

Community Facilities

Engagement Summary Report
September 2026

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2 Executive Summary

Introduction

From 19 March to 4 June 2026, Council undertook a community engagement program to inform how it engages, promotes and runs its community centres so they are welcoming, inclusive and full of opportunity for everyone.

Engagement Overview

This engagement sought to review City of Casey managed community facilities including halls, senior citizens centres, family and community centres, community hubs, and Council managed Neighbourhood Houses across the municipality.

Participants were invited to share their feedback on their experiences using Council's community facilities including:

- What made them feel welcome and included.
- How people like to find out about programs and activities.
- Preferred communication methods.
- Barriers to participating at community facilities.
- Suggestion of how Council can improve community facilities.

Council delivered the following engagement activities to collect community feedback:

- Online community survey hosted on *Casey Conversations*.
- 17 in-person focus group sessions with community groups.
- Four in-person activities with community groups and two ongoing displays.

Participation

A total of 724 participated in this engagement program and the following table presents participation by engagement activity.

Engagement Method	Number of participants	%
Online survey	385	53.2
Focus groups	260	35.9
Interactive displays	79	10.9
TOTAL	724	100

Key findings

Awareness of local community centres

Participants showed uneven awareness of community centres across the municipality. Participants were asked if they were aware of any community centres near where they live. There were 493 responses to this question. A total of 397 participants (78.5%) could name a specific community centre, 60 participants could name something that was unclear/not

specific (12.2%), and 37 could not name any centres at all (7.5%). A total of 9 people also named Doveton College or a local library (1.8%).

Participants in the online survey and the focus groups were asked how they would like to receive information about available programs, activities, and events. Overall, email (n=233) is the most preferred way to receive information, followed closely by social media (n=204) and printed flyers (n=188). This shows that while digital channels are strong, many people still rely on hardcopy methods.

Inclusive aspects of community centres

When asked what helps them feel welcome, safe and included when visiting a community centre, the top things participants noted were:

- Welcoming and friendly staff (n=244).
- Physical features incl. safety (n=94).
- Social connection, feeling of community (n=83).

Barriers to participation

Participants were asked if there is anything that makes it harder for them or their family to participate in community programs or activities. The top barriers to participating in community programs or using community facilities mentioned by participants were:

- Times centre open, programs run (n=219)
- Low awareness of available programs and activities (n=131)
- Cost of activities and programs (n=111)

Note: Some responses to cost barriers for programs may not have been Casey programs.

Priorities in the local community

Participants were asked what was important to them and their local community right now. The top priorities that emerged were:

- Social connection, feeling of community (n=296)
- Community and personal safety (n=255)
- Health and wellbeing (n=197)

Participants were asked to highlight the biggest needs they see in their community that facilities could respond to. The top needs identified were:

- Expand programs and activities (n=60).
- Promote inclusion - particularly those who face language barriers (n=52).
- Improve facility amenities (n=45) like room sizes, kitchen equipment, prayer rooms, cleanliness.

Participants were also asked to share their suggestions for how to make a positive difference in the community. The key suggestions were:

- Providing more programs and activities (n=113).
- Opportunities for social connection across different groups (n=41).
- Inclusion (n=34) – there were split views on recognising different groups versus treating everyone the same for events and celebrations.

Key considerations for improving community facilities in Casey

Across the engagement program, these prominent themes emerged:

- Expand free or lost cost programming: focus on flexible, drop-in social connection, leisure activities, health and wellbeing activities and English classes
- Expand centre opening hours to weekends and evenings.
- Develop/expand a communications strategy and calendar for 'what's on' information using multiple channels (digital and hardcopy).
- Expand specific centre communications, accessibility information, opening hours parking etc using multiple channels (digital and hardcopy).
- Improve communications with cultural groups, communications in community languages, simple English communications).
- Improve safety at facilities such as lighting.
- Create more opportunities for people to connect through affordable programs and activities, helping to build community connection, reduce social isolation and support safer, more connected neighbourhoods.
- Increase support for people who speak languages other than English to find out about, access and use community facilities.
- Use universal design and accessibility principles¹ as a guideline for planning services and facilities.

3 Background

The Community Facilities Management Team (CFMT) manages approximately 36 community facilities across the City of Casey. These facilities support community connection, wellbeing, learning, recreation, cultural participation and access to community services.

This document provides a summary of stakeholder and community feedback on Casey's community facilities including halls, senior citizens centres, community hubs, Family & Community Centres and Council managed Neighbourhood Houses.

From 19 March to 4 June 2026, the broader community and community groups provided feedback on their experiences using Council's community facilities, their views on what made the community feel welcome and included, how people like to find out about programs and activities, and anything that might make it harder for people to take part in activities.

This engagement feedback will help Council improve how it plans activities, promotes and runs these facilities so they are welcoming, inclusive and full of opportunity for everyone.

3.1 Key findings

- There is strong demand for more affordable programs and activities that foster social connection and reduce isolation across all ages.
- Community members want a broader range of activities that cater to different ages, life stages and interests, including young people, older adults, families and working adults.

¹ Universal design and accessibility principles aim to ensure spaces, services, information and experiences can be accessed and used by people of all ages, abilities and backgrounds.

- Free or low-cost programs are a priority, reflecting ongoing cost of living pressures.
- Health, wellbeing and lifelong learning opportunities, including exercise, mental health support, English classes and job skills, are highly valued programs at community facilities.
- Participants highlighted the need to better promote existing programs and continue investing in accessible community facilities and spaces.
- Inclusive, culturally diverse and locally delivered activities that bring people together and are easy to access remain a high priority.

3.2 Next steps

Council officers will consider community feedback and report back on the findings and steps forward for Casey's community facilities later in 2026.

4 Consultation overview

4.1 Consultation purpose

This consultation was undertaken to understand community awareness, experiences and needs in relation to local community centres and programs. Specifically, the engagement questions focused on:

- Community awareness of facilities.
- Experiences as facility users.
- Community needs and priorities.
- Barriers to participation.
- Preferred communication methods.
- Future program and service opportunities.

4.2 Consultation process

The tools and techniques selected for this project were informed by the project content, stakeholders and type of feedback sought.

Key tools for communicating the project

- Website news story.
- Emails to key stakeholders.
- Flyers at Community Centre
- Social media.

Key methods for gathering feedback

- Online survey hosted on Casey Conversations.
- Seventeen in-person focus group sessions with community groups.
- Four in-person consultation activities with community groups and two ongoing displays.
- Contact email address and phone number of Council Officer provided for interested community members to ask for further information or provide feedback
- Printed information available, as required.

Details	Activity
19 March - 4 June 2026	Casey Conversations engagement platform
385 contributions	Project information and online survey.
118 visitors	
2 followers	
19 March - 4 June 2026	Seventeen in-person focus group sessions with community groups.
260 participants (minimum)	
19 March - 4 June 2026	Four in-person consultation activities with community groups and two ongoing displays.
79 participants (minimum)	

5 Who we heard from

Overall, there were 724 engagement participants. The following demographic characteristics shown in the two tables and chart below represent the 385 survey respondents only.

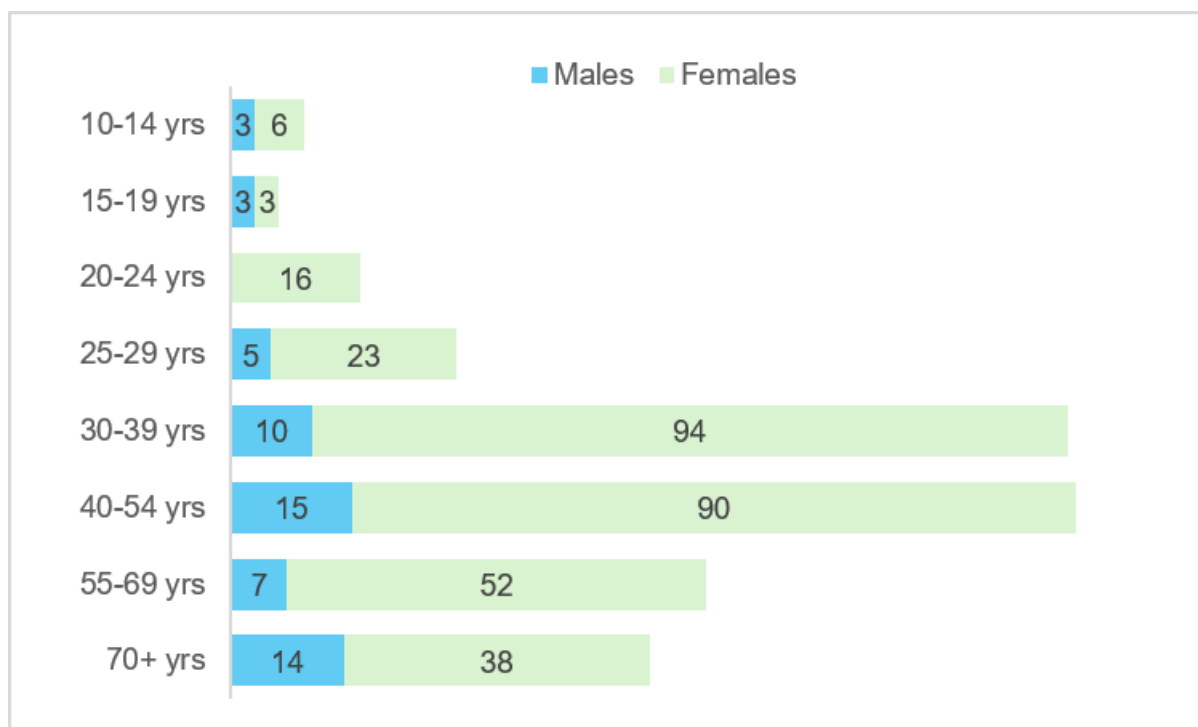
	Demographic	Casey 2021 Census	Participants (%)
Gender	Male	49.8%	14.8%
	Female	50.2%	83.4%
	Unknown	-	1.0%
	Other identity	-	0.8%
Age groups	10-14 yrs	7.2%	2.3%
	15-19 yrs	6.3%	1.6%
	20-24 yrs	6.7%	4.4%
	25-29 yrs	7.2%	7.3%
	30-39 yrs	16.7%	27.5%
	40-54 yrs	19.6%	27.8%
	55-69 yrs	13.5%	15.3%
	70+ yrs	7.2%	13.8%
	Age undisclosed	-	-
Communities	Speak a language other than English at home		53.0%
	Person with a disability		7.7%
	Identify as LGBTIQ+		2.0%

	Aboriginal and/or Torres Strait Islander background	0.7%
	Prefer not to say	3.5%
	None of these apply	33.2%

Note: Communities of interest was a multi-response question, there were 404 responses.

data source: survey

Participants by age group and gender



data source: survey

Residential suburb	Casey 2021 Census	Participants (%)
Berwick	13.7%	6.2%
Botanic Ridge	2.0%	0.5%
Casey Coast (Cannons Creek, Blind Bight, Warneet, Tooradin)	1.1%	1.0%
Clyde	3.5%	6.2%
Clyde North	9.6%	16.6%
Cranbourne	5.7%	6.2%
Cranbourne East	6.8%	3.6%
Cranbourne North	6.7%	1.8%
Cranbourne South	0.5%	2.6%
Cranbourne West	6.1%	6.8%
Devon Meadows	0.4%	-
Doveton (Eumemmerring)	3.2%	11.4%
Endeavour Hills	6.4%	2.6%
Hallam	3.1%	4.4%
Hampton Park	6.9%	6.8%
Harkaway	0.3%	-

Junction Village	0.3%	0.8%
Lynbrook	2.5%	10.1%
Lyndhurst	2.5%	1.6%
Lysterfield South	0.3%	-
Narre Warren	7.3%	3.1%
Narre Warren North	2.1%	-
Narre Warren South	8.2%	4.7%
Pearcedale	1.0%	1.8%

data source: survey

Survey respondents were also assigned to a “local area” for comparisons of views based on their residential suburb, resulting in the following local area representation:

- North local area – 87 participants (22.6%).
- Northwest local area – 96 participants (24.9%).
- Southeast local area – 112 participants (29.1%).
- Southwest local area – 90 participants (23.4%).

Focus groups and consultation activities

Participants in the focus groups and consultation activities covered the age spectrum from children to older adults, involved mixed gender groups, female only groups and non-English speaking groups. The Disability Access and Inclusion Advisory Group (DAIAG) also participated in the engagement.

The focus groups and consultation activities were held across all four local areas - North (n=4 activities), Northwest (n=6), Southeast (n=9) and Southwest (n=3). Focus group participants were also assigned to a “local area” for comparisons of views based on suburb where the group was held, resulting in the following local area representation:

- North local area – 37 participants (14.2%).
- Northwest local area – 66 participants (25.4%).
- Southeast local area – 62 participants (23.8%).
- Southwest local area – 95 participants (36.5%).

6 Consultation findings

The following section summarises the key themes which arose in community feedback on Casey’s Community Facilities. The abbreviation (n=) is used to indicate the number of mentions, responses or participants.

The key insights from the aggregated survey responses were:

- The survey respondents are predominantly female (79%) and represent a wide range of age groups, with the largest segments being 40-54 (29%) and 30-39 (21%). Clyde North (23%), Lynbrook (17%), and Cranbourne West (12%) are the most represented suburbs.

- Over half of respondents (53%) speak a language other than English at home, and 9% identify as a person with a disability, highlighting the community's diversity and the need for inclusive services.
- Open-text responses reveal recurring themes: desire for more social connection spaces, programming and activities to reduce social isolation. Safety was a big concern among participants, particularly regarding youth crime and swimming pool environments. The major barriers to participation at community facilities across the City of Casey were opening hours not suitable for people who work or study, not knowing what was available or receiving what's on information and cost of activities.

There were sufficient responses from the following sub-groups to enable comparisons of the engagement feedback - people who spoke a language other than English at home, males and females and the age cohorts of under 30 years, 30-39 years, 40-54 years and over 55 years.

6.1 Awareness of local community centres

Participants in the online survey and the focus groups were asked 'Are you aware of any community centres near where you live? If yes, which one(s)?' There were 493 responses to this question with participants:

- Naming a specific community centre/s (n=387, 78.5%).
- Naming something that was unclear/not specific (n=60, 12.2%).
- Not naming any centres at all (n=37, 7.5%).
- Naming Doveton College or libraries (n=9, 1.8%).

The community centres most frequently mentioned were Lynbrook Community Centre, Cranbourne West Community Hub, Orana Community Place/Centre, Autumn Place Community Centre, Eliston Family and Community Centre, Clyde Township Community Centre and Balla Balla Community Centre. There were 11 facilities mentioned in responses that are not managed by the City of Casey community facilities team.

Community centres named (grouped)	Responses
Lynbrook Community Centre (incl. CC, FCC variations)	60
Cranbourne West Community Hub (CWCH, Cranbourne West CC)	59
Orana Community Place/Centre	30
Autumn Place Community Centre (Doveton)	28
Eliston Family and Community Centre	28
Clyde Township Community Centre	23
Balla Balla Community Centre	21
Ramleigh Community Centre	16
Hallam Community Learning Centre/Community Centre	12
Strathaird Community Centre	12
Berwick (Neighbourhood House, Old Cheese Factory, Senior Citizens)	9
Brentwood Park	7
Manna Gum Community Centre	7
Pearcedale Community Centre/Hall	6
Timbarra Community Centre	6

Bunjil Place (as community facility)	5
Cranbourne Community Centre/House	5
Fairhaven	5
Merinda Park Learning and Community Centre	5
Oakgrove Community Centre	5
Hampton Park Community/Neighbourhood House, Mayone, Selandra Community Centre	4 each
Blind Bight Community Centre, Littlecroft Community Centre, Rossmoyne	3 each
Arthur Wren, Bridgewater, Livingston, Strong Drive/Strong St Community Centre	2 each
Arbourlea, Botanic Ridge Community Centre, Cannons Creek Community Place, Clyde Public, Cranbourne Seniors, Endeavour Hills Community Centre, Hallam Recreation, Marriott Waters, Woodbine	1 each

Data source: Surveys, focus groups

Note: Multi-response question

Nearly one in five participants either did not know of any nearby community centre or could not name one specifically, indicating that awareness is uneven across the municipality and that there may be value in improving the promotion of centres and the activities available at them.

Promotional efforts could be assisted by identifying which sub-groups in the community were the least aware of Casey's community centres. Residents living in the North and Northwest local areas, and males were more likely to not know of any nearby community centre or could not name one specifically.

6.2 Inclusive aspects of community centres

Participants in the online survey and the focus groups were asked 'What helps you feel welcome, safe, and included when you visit a community centre?' There were 607 responses to this question.

Participants mentioned the following aspects of Casey's community centres:

Theme/aspect	Community feedback
Welcoming and friendly staff (n=244 responses)	Friendly staff at reception/on entry Positive vibe around the centre Helpful staff/volunteers in programs Someone to answer questions
Physical features incl. safety (n=94 responses)	Cleanliness Feeling of safety, presence of staff Outdoor spaces, lighting and parking Furniture for use, heating/cooling Quiet/peaceful
Social connection, feeling of community (n=83 responses)	Friendships, feeling of connection People there from school/neighbourhood/my age group Good place to meet people

Inclusion and diversity (n=72 responses)	Cultural get-togethers, English classes Lack of assumptions about skin colour, disability, neurodiversity Welcoming signs in own language, clear and visible messaging Women-only programs Trusted staff, non-judgemental Accessible spaces
Facility amenities (n=62 responses)	Bike racks Kitchenette, tea and coffee Toilets (inclusive), pray spaces Lounge spaces, couches and chairs Desks, power points
Programming of activities (n=60 responses)	Specific programs mentioned (e.g. art for kids, women's programs, learn to drive) Information on available programs
Other responses (n=25 responses)	Haven't visited the centre or no longer visit the centre Mentioned "yes" or a centre name Generic positive comment

Data source: survey, focus groups

Key Insights

Most participants said friendly and welcoming staff were the most important factor in helping them feel welcome, safe and included at community centres. People also valued having face to face engagement with staff and having someone to answer questions. Participants reported the physical environment was important for feeling safe and welcome including cleanliness and safety features both indoors and outdoors.

Participants also valued community facilities as places to meet people and connect, enjoying familiar faces and the opportunity to connect with peers. Programming, staff training and inclusion in the physical spaces were also of importance for people to feel welcome for example; signs in their language, accessibility and inclusive staff were important.

Comparison of feedback

People who spoke a language other than English at home were more likely to mention that physical features including safety and welcoming and friendly staff, helped them feel included when they visited a community centre.

Males were more likely to mention that physical features including safety helped them feel included when they visited a community centre whereas females were more likely to mention inclusion and diversity aspects.

People under 30 years of age were more likely to mention that the programming of activities helped them feel included when they visited a community centre. People aged 40-54 years were more likely to mention that inclusion and diversity aspects helped them feel included when they visited a community centre. People aged 55 years and over were more likely to mention that welcoming and friendly staff and social connection/feeling of community helped them feel included when they visited a community centre.

6.3 Priorities in the local community

Participants in all of the engagement activities were asked 'When you think about your local community, what feels most important to you right now?' There were 960 responses to this question.

Participants mentioned the following important issues or needs:

Issues or needs	Community feedback
Social connection, feeling of community (n=296 responses)	Meeting places for seniors and young people, reducing isolation Developing a sense of belonging, being able to help others Community events so people can come together
Community and personal safety (n=255 responses)	Night-time safety Inclusive spaces to be in, to gather with others Concern around child and teen safety (crime, anti-social behaviour)
Health and wellbeing (n=197 responses)	Wellbeing and mental health programs Physical activity – walking, outdoor games, exercise and sports
Cultural inclusion and diversity (n=156 responses)	Celebrations and multi-cultural understanding Inclusive practices, welcoming, sharing stories 'Fitting in', learning English
Other priorities (n=44 responses)	Specific programs/activities Cost of living/affordability Other Council services – roads, paths, recreation Transport options to/from centres

Note: There were 12 responses considered as not useful.

Data source: Surveys, focus groups, dot question activities

Key Insights

Overall, the highest priority for participants in this engagement was social connection (n=296). Participants describe this as being important to reduce isolation particularly for youth and older people. Many people spoke about the importance of feeling connected to others, especially in a growing area where people may not yet know their neighbours. Safety (n=255) was the second highest priority mentioned by participants who mentioned facilities should focus on providing safe inclusive spaces particularly for children and young people who may be at risk of being disengaged.

Participants also highlighted improving nighttime safety at facilities with some respondents highlighting crime, unsafe streets and the need for safe spaces for families and young people. Health and wellbeing were the third highest priority in which participants largely focused on access to affordable activities that improve mental and physical health like sports, recreational activities and social groups.

Comparison of feedback

People who spoke a language other than English at home were more likely to mention that cultural inclusion and diversity and health and wellbeing, are what feels most important in the community right now.

Males were more likely to mention that community and personal safety is what feels most important in the community right now whereas females were more likely to mention social connection/feeling of community.

People under 30 years, 30-39 years of age and aged 55 years and over were more likely to mention that social connection/feeling is what feels most important in the community right now. People aged 40-54 years were more likely to mention that health and wellbeing is what feels most important.

6.4 Barriers to participation

Participants in all of the engagement activities were asked 'Is there anything that makes it harder for you or your family to participate in community programs or activities?' There were 632 responses to this question.

Participants mentioned the following barriers to participation:

Barriers	Community feedback
Times centre open, programs run (n=219 responses)	Closing times of centres, lack of weekend and after-hours programming Own schedule (work, family) doesn't match centre programming
Low awareness of available programs and activities (n=131 responses)	Need hardcopy programs in community sites Having to do own research Unsure if children can accompany parents
Cost of activities and programs (n=111 responses)	Living on a pension/benefit or a tight budget Young people do not have funds Increasing prices for hall hire for family gatherings
Transport needs (n=90 responses)	Not aware of community transport service Long distance to centres, having to use public transport (time, unsafe) Fuel prices Finding parking close to centres
Other barriers (n=60 responses)	Need for childcare, poor English skills, cultural differences, personal health, safety concerns, concerns about other people's behaviours, social anxiety

Note: There were 21 responses considered as not useful.

Key Insights

The biggest barrier to participation mentioned by participants was timing and opening hours with many people unable to attend activities that are held during work or school hours and suggestions to expand programming or availability into evenings and weekends. The second major barrier was knowing what programs were available, participants suggested better communications about what's on and who can attend would be beneficial. Cost was the next major issue, with cost of living reported as making it harder for people to attend, paying for activities and transport. Overall, improving timing, affordability, awareness and access would make the biggest difference in increasing participation.

Comparison of feedback

People who spoke a language other than English at home were more likely to mention 'other barriers' to participating in community programs or activities.

Males were more likely to mention 'other barriers' and the barriers of low awareness of available programs/activities and transport needs, to participating in community programs or activities. Females and people under 30 years of age were more likely to mention other barriers (such as childcare and cultural issues) and transport needs as barriers to participating in community programs or activities.

People aged 30-39 years were more likely to mention the times centre open/programs run as barriers to participating in community programs or activities. People aged 40-54 years were more likely to mention the cost of activities and programs and the times centre open/programs run as barriers to participating in community programs or activities. People aged 50 years and over were more likely to mention transport needs and other barriers such as mobility and health, to participating in community programs or activities.

6.5 Needs in the community

Participants in the online survey and the focus groups were asked, 'Are there any needs or concerns in the community that you feel are important for the Community Facilities Team to understand?' There were 340 responses to this question. The majority of the comments were similar to those previously mentioned in sections 6.3 and 6.4 of this report. Comments relating more to facility infrastructure are noted below.

Key insights

The following needs or concerns in the community were mentioned by participants:

- Programs and activities (n=60) - mostly programming suggestions rather than facility design needs, demand for weekend programs.
- Inclusion (n=52) – need for English classes, personal communication, overcoming language barriers.
- Facility amenities (n=45) – room sizes, kitchen equipment, prayer rooms, toilet cleanliness.
- Safety (n=44) – need better lighting around centres and on streets, concerns about crime, road and bike/scooter safety, personal safety in carparks (guards or security).
- Social connection (n=32) – ensuring mental health and wellbeing, a place for people living alone to meet with others.
- Costs/affordability (n=27) – financial hardship, need emergency relief (food), a lot of people are struggling.

- Transport (n=17) – need for walkability, poor public transport, road congestion.
- Centre awareness and promotion (n=16) – more promotion of seniors' activities, health and aged care literacy, more active promotion.

There were 47 responses considered as not useful or too generic.

At two of the focus groups (Dari speaking group, SECL class), participants were asked 'What would be beneficial in English classes? What would you like to learn? What would you like information sessions on?'. Their responses were:

- Women only classes, how to book rooms.
- *"Learning to make and speak at appointments"* (n=2).
- *"Practice what to say at shopping centres"*.
- *"Accessing urgent medical care"* (n=2).
- *"Legal information about different visas"*.
- *"Centrelink assistance"*.

Comparison of feedback

People who spoke a language other than English at home were more likely to mention inclusion as a need or concern in the community.

Males were more likely to mention safety and facility amenities as needs or concerns in the community whereas females were more likely to mention programs and activities.

People under 30 years of age were more likely to mention inclusion as a need or concern in the community whereas people aged 30-39 years were more likely to mention costs/affordability. People aged 40-54 years were more likely to mention programs and activities as a need or concern in the community and people aged 55 years and over were more likely to mention facility amenities.

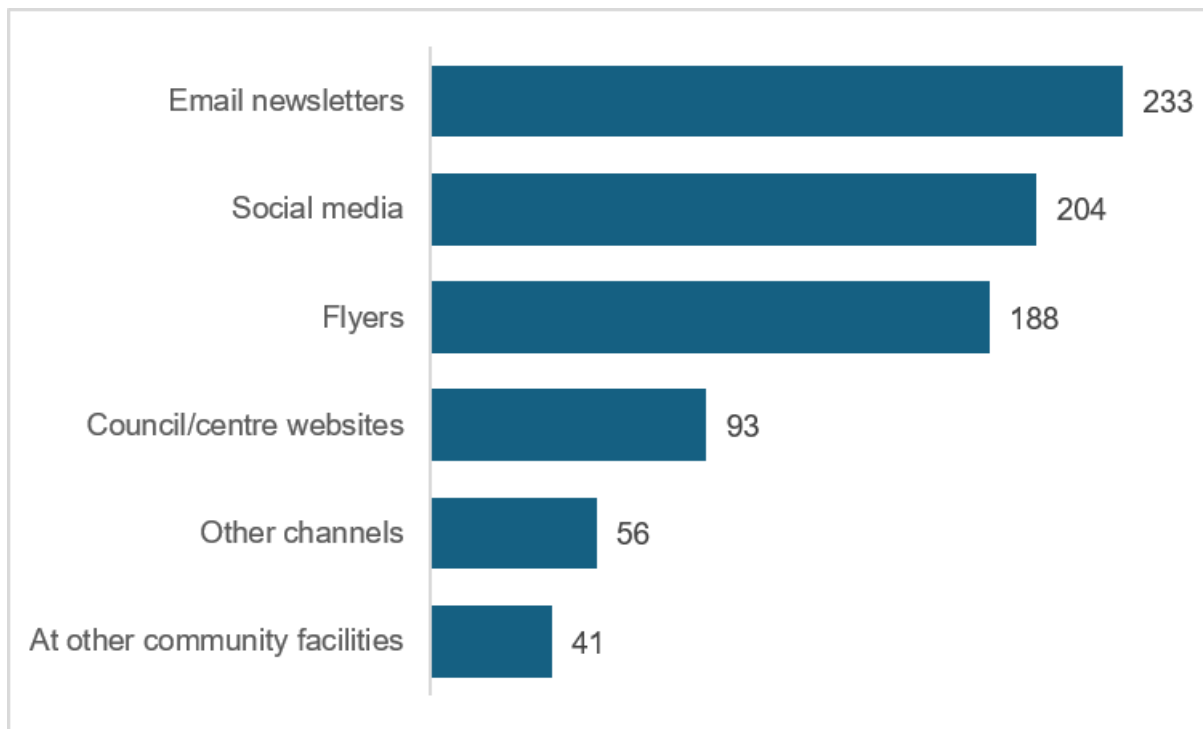
6.6 Preferred communication channels

Participants in the online survey and the focus groups were asked 'How would you like to receive information about available programs, activities, and events?' There were 826 responses to this question.

Key Insights

Overall, email (n=233) is the most preferred way to receive information, followed closely by social media (n=204) and printed flyers (n=188). This shows that while digital channels are strong, many people still rely on hardcopy methods.

Preferred communication channels



Participants in this engagement pointed to a diversity of communications methods to ensure information reaches a wider audience. There is also a need to improve accessibility by providing information in different languages, simple English, and formats such as SMS or WhatsApp. Some respondents also highlighted the importance of local networks and word of mouth.

Comparison of feedback

The preferred communications channels for each of these sub-groups were (in order of preference):

- People who spoke a language other than English at home - email newsletters and flyers.
- Males - email newsletters and social media.
- Females - email newsletters and flyers.
- Under 30 years of age - social media and flyers.
- 30-39 years - email newsletters and social media/flyers.
- 40-54 years - email newsletters and flyers.
- Over 55 years - email newsletters and flyers.

6.7 Suggestions to make a positive difference

Participants in the online survey and the focus groups were asked 'Do you have any other suggestions on how to make a positive difference in the community?' There were 304 responses to this question.

The following needs or concerns in the community were mentioned by participants:

- Programs and activities (n=113) - a wide range of recreational and social programs were mentioned.
- Social connection across different groups (n=41).
- Inclusion (n=34) – split views on recognising different groups versus treating everyone the same for events and celebrations.
- Facility amenities (n=34) – larger room sizes, coffee/cafe, toys available, television.

- Feeling safe out in the community (n=13).
- Positivity, tolerance and respect (n=8).

There were 61 responses considered as not useful or too generic.

Key Insights

Community members expressed strong support for more community programs and activities. Participants largely suggested affordable and inclusive programs that bring people together. Key priorities included increasing free or low-cost social, health and wellbeing, and learning opportunities that cater to people of all ages and life stages, including after-hours options for working adults. Participants also highlighted the need to better promote existing activities, continue investing in community facilities and spaces, and provide culturally inclusive programs that strengthen community connections.

6.8 Feedback from Disability Access and Inclusion Advisory Group

On 28 April 2026 the Community Facilities Team sought feedback from people with a disability for their experiences within community centres across Casey. Group participants generally viewed Casey's community facilities positively, describing them as welcoming, inclusive, well-resourced, and higher quality than facilities in other municipalities. People attended for social connection, events and festivals, library and learning opportunities, children's activities and sports, and health/support services, with strong interest in expanding arts, creative, and educational programming.

A central theme was that accessibility isn't just about ramps and buildings — it also covers sensory factors (lighting, noise, environmental comfort), cognitive accessibility (clarity, predictability, ease of navigation), and how easy information and processes are to access and understand.

Participation barriers included sensory/environmental problems like inconsistent lighting, and systemic/communication barriers such as unclear booking processes, poor confirmation after registration, over-reliance on phone/email bookings, and limited accessible options (particularly for deaf users). Participants also stressed the need for clearer up-front information about events, registration, and what to expect when attending.

The benefits of practical changes were discussed such as the assistive tech used in libraries to support independent use, better lighting for wayfinding, and visual navigation markers. Alongside physical and system fixes, participants emphasised the importance of an inclusive culture: staff awareness of diverse (including invisible) disabilities, and creating an environment where people feel supported without having to explain or justify their needs.

In summary Council priorities should be improving communication and standardising/expanding accessible booking; developing access and sensory guides for facilities and events; embedding sensory-aware design into future upgrades; strengthening staff training on disability awareness and inclusive service; and building more structured feedback loops.

6.9 Feedback from children and teenagers

Feedback from children (or from their parents) and teenagers was collected at 11 of the focus groups. The most requested community centre programs or activities were Zumba/dance/exercise classes, sewing, English language support, driving classes, art and

craft, and job/employment support for older children and young people. The most requested activities for younger children were sensory sessions, messy play sessions, mums and bubs programs, cooking and baking, Movement based programs, gaming, sports, art classes, music classes, gardening and homework clubs.

At the Children's Wonder Workshop and in the Children's survey, they commented that they enjoyed art/creative activities, sports, and food. More support for families and cleaner/safer spaces were mentioned as community needs.

7 Consultation findings by local areas

The following tables summarise the key findings for residents in each local area. Bolded themes show where participants in this local area mentioned a theme more often compared with participants across Casey. They do not necessarily represent the themes with the highest number of responses.

7.1 North local area

The North local area was defined as the suburbs of Doveton, Endeavour Hills, Eumemmerring, Hallam, Harkaway, Lysterfield South and Narre Warren. There were 87 survey respondents and 37 focus group participants - a total of 124 participants (19.2%).

The following table summarises the key findings for residents living in the North local area.

Awareness of local community centres

- Autumn Place Community Centre (n=28)
- Hallam Community Learning Centre/Community Centre (n=10)
- Bunjil Place, Lynbrook Community Centre, Strathaird Community Centre (n=3 each)
- Clyde Township Community Centre, Cranbourne West Community Hub, Endeavour Hills Community Centre, Hallam Recreation, Littlecroft Community Centre, Merinda Park Learning and Community Centre, Strong Drive/Strong St Community Centre, Timbarra Community Centre (n=1 each)

Inclusive aspects of community centres

1. **Welcoming and friendly staff** (n=51)
2. **Physical features incl. safety** (n=22)
3. Social connection, feeling of community (n=10)
4. Inclusion and diversity (n=9)
5. Facility amenities (n=8)
6. Programming of activities (n=5)

Priorities in the local community

1. **Social connection, feeling of community** (n=58)
2. **Community and personal safety** (n=52)
3. Health and wellbeing (n=31)
4. Cultural inclusion and diversity (n=22)
5. Other priorities (n=6)

Barriers to participation

1. Times centre open, programs run (n=34)
2. Low awareness of available programs and activities (n=24)
3. **Transport needs** (n=23)
4. Cost of activities and programs (n=18)
5. **Other barriers** (n=12)

Needs in the community

1. Safety (n=12)
2. Inclusion (n=11)
3. Programs and activities (n=10)
4. Social connection (n=7)
5. Centre awareness and promotion (n=5)
6. Facility amenities (n=5)
7. Costs/affordability (n=4)

Preferred communication channels

- 1. Flyers (n=71)**
2. Email newsletters (n=33)
3. Social media (n=25)
4. Council/centre websites (n=14)
5. Other channels (n=10)
6. At other community facilities (n=2)

Suggestions to make a positive difference

1. Programs and activities (n=15)
2. Social connection across different groups (n=6)
3. Facility amenities (n=6)
4. Inclusion (n=5)
5. Feeling safe out in the community (n=3)
6. Positivity, tolerance and respect (n=2)

7.2 Northwest local area

The Northwest local area was defined as the suburbs of Cranbourne North, Hampton Park, Lynbrook, Lyndhurst and Narre Warren South. There were 96 survey respondents and 66 focus group participants - a total of 162 participants (25.1%).

The following table summarises the key findings for residents living in the Northwest local area:

Awareness of local community centres

- Lynbrook Community Centre (n=49)
- Strathaird Community Centre (n=9)
- Cranbourne West Community Hub (n=5)
- Hampton Park Community/Neighbourhood House (n=4)
- Littlecroft Community Centre, Oakgrove Community Centre (n=3 each)
- Arthur Wren, Balla Balla Community Centre (n=2 each)
- Berwick, Brentwood Park, Clyde Township Community Centre, Cranbourne Community Centre/House, Fairhaven, Marriott Waters, Mayone, Merinda Park Learning and Community Centre, Ramleigh Community Centre, Strong Drive/Strong St Community Centre (n=1 each)

Inclusive aspects of community centres

1. **Welcoming and friendly staff (n=70)**
2. **Inclusion and diversity (n=29)**
3. **Social connection, feeling of community (n=26)**
4. Physical features incl. safety (n=20)
5. Programming of activities (n=17)
6. Facility amenities (n=8)

Priorities in the local community

1. Social connection, feeling of community (n=81)
2. Community and personal safety (n=71)
3. **Cultural inclusion and diversity (n=49)**
4. Health and wellbeing (n=47)
5. Other responses (n=7)

Barriers to participation

1. Times centre open, programs run (n=61)
2. **Low awareness of available programs and activities (n=46)**
3. **Cost of activities and programs (n=37)**
4. Transport needs (n=23)
5. Other barriers (n=10)

Needs in the community

1. Inclusion (n=16)
2. Programs and activities (n=13)
3. Safety (n=11)
4. Transport (n=5)
5. Social connection (n=7)

6. Centre awareness and promotion (n=7)
7. Costs/affordability (n=4)
8. Facility amenities (n=2)

Preferred communication channels

- 1. Email newsletters (n=79)**
2. Social media (n=63)
3. Flyers (n=51)
4. Council/centre websites (n=21)
- 5. At other community facilities (n=20)**
6. Other channels (n=17)

Suggestions to make a positive difference

1. Programs and activities (n=33)
2. Social connection across different groups (n=9)
3. Inclusion (n=8)
4. Feeling safe out in the community (n=3)
5. Facility amenities (n=1)
6. Positivity, tolerance and respect (n=1)

7.3 Southeast local area

The Southeast local area was defined as the suburbs of Berwick, Clyde and Clyde North, Cranbourne North.

There were 112 survey respondents and 62 focus group participants - a total of 174 participants (27.0%).

The following table summarises the key findings for residents living in the Southeast local area:

Awareness of local community centres

- Orana Community Place/Centre (n=30)
- Eliston Family and Community Centre (n=27)
- Clyde Township Community Centre (n=18)
- Ramleigh Community Centre (n=15)
- Berwick, Brentwood Park, Manna Gum Community Centre (n=6 each)
- Balla Balla Community Centre, Timbarra Community Centre (n=5 each)
- Selandra Community Centre (n=4)
- Lynbrook Community Centre, Rossmoyne (n=3 each)
- Bridgewater, Bunjil Place, Cranbourne West Community Hub, Hallam Community Learning Centre/Community Centre (n=2 each)
- Livingston, Woodbine (n=1 each)

Inclusive aspects of community centres

1. Welcoming and friendly staff (n=60)
2. **Facility amenities (n=32)**
3. **Programming of activities (n=27)**
4. **Inclusion and diversity (n=25)**
5. Physical features incl. safety (n=22)
6. Social connection, feeling of community (n=19)

Priorities in the local community

1. **Community and personal safety (n=96)**
2. Social connection, feeling of community (n=94)
3. **Health and wellbeing (n=80)**
4. **Cultural inclusion and diversity (n=62)**
5. Other responses (n=8)

Barriers to participation

1. **Times centre open, programs run (n=93)**
2. Low awareness of available programs and activities (n=46)
3. Cost of activities and programs (n=39)
4. Transport needs (n=24)
5. Other barriers (n=21)

Needs in the community

1. Programs and activities (n=28)
2. Facility amenities (n=24)
3. Inclusion (n=15)
4. Safety (n=14)

5. Social connection (n=12)
6. Transport (n=9)
7. Centre awareness and promotion (n=3)
8. Costs/affordability (n=3)

Preferred communication channels

- 1. Social media (n=94)**
2. Email newsletters (n=72)
- 3. Council/centre websites (n=42)**
4. Flyers (n=39)
5. Other channels (n=23)
6. At other community facilities (n=15)

Suggestions to make a positive difference

1. Programs and activities (n=44)
2. Inclusion (n=14)
3. Social connection across different groups (n=13)
4. Facility amenities (n=13)
5. Feeling safe out in the community (n=6)
6. Positivity, tolerance and respect (n=3)

7.4 Southwest local area

The Southwest local area was defined as the suburbs of Cannons Creek, Pearcedale, Tooradin, Warneet, Cranbourne, Cranbourne East, Cranbourne South, Cranbourne West, Devon Meadows, Blind Bight, Botanic Ridge and Junction Village. There were 90 survey respondents and 95 focus group participants - a total of 185 participants (28.7%).

The following table summarises the key findings for residents living in the Southwest local area:

Awareness of local community centres

- Cranbourne West Community Hub (n=37)
- Balla Balla Community Centre (n=13)
- Lynbrook Community Centre (n=10)
- Pearcedale Community Centre/Hall (n=6)
- Cranbourne Community Centre/House, Fairhaven (n=4 each)
- Blind Bight Community Centre, Clyde Township Community Centre, Mayone, Merinda Park Learning and Community Centre (n=3 each)
- Berwick, Oakgrove Community Centre (n=2 each)
- Arbourlea, Botanic Ridge Community Centre, Cannons Creek Community Place, Clyde Public, Cranbourne Seniors, Eliston Family and Community Centre, Hallam Community Learning Centre/Community Centre, Livingston (n=1 each)

Inclusive aspects of community centres

1. Welcoming and friendly staff (n=63)
2. **Physical features incl. safety (n=30)**
3. **Social connection, feeling of community (n=28)**
4. Facility amenities (n=14)
5. Programming of activities (n=11)
6. Inclusion and diversity (n=9)

Priorities in the local community

1. **Social connection, feeling of community (n=63)**
2. Health and wellbeing (n=39)
3. Community and personal safety (n=36)
4. Cultural inclusion and diversity (n=23)
5. Other responses (n=23)

Barriers to participation

1. Times centre open, programs run (n=31)
2. **Transport needs (n=20)**
3. Cost of activities and programs (n=17)
4. **Other barriers (n=17)**
5. Low awareness of available programs and activities (n=15)

Needs in the community

1. Facility amenities (n=14)
2. Inclusion (n=10)
3. Programs and activities (n=9)
4. Safety (n=7)

5. Social connection (n=6)
6. Costs/affordability (n=5)
7. Transport (n=3)
8. Centre awareness and promotion (n=1)

Preferred communication channels

- 1. Email newsletters (n=49)**
2. Flyers (n=27)
3. Social media (n=22)
4. Council/centre websites (n=16)
5. Other channels (n=6)
6. At other community facilities (n=4)

Suggestions to make a positive difference

1. Programs and activities (n=21)
2. Facility amenities (n=14)
3. Social connection across different groups (n=13)
4. Inclusion (n=7)
5. Positivity, tolerance and respect (n=2)
6. Feeling safe out in the community (n=1)

7.5 Conclusion and next steps

The engagement demonstrates that Casey's community facilities play an important role in supporting social connection, wellbeing, learning and inclusion across the municipality. Participants generally valued community centres as welcoming places to meet others and access activities and services, while also identifying opportunities to make facilities more accessible, relevant and responsive to the needs of a growing and diverse community. Strong demand was identified for a broader range of affordable programs and activities, particularly those that support social connection, health and wellbeing, learning and participation across different ages and life stages.

Participants identified practical barriers to participating in programs including opening hours, limited awareness of what is available, cost, transport and accessibility. Improving how information is promoted through a mix of digital and hardcopy channels, expanding opportunities outside traditional operating hours, and ensuring facilities, programs and booking processes are accessible and inclusive will be important considerations for future planning. Feedback from people with disabilities and culturally diverse communities further reinforces the need to consider accessibility, communication and inclusion beyond the just the physical design of facilities.

Local area findings also demonstrate that while many priorities are shared across Casey, there are differences in the issues and opportunities identified by residents in different parts of the municipality. This highlights the value of combining municipality-wide approaches with locally responsive programming, communications and facility planning. Council officers will consider this feedback alongside operational and strategic considerations and embed feedback in future planning and activities.