights, Figtree, Kembla Grange, Kembla Heights, Mount Kembla, Nareena Hills and Unanderra
		8	Berkeley, Cringila, Kemblawarra, Lake Heights, Port Kembla, Primbee, Springhill, Warrawong and Windang
		9	Brownsville, Dapto, Kanahooka and Koonawarra
		10	Avondale, Cleveland, Dombarton, Haywards Bay, Horsley, Huntley, Marshall Mount, West Dapto, Wongawilli, and Yallah

APPENDIX 4
POPULATION PROJECTIONS
2016-2036

Catchment	Planning Area	Suburbs	Population 2016	Forecast population 2036	Change Number	Change %
North	1	Stanwell Park/ Stanwell Tops/ Coalcliff	2,312	2,262	-50	-2%
		Helensburgh/ Lilyvale/ Otford/ Darkes Forest	6,907	7,319	+412	6%
	2	Austinmer	2,686	2,571	-115	-4%
		Wombarra/ Coledale/ Scarborough/ Clifton	2,570	2,474	-96	-4%
		Thirroul	6,354	6,289	-66	-1%
	3	Bulli	6,282	7,322	+1,040	16%
		Woonona/ Russell Vale	13,989	13,843	-147	-1%
	4	Bellambi	4,161	4,091	-70	-2%
		Corrimal	6,715	8,486	+1,772	26%
		East Corrimal	3,498	3,491	-7	-0.2%
		Balgownie/ Tarrawanna/ Fernhill	8,876	9,105	+229	2.5%
		Mt Ousley/Mt Pleasant	3,026	3,020	-6	-0.2%
		Fairy Meadow	7,795	8,240	+445	6%
		Towradgi	3,254	3,298	+45	1%
North subtotal			**78,425**	**81,811**	**+3,386**	**4.3%**
Central	5	Wollongong City	19,350	25,409	+6,059	31%
	6	North Wollongong	2,832	2,812	-19	-0.6%
		Gwynneville	3,042	3,275	+233	8%
		Mangerton	2,904	2,872	-32	-1%
		Coniston/ Mount St Thomas	3,972	3,916	-56	-1%
		West Wollongong	5,137	5,151	+14	0.02%
		Keiraville/ Mount Keira	5,557	6,589	+1,032	19%
Central subtotal			**42,794**	**50,024**	**+7,230**	**17%**

APPENDIX 4
POPULATION PROJECTIONS
2016-2036

Catchment	Planning Area	Suburbs	Population 2016	Forecast population 2036	Change Number	Change %
South	7	Cordeaux Heights/ Mount Kembla/ Kembla Heights	6,007	5,709	-298	-5%
		Farmborough Heights	4,357	4,211	-146	-3%
		Unanderra	5,654	5,670	+16	0.3%
		Kembla Grange	258	8,345	+8,087	3,200%
		Figtree	12,049	12,456	+407	3%
	8	Port Kembla/ Springhill	5,239	5,452	+212	4%
		Berkeley	7,896	8,189	+293	4%
		Lake Heights	4,057	4,085	+27	1%
		Warrawong	4,886	5,273	+387	8%
		Cringila	2,239	2,260	+22	1%
		Windang/ Primbee	4,425	4,720	+295	7%
	9	Kanahooka	5,720	6,402	+682	12%
		Koonawarra	3,670	4,441	+771	21%
		Dapto/ Brownsville	11,630	14,035	+2,405	21%
	10	Horsley	8,511	12,109	+3,597	42%
		Rural (Dombarton, Wongawilli, Huntley)	360	8,913	+8,552	2,500%
		Rural (Mt Marshall, Haywards Bay, Yallah)	1,329	2,810	+1,481	120%
South subtotal			**88,290**	**115,080**	**+26,790**	**46.6%**
Wollongong total			**209,509**	**246,915**	**+37,406**	**18%**