GLEN EIRA CITY COUNCIL

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Mackie Road Reserve Pavilion redevelopment

Engagement summary report

JUNE 2024

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BENTLEIGH EAST

BRIGHTON EAST

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Executive summary

Glen Eira City Council conducted a 'consult' level community engagement program on the Mackie Road Reserve sport pavilion for four weeks from Friday 3 May to Friday 31 May 2024. The engagement asked for community feedback on the concept designs of the proposed new pavilion.

The redevelopment of the sports pavilion is an action of the *Mackie Road Reserve Master Plan*. The concept designs met the requirement of keeping the new pavilion in the same location and footprint as the current pavilion to preserve significant trees and proposed active spaces to the north of the reserve. The designs also factored in consultation with the tenant sporting clubs to meet their needs and sporting association guidelines.

We engaged the community about their views on the design of the new pavilion. We provided broad scope for the whole community to engage on the designs while also targeting tenant sporting groups and local residents surrounding Mackie Road Reserve.

We promoted the engagement through various communication channels including the Glen Eira Have Your Say platform, social media, newsletters, and other written correspondence. We also distributed approximately 550 postcards to the local neighbourhood and at the pavilion for sporting club members to have the opportunity to provide their feedback. We erected billboards at each of the entry points of the pavilion with QR codes directing them to the Have Your Say platform.

All engagement feedback was channeled through an online survey which received 57 survey submissions. This report provides the results of the survey outlining the community's feedback on the concept designs. The executive summary provides the feedback specific to the proposed designs. Feedback relating to the outside surroundings of the pavilion is included in the body of the report. Key feedback points are summarised below.

What we heard

Online Have Your Say survey findings

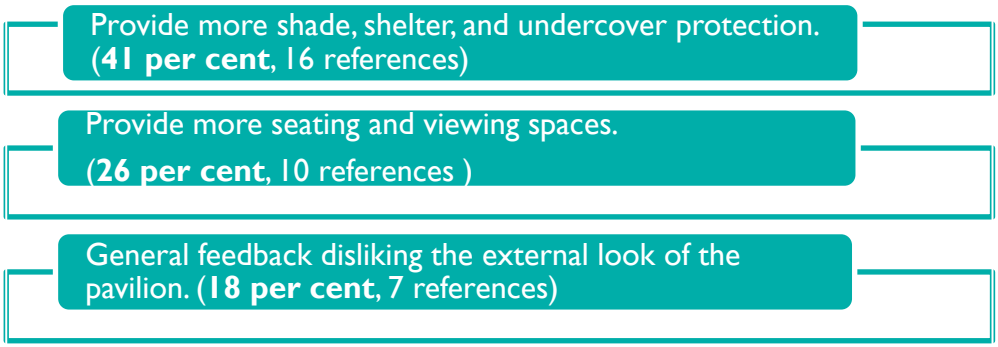
The top three resident uses of Mackie Road Reserve pavilion are:

1. I walk, play, and exercise in the park.
2. I live near the park.
3. I walk my dog/I use the dog off-leash area.

Feedback on external design of the pavilion

The survey responses support the concepts for the external design of the pavilion. **63 per cent** (36 survey respondents) liked the external design of the pavilion, while **23 per cent** (13 survey respondents) did not like the external design of the pavilion and **14 per cent** (8 survey respondents) were 'unsure'.

The top three suggestions made for changes or improvements to the external design of the pavilion include.



The top comments referenced the need for more shelter and undercover protection across the front of the pavilion to support spectators, players, and the public from weather elements.

This was followed by responses related to the need for the pavilion to have more seating for spectators and players and more viewing spaces.

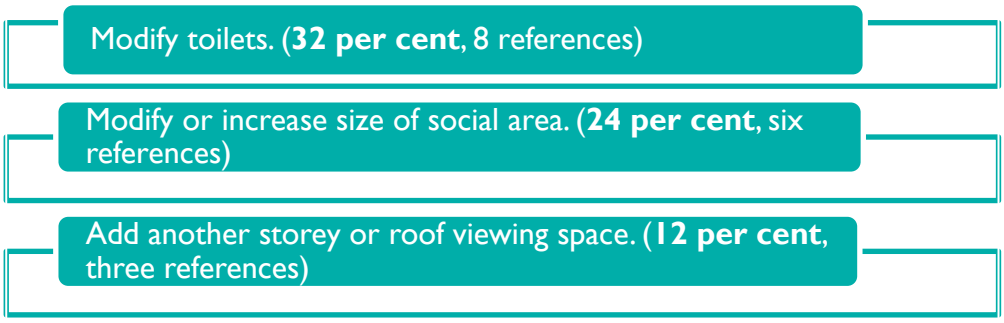
Specific comments about the external design of the pavilion related to:

- Negative views about the look of the building, i.e. too generic, toilet block looking, dislike of the roof design.
- A preference for the pavilion to be double storey with a rentable function room.
- Entry doors to be sliding and larger with more viewing windows that are openable for cross ventilation.
- A request for art murals on the empty wall spaces and glazed bricks.

Feedback on internal floorplan of the pavilion

The survey responses generally support the concepts for the internal floorplan of the pavilion. **58 per cent** (33 survey respondents) liked the internal floorplan of the pavilion, while **23 per cent** (13 respondents) were 'unsure' if they liked the design and **19 per cent** (11 survey respondents) did not like the design of the floorplan.

The top three suggestions made for changes or improvements to the internal floorplan include.



Specific comments about the internal floorplan of the pavilion related to:

- Requests for the toilets to be modified, such as increasing the available toilets in the social area, providing separate male and female toilets or relocating the public toilets for better visibility and safety.
- The need to increase the size of the social area and enhance windows, access doors and opportunities for this space to have alternate use.
- Requests to add a second storey onto the pavilion with additional roof and viewing spaces.

Other comments noted the need for improved wheelchair accessibility and change rooms to cater for people who identify as women and girls.

The engagement findings will be used to inform the next steps for the future detailed designs of the pavilion.

Engagement report

Background

Glen Eira City Council is the primary provider of sporting pavilions in the municipality and makes a significant investment to ensure these facilities provide maximum benefit and usage for the community. As important community assets that offer various recreational, social, and sporting opportunities, there is a community expectation that these pavilions are well-designed, flexible and provide accessible community sporting infrastructure that is fit for purpose.

The Mackie Road Reserve sports pavilion is one of the oldest sports pavilions in Glen Eira, home to the Mackie Cricket Club and Glen Eira Junior Football Club and caters to members of all ages and genders. The *Mackie Road Reserve Master Plan* was adopted by Council in June 2022. It identified the need for the current Mackie Road Reserve Sports pavilion to be upgraded and redeveloped. While the pavilion is functional it has become increasingly difficult to accommodate the growing needs of tenant sports clubs including catering for growing female participation, increasing junior participation and club social activities.

The construction of the new pavilion will remain in a similar location and within the same footprint as the current pavilion to preserve significant trees and proposed active spaces to the north of the reserve. Concept designs have been developed and include concept layout plans and 3D renders. The plans have considered the discussions and consultation that took place with tenant sporting clubs during October 2023 to ensure alignment with their specific needs and sporting association guidelines. A Gender Impact Assessment was undertaken to further consider the diverse needs of all stakeholders.

The design features unisex change rooms with Disability Discrimination Act (DDA) compliant amenities, including two accessible toilets for players, female-friendly amenities, and accessible facilities for spectators. Sustainability features include strategically positioned north-facing windows to maximise natural lighting and ample space allotted for rooftop solar panels. Eco-friendly materials will be sourced during the detailed design phase.

The pavilion concept design includes:

- One 100m² social space
- Two 30m² change rooms
- Two 26m² player amenities
- One 20m² kitchen
- One 8m² kitchen storeroom
- One 30m² cricket club storeroom
- One 20m² soccer club storeroom
- One 15m² umpires' room and amenity
- Two toilets for use by spectators (accessed internally)
- Three public toilets for use by all visitors to Mackie Road Reserve (accessed externally)
- One 5m² cleaner's room.

The Victorian Government has committed $3 million towards construction of the new pavilion and there is an additional grant application that has recently been submitted.

Communication activities

There were several communication channels used to raise awareness and engage the community on the pavilion concept designs. The table below outlines the communication channels used and the reach for each activity.

Communication activities	Reach
Have Your Say project engagement page live with the survey available	**Views:** 765 **Visits:** 660 **Contributions:** 57 **Followers:** 11
Social media post on Facebook and Instagram promoting the engagement on Have your Say on 14 and 22 May.	**Reach:** 5,194 **Reactions:** 49 **Comments:** 4 **Shares:** 1 **Link clicks:** 49
Social media post on Facebook from Sustainable Living Glen Eira published on 14 May	**Reach:** 173 **Impression:** 191 **Interactions:** 2 **Link clicks:** 0
Community Engagement e-newsletter	**Recipients:** 4,464 **Opened:** 2,448 **Click throughs:**146
News item on the Glen Eira City Council website Published on 14 May	**Views:** 51 **Link clicks:** 29
Newsletter to sporting club Engagement promoted in the May news update	Delivered to **96 sporting groups or clubs**
Digital Screens On display at Glen Eira Town Hall and Glen Eira Sports and Aquatic Centre (GESAC)	On display during engagement period
Billboards promoting engagement with QR code at six entry points around Mackie Road Reserve	On display during engagement period

Engagement activities

Engagement activities	Number who participated
Have Your Say online community survey	**57** submissions
Postcards Delivered to households surrounding Mackie Road Reserve in Bentleigh East and shared with local sporting clubs	**550** distributed during engagement period

Emails to previous followers of Mackie Road Reserve Master Plan and Playspace	**28**

Have Your Say community survey responses

An online community survey was available on Council's Have Your Say platform for a four-week period from Friday 3 May to Friday 31 May 2024. A total of 57 surveys were submitted during this time.

The survey provided a combination of both open and closed questions and the results for each question are provided below. The open questions have been analysed according to common themes and categories.

Question one asked survey respondents to share how they use Mackie Road Reserve.

This was a mandatory question and provided a choice of six responses and the option to provide 'other' information. Respondents were supposed to select all that apply (i.e. more than one response).

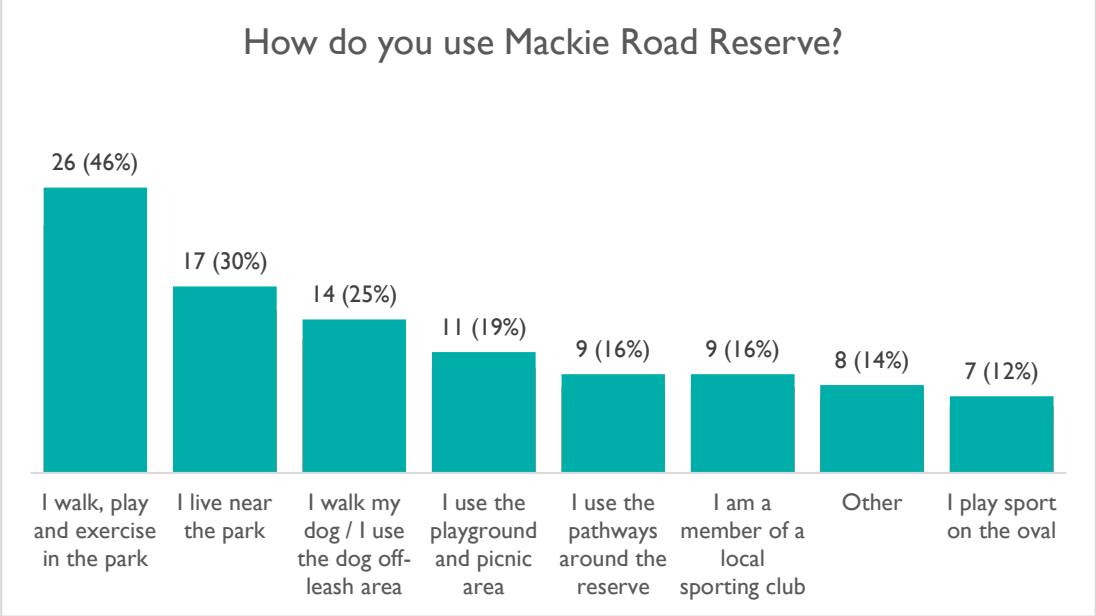
The multiple-choice feature for this question was not active from 3 to 20 May 2024 and 36 survey respondents were not able to select multiple responses to this question when they responded. From the 21 May 2024, the multiple-choice feature was activated, and 21 survey respondents were able to select multiple responses. The data is inclusive of all 57 survey responses received.

The top three ways survey respondents use Mackie Road Reserve pavilion:

1. I walk, play, and exercise in the park.
2. I live near the park.
3. I walk my dog/I use the dog off-leash area.

There were eight responses received in the 'other category'. Responses include:

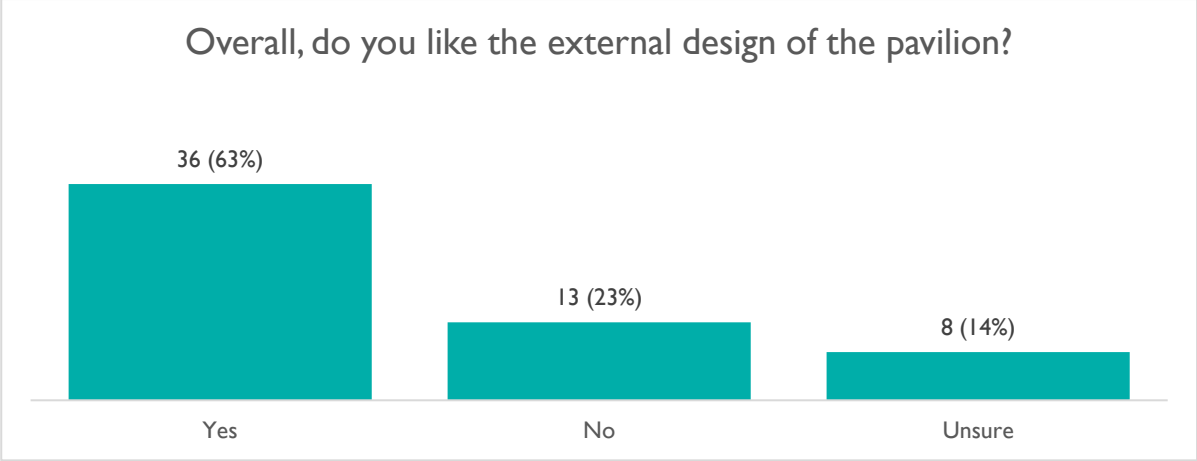
- 'All of the above' meaning all options provided.
- I play tennis at Coatesville tennis club.
- I played for Mackie Women's cricket.
- I have been a spectator to many local football and cricket games and parent of players.



Question two provided a concept design picture of the external look of the pavilion and asked survey respondents 'Overall, do you like the external design of the pavilion?'

The was a required question and provided a choice of three responses: 'Yes', 'No' and 'Unsure'. The data is inclusive of all 57 survey responses.

The majority of survey respondents, **63 per cent** (36 survey respondents) liked the external design of the pavilion, **23 per cent** (13 survey respondents) did not like the external design of the pavilion and **14 per cent** (8 survey respondents) were 'unsure'.



Question three asked survey respondents whether they could suggest any changes or improvements to the external design of the pavilion.

This was an open-ended question. It was not mandatory and was answered by 39 survey respondents (68 per cent) with 18 survey respondents (32 per cent) choosing to skip it.

The comments have been analysed according to common themes. The top comments referenced themes around the need for more shelter and undercover protection across the front of the pavilion to support spectators, players, and the public from weather elements.

This was followed by responses related to the need for the pavilion to have more seating for spectators and players and more viewing spaces.

Specific comments about the external design of the pavilion related to:

- Negative views about the look of the building, i.e. too generic, toilet block looking, dislike of the roof design.
- A preference for it to be double storey with a rentable function room.
- Entry doors to be sliding and larger with more viewing windows that are openable for cross ventilation.
- A request for art murals on the empty wall spaces and glazed bricks.

Specific comments about the external space surrounding the pavilion related to:

- Removing landscape and bushes near the fence line obstructing oval view/ball retrieval.
- Enhancing wheelchair accessibility (by removing what appears to be a step up toward the pavilion).
- Catering to the need of dogs through fencing and a dog water tap.
- Adding exercise equipment in the park, more toilets and bike parking.

Theme area	# of times referenced	Summary	Illustrative quotes (verbatim)
Provide more shade, shelter, and undercover protection.	16 (41%)	Comments identified the need for more shade and shelter for all weather protection across the front areas of the pavilion façade.	*"The shade could extend out further in front of the canteen where spectators congregate"* *"Deeper eave overhang, or verandah on east side extending closer to the oval boundary, so scorers and spectators have shade / weather protection."* *"Make sure there is more pergola/veranda coverage at the front facing oval as we hot sun summers and wet cold winters. For practice and game times not only for games but spectators but also rest area with coverage for all other times for public."* *"Definitely needs more shade protection at front of pavilion."* *"There needs to be a larger undercover space to shelter from both rain and sun especially as large groups come to watch sport and would stand at the front of the club room not the side."*
Provide more seating and viewing spaces	10 (26%)	Comments identified the need for more and varied seating options and viewing spaces for spectators and players.	*"More seating or a viewing platform for sport so it's easier for spectators to see."* *"Seating could be included for spectators along the front of the pavilion."* *"Rooftop viewing space."* *"More outdoor seating and cover from weather for sporting teams etc."* *"It would be good to have a decent sized, covered viewing area for spectators…."* *"Would be great to have outside bar type seating similar to Centenary Park."* *"More benches."*
General feedback disliking the external look of the pavilion.	7 (18%)	Comments identified aspects of the design of the building and around it that were unappealing.	*"Looks underwhelming compared to some other local pavilions."* *"It looks like a generic sports building."* *"Not a fan of the roof design. Looks too beach."* *"…It looks uninviting and like a toilet block."*

Theme area	# of times referenced	Summary	Illustrative quotes (verbatim)
			"The bushes at the front of this picture is terrible. Not needed at all and does not look nice."
Upgrade doors and windows	3 (8%)	Comments focused on options to enhance the doors and windows for better viewing, ventilation, and appeal.	*"…Openable windows on front and rear sides of club room for cross ventilation. Larger portion of active facade."* *"Sliding glass doors instead of doors which open in or out creates a more appealing entry. Examples at HA Smith Reservre in Hawthorn, Jack Dyer Pavilion at Citizens Park Richmond."* *"Large glass windows to the front building will ease people to watch events from inside the building."*
More amenities around the pavilion /reserve	3 (8%)	Comments focused on requests to add amenities around the reserve rather than the pavilion itself such as adding an exercise park and bike parking.	*"It would be nice to have an exercise park! I live across from the park and it's frequently used for people walking around, the playground and walking dogs. I feel it would be well received."* *"install bike parking"*
Include dog friendly amenities	2 (5%)	Comments focused on provision for dogs around fencing and a dog hook outside toilets.	*"Please make it fully fenced for the dog lovers."*
Ideas to enhance the external design of the pavilion.	2 (5%)	Comments suggested incorporating more appealing decorative elements to the external design.	*"Some glazed bricks would be nice as highlights but it looks great overall."* *"It would be awesome to see: one or more art murals from members of the local community on the sides of the building that has a lot of plain unused space. That would give the space a unique feel and better connect it to the community."*
Wheelchair accessibility	2 (5%)	Comments focused on wheelchair accessibility.	*"Doesn't look wheelchair friendly with the step up externally."*
Make it double storey	2 (5%)	Comments included consideration for adding on a second story to the building with additional space.	*"Make it double storey. Function rooms above that can be rented by council. Land expensive. Under capitalizing by going single storey. Doesn't make sense."*

Question four asked survey respondents whether they had any other comments (with reference to the external design)?

The question was an open-ended question and asked for any other comments to include as feedback. It was not mandatory and was answered by 26 survey respondents (46 per cent) with 31survey respondents (54 per cent) electing to skip the question.

The comments have been analysed according to themes. The responses largely mirror and reinforce many of the responses and themes provided in question three. Top themes include adding a range of amenities outside of the pavilion, adding more shelter to protect spectators and players from the weather, adding seating for viewing, more toilets, and other internal features, with a detailed list provided in the table below.

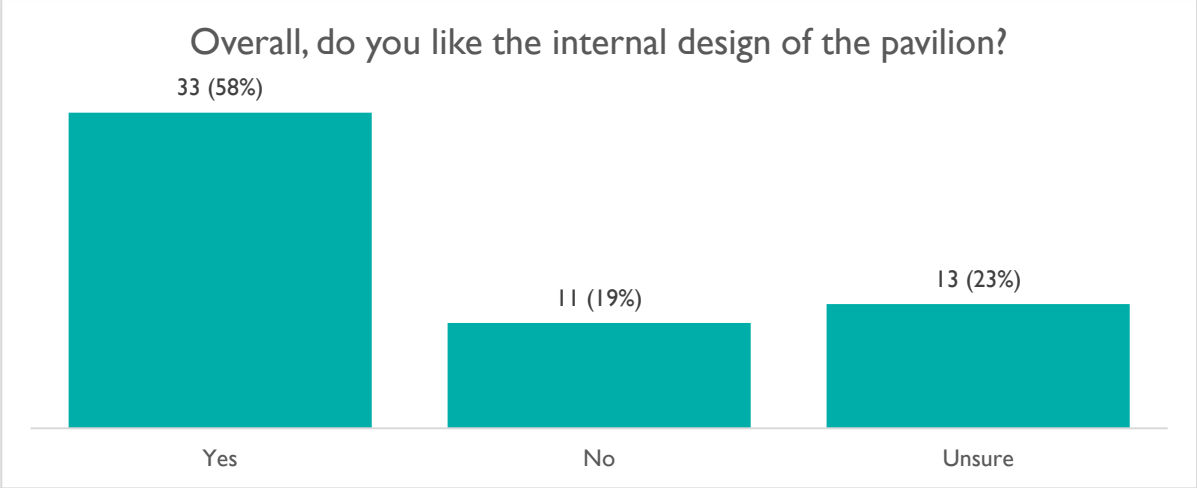
There were also several one-off comments asking for the construction of both playground and pavilion to occur at the same time to minimise disruption and timeframe; a query on why this pavilion was being upgraded and that the building should be scraped and rebuilt (which is the intent).

Theme area	# of times referenced	Summary	Illustrative quotes (verbatim)
Improve amenities outside pavilion	7 (27%)	Comments included requests for a digital scoreboard, water taps, improving fencing design, relocating light post at the front and provisions for addressing parking and bikes.	*" Adding a digital scoreboard would be more beneficial. Making the oval fully inclosed with gates that keep inside the area not half oven and half closed."* *What parking will be provided? With a larger pavilion and park how will council manage cars surrounding the park...Will resident only permit parking be planned?"* *"Relocate lighting post directly in front of proposed new pavilion."*
Provide additional external seating and undercover viewing spaces.	5 (19%)	Comments included the need for extra seating and undercover spectator options.	*"Has there been any consideration to a spectator section with raised seating etc. Possibly via a second storey."* *Outside seating would be good…* *"… Make sure there is plenty of seating for players etc along the building plus heaps of seating for public/spectators with cover from sun/rain is a practical must…"*
Design looks great with functional amenities	4 (15%)	Comments referenced positive feedback about the design.	*"Looks great and can't wait!"* *"It looks fabulous great job."*

Theme area	# of times referenced	Summary	Illustrative quotes (verbatim)
Provide more public / accessible toilets, internally and externally in safe locations.	4 (15%)	Comments included a range of requests related to the number, type and position of internal and public toilets.	*"Please make sure to build public accessible toilets which will provide much convenience to communities."* *"Why only 3 toilets for the social area."*
Improve amenities internally inside pavilion	3 (12%)	Comments were about the need for more windows and openable skylights for natural light and ventilation as well as the need for adding separate or more toilets, showers and changing facilities.	*"Openable skylights in kitchen club room and change rooms/ shower areas to assist with natural light and ventilation."* *There don't seem to be many showers…"*

Question five provided a concept design picture of the internal floorplan of the pavilion and asked survey respondents 'Overall, do you like the internal design of the pavilion?

The was a mandatory question and provided a choice of three responses: 'Yes', 'No' and 'Unsure'. The data is inclusive of all 57 survey responses.



The results are slightly lower for 'like' of the internal design compared to the external design. The majority of survey respondents, 58 per cent (33 survey respondents) liked the internal floorplan of the pavilion, but this was lower by five per cent to the external design.

The 'No' and 'Unsure result for the interior design was flipped when compared to the exterior design results. 23 per cent (13 survey respondents) were 'unsure' followed closely by 19 per cent (11 survey respondents) who did not like the internal design of the pavilion.

Question six asked survey respondents whether they could suggest any changes or improvements to the internal floorplan.

This was a mandatory and open-ended question. It was answered by 25 survey respondents (44 per cent) with 32 survey respondents (56 per cent) choosing to skip this question. The comments have been analysed according to common themes detailed in the table below.

Theme area	# of times referenced	Summary	Illustrative quotes (verbatim)
Modify toilets.	8	Comments recommend: • more toilets in social area • separate male and female toilets • relocate public toilets to the front of pavilion for visibility and safety. • add one more public toilet. • less toilets as too many • lacks disability bathroom with change facilities	*"Three toilets servicing for 100m social space is not a great outcome for the facility. To only include this many WCs is short sighted and doesn't address the needs of large functions."* *"Having the public toilets at the back of the building poses a safety issue as there is no oversight of who is in/near the bathrooms, these need to be moved to be within full view of park users/sports participants."* *"Have male and female toilets. It's ridiculous."* *"Public toilets should be accessible from park and playground side where there are mpre people around making it safer."*

Theme area	# of times referenced	Summary	Illustrative quotes (verbatim)
Modify / increase size of social area.	6 (24 per cent)	Comments include: • increase size of social area • elongate social area to allow more viewing space. • options for social area to be used for alternate purposes / hired out. • add another exit to social area	*"Social Area is too small for the size of the premises. There is more space for storage than social activities."* *"Would definitely question cricket store to east opportunity for this to be at the rear and social rooms shaped differently so it is more elongated, to allow more viewing of the ground."* *"a lot of bathrooms to maintain and only small social space that can have alternate purposes when not used by sports clubs."* *"Social area could probably use an additional exit"*
Add another storey or roof viewing space.	3 (12 per cent)	Comments included adding another storey or roof viewing space to assist with viewing and scoring.	*"Larger social area or spectator viewing area potentially upstairs?"* *"Maybe a viewing area on the roof of the pavilion."* *"It would be better the building has two levels. (Upstairs) As per scoring and may be commentary purposes need a better view."*
Provide a third change room for women.	2 (8 per cent)	Comments identified a lack of change rooms that cater for the needs of girls/women.	*"I would have thought there needs to be more than 2 change rooms in the plan. What if there is a girl's game directly after a men's game. Where will the girls feel safe to change?"* *"There are only two change rooms / shower areas - these will always be allocated to the home&away teams playing on the main oval - which is never the women's teams. Provide a third change / shower area, for women's teams."*
Positive feedback on the internal floorplan design	2 (8 per cent)	Positive comments for design.	*"Great design"* *"Looks good!"*
Include a publicly accessible AED defibrillator.	1 (4 per cent)	Feedback on inclusion and location of an AED defibrillator.	*"There is currently an AED (defibrillator) at the pavilion. Is there provision for this in the new Plan?*

Theme area	# of times referenced	Summary	Illustrative quotes (verbatim)
			Will the AED be more publically accessible than at present?"
Allow sufficient kitchen area.	1 (4 per cent)	Feedback on needs for kitchen area.	*"Please allow enough kitchen area to have a central bench for food preparation. Need to also fit a large stove as well and a wall of fridges for drinks display."*

Question seven asked survey respondents whether they had any other comments (with reference to the internal floorplan design)?

The question was an open-ended question, not mandatory and asked for any other comments to include as feedback. It was answered by 20 survey respondents (35 per cent) with 37 survey respondents (65 per cent) opting to skip the question.

The survey responses reinforced earlier feedback previously noted such as:

- Consideration to add a second storey.
- Reduce the number of toilets at the pavilion.
- Increase toilets in social area.
- Provide internal access to showers /change areas.
- Include openable skylights in change rooms for ventilation.
- Provide rain shelters.
- Ensure wheelchair accessibility.

Next steps

The engagement findings collected through the community engagement of the concept designs will be used to further inform the future detailed designs of the Mackie Road Reserve sports pavilion redevelopment.