

YOUTH RESOURCE CENTRE

COMMUNITY ENGAGEMENT REPORT



August 2023

PROJECT BACKGROUND:

Youth Services reached out to the community to consult with Young People and community members to help make the Youth Resource Centre (YRC) a comfortable, welcoming, safe and functional space for all that use it.

Through two surveys and additional consultations with focus groups from young people who engage in Youth Services programming, Youth Services wanted you to design the vibe and feel of the YRC. Youth Services wanted to know the type of experience you wanted when you walked into the building, right down to the furniture and items you'd like to see in the space to make sure they get it right!

The Youth Resource Centre supports the young community, aged 12-25, with counselling and mental health support, employment, general youth support services and youth programs. Located at 86 Derrimut Road, updates to the Centre will include safe spaces for youth including the quiet room, multipurpose room, consulting room, the foyer, upgrading the kitchens to commercial facilities, the flooring, improved lighting and new furniture inspired by indigenous artwork.

The consultation started with Survey 1 on June 16, 2023, finishing with Survey 2 on Sunday 13 August at 11:59 pm. Please note additional consultation and co-design with young people in Youth Services Programming and current users of the Youth Resource Centre is ongoing.

METHODOLOGY:

The below table outlines the various methods and techniques used to engage with the community.

Community engagement activities / tools	
Method / technique	Stakeholders engaged
Project page on The Loop	<p>909 page views</p> <p>588 total visitors to the page</p> <p>12 project 'followers'</p>
Online Surveys	<p>Stage 1 Survey: 89 contributions</p> <p>Stage 2 Survey: 34 contributions</p>
Facilitated conversations with young people in programs/accessing Youth Resource Centre	<p>Stakeholder groups: 7 young people engaged in a voting on Question 1 – 'choose your vibe'</p>

Communications / marketing activities

Method / technique	Stakeholders engaged
Survey 1 Online promotion (Facebook - Ad)	<p>Engagement: 260 views and likes</p> <p>Click through to website: 244</p>
Survey 1 Online Promotion - Instagram Post	<p>Engagement: 16 views and likes</p> <p>Click through to website from Linktree: 10</p>
Survey 2 Dotmocracy – Voting system	<p>Engagement: 240 individual votes and extended answers across 6 Community Centre sites</p>
Survey 2 Online Promotion – Instagram Post	<p>Engagement: 5 likes</p> <p>Click through to website from Linktree: 9</p>

WHO WE HEARD FROM:

The below tables highlight who we heard from in our community via The Loop during our engagement process.

Age Group

10-14	15-19	20-24	25-29	30-34
11.24%	39.33%	22.47%	7.87%	3.37%
40-44	50-54	55-59	60-64	70-74
7.87%	1.12%	1.12%	1.12%	1.12%

Gender

Female	Male	Other Identity	Prefer not to say
61.8%	31.46%	3.37%	3.37%

Suburb

Hoppers Crossing	Manor Lakes	Point Cook	Tarneit	Truganina
11.24%	5.62%	11.24%	13.48%	15.73%
Werribee	Williams Landing	Wyndham Vale	Outside of Wyndham	
24.72%	1.12%	15.73%	1.12%	

Do you speak a language other than English at home?


Yes	No
43.82%	56.18%

SUMMARY OF FEEDBACK:

Survey 1

SURVEY 1 We Asked	You Said	We did
<p>If we were to introduce one new thing into the reception space to improve it for young people, what should it be?</p> <p>Are there other suggestions or comments you would like to share about the refurbishment of the YRC?</p>	<p>Open ended responses:</p> <ul style="list-style-type: none"> • Colourful and diverse artwork/new and vibrant furniture. • Music and entertainment. • Food and easily accessible snacks • New technology. • Interactive learning. • Presence of young people/Friendly and welcoming stuff. • More open, safe, warm, and welcoming spaces for young people and parents to play and study. • (Sensory) Spaces dedicated to mental health. • Include young people participation in the centre. 	<ul style="list-style-type: none"> - Direct feedback in terms of the foundation of the “vibe” and experience of the YRC given to the project manager of the redesign - Renovation of the Sensory Safe Space, the “Calm Zone” - Update of recreational tech-based items in both the Foyer and the Activity Space - A “refresh” of all spaces to create a clean, open and fresh space for young people and wider community. - Furnishings and Art consultation created and delivered to key users of the Youth Resource Centre.

We Asked	You Said	We did
What do you currently love about the YRC?	Friendly staff (69.52%) Furniture (20.24%) Flyers and information (24.64%) Artwork (30.80%) Access to different types of rooms (25.52%) Other (1.76%)	
What would make you feel more comfortable and welcomed in the YRC?	More open spaces (51.04%) New furniture (46.64%) Music (43.12%) Nice smells (38.72%) New artwork (36.08%) Other (9.68%)	

Survey 2 We Asked	You Said	We did
Imagine yourself spending time in the YRC. Please rank the following mood boards from 1 – Most Preferred to 4 – Least preferred.	<p>Natural, natural cooler tones is what you want to see when you walk into the Youth Resource Centre – and we hear you loud and clear!</p> 	<p>From this feedback we are able to choose items for the YRC that reflect the vibe selected.</p> <p>These colourways, textures and styles have influenced the Foyer space, Safe Space and the Youth Activity Space and beautifully suits our existing architecture elements, such as our sandstone pillars in the Foyer – great choice!</p>

Imagine yourself sitting down, playing Mario Kart or meeting up with friends to play Uno in the Youth Space – what couches/sitting items can you imagine yourself sitting on?	You identified that ultimately, comfort and being able to sit alongside your friends mattered, selecting items in line with the vibe that was selected.	We have selected our best staff members to road-test couches and other sitting based furniture to capture the “just right” comfort level so that you have hang out with friends in comfort (and style!)
Here are some examples of artwork printed directly on furniture. We have included artwork by First Nation’s artists, what do you think?	The majority of feedback loved the idea of adding texture, colour and representation through a range of mediums, including furniture.	We have considered all of the feedback comments and have identified First Nation owned and run furniture businesses to help select the perfect pieces that respectfully showcase the beautiful art from First Nation Artists in a functional way.
You’re at program in the big youth space its decorated with some fun colourful hangings – do you like these hangings?	You told us that you did not want these items permanently.	We have heard you loud and clear! We will stick to decoration type installations for our big celebrations and events.

<p>You are waiting for program in the Foyer, and you want to do some homework or scroll on your phone whilst you wait – what items would make studying/ research/ hanging around comfortable for you? Select as many as you like.</p>	<p>You have told us that you want “life” in the foyer space – you want items that are comfortable, functional and help create a range of spaces so that everyone who is waiting or hanging out can feel comfortable and safe whilst they do so.</p> <p>You have selected comfortable armchairs, sitting benches that bring colour, plants that bring texture and colour and other items that help create a nice space to be in.</p>	<p>Where we can, we have gone straight out and purchased the items that were selected! If these items have not been available, we have worked to find alternative in line with the “vibe” of the items chosen.</p>
<p>We know sometimes when you come to the YRC you need somewhere to chill. Sometimes we need a comfortable space for prayer and worship. Sometimes parents need a quiet and comfortable space to feed their baby. Please rate the different rooms 1 – 5, with 1 being most comfortable to 5 being least comfortable.</p> <p>Thinking about the sensory space/prayer space/parent and baby feeding space, select the items you think will help make this space feel safe and comfortable for the different ways young people need to use this space. Select as many as you like.</p>	<p>You have artfully selected a space that is clean, uses light creatively to create a sensory safe and engaging space.</p> <p>In your answers telling us what items you would like; you have reflected this sentiment. Items that allow for self-regulation and comfort as well as calming and visually pleasing, which are easily placed away so that you or your peers can pray in a safe and comfortable space and so that those who feed small babies can do so in comfort and with privacy when needed.</p> 	<p>We have taken your feedback and reached out to the experts – a company who specifically stocks items that will help turn a plain room into a sensory safe, comfortable, and appropriate space.</p> <p>Similar to the Foyer Question, where we can, we are going straight out and purchasing the items you have identified. Where we can't, we are taking your influence and buying items along the same “vibe”.</p>

<p>Is there anything else you want to share with us about the vibe and design of the new Youth Resource Centre?</p>	<p>This question you told us just what we needed to hear. You told us:</p> <ul style="list-style-type: none"> - Where possible, to reuse items to be sustainable - You want to see murals and art - Soothing colours with hints of bright - Better signage with wayfinding directions - Music to help create a Vibe - Incorporate and consider smell as an important element of creating sensory safe spaces - Lots of plants - Sense of organisation 	<p>We are:</p> <ul style="list-style-type: none"> - Looking at where we can repurpose exiting items to reduce our wastage - Working with local Wyndham young artists and mural artists to add colour, movement and identity to our YRC - Putting in clearer signs so that you know where to go when you come into the YRC - Working with the team to find the balance of sound in the Foyer Area - Installed slighting that diffuses the harsh feeling - Considering how we can incorporate smell into the sensory experience - We are bringing green into our space through plants - We are creating a space where everything has its “spot” – no clutter.
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NEXT STEPS:

Survey 1 Key recommendations:

- Art that reflects the unique diversity of our Wyndham community – murals and other art works made for young people by young people.
- New upgraded facilities - Create a fresh, open, and inviting space for young people to spend time.
- Create a youth friendly energy through music and gaming/entertainment tools for young people to engage in.

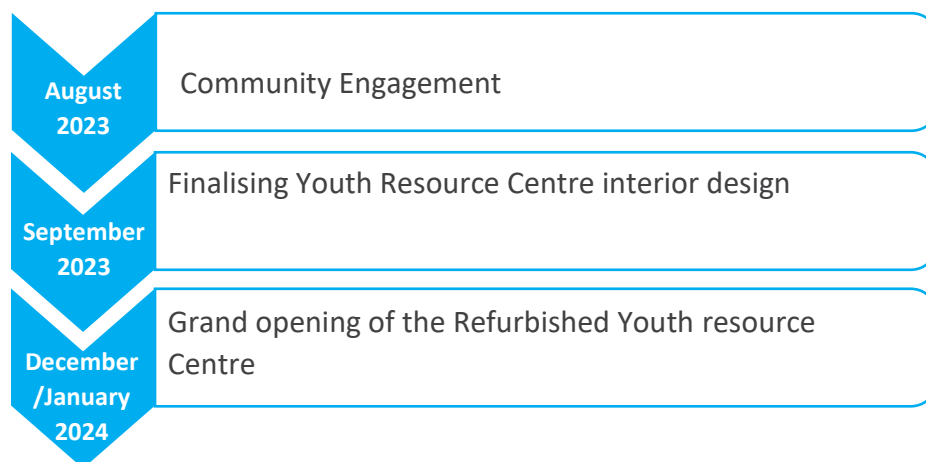
Survey 2 Key Recommendations:

- Vibe “1” – using blues and greens to create a neutral comfortable space for young people to engage.
- Including comfortable soft furnishings for spaces, including the foyer and Activity space.
- A calm, clean, neutral “calm zone” space for safe sensory needs, as well as a space for prayer and private parent feeding

Youth Services team will use these recommendations to move forward with furnishing our Centre. Youth Services will have a focus on making the Youth Resource Centre representative of the young people who spend time there, as well as inviting for new young people to enjoy and share time together during our array of services and programming.

Youth Services will be launching the updated Youth Resource Centre space towards the end of 2023/early 2024 – please keep a look out for our celebration invitation.

STAGES OF THE PROJECT



HOW CAN PARTICIPANTS STAY INVOLVED/INFORMED?

Participants can stay informed by visiting the Loop page and selecting to “Follow” the project. Updates will be posted on The Loop and the project timeline will be updated to reflect project status.