

NARELLAN LIBRARY COMMUNITY OFFICES



Background

- The Community Offices located at Narellan library are currently vacant with the exception of month-month tenants using the preexisting Café as storage or for program delivery.
- Over the last 10 years, these offices have been utilised by a range of community services.
- The interface of the facility with the library offers a unique opportunity to provide easy access to services, to cater to the needs of the community.
- The community facility building consists of three large community office spaces, a foyer, an interview room, a kitchen, a food storage area and an outdoor café seating area.
- The purpose of this presentation is to provide Community service organisations with information about Council's proposed tenancy model and long-term community outcomes objectives.

Tenancy Model

- 1. Integrated service model option based on cost-recovery** - for the delivery of a community hub, with the view to repurpose the facility for current and future community needs. This model includes charging Not-for-Profit organisations a community rate for cost recovery.

The learnings from Julia Reserve co-located service delivery model have been considered in this proposed option.

Benefits of an Integrated Service Delivery Model

An Integrated Service Delivery Model would allow:

- Council to bring larger organisations to operate and/or extend their programs and service provisions from a centralised location.
- Ensure Council is playing a leadership role in facilitating wellbeing outcomes such as social support for the community organisations and their clients.
- Proactive response to the emerging needs in Camden LGA by co-located service delivery models and meeting industry best practice.
- Creation of centralised services hub focusing on early intervention and prevention; and
- An efficient and effective use of available spaces to meet the needs.

Need for an Integrated Service Delivery Model

- The Camden LGA is growing rapidly. Over the last ten years the LGA has seen an increase of 110.4% in its population growth.
- Camden is experiencing a high demand for diverse social services as complex social challenges arise and our population continues to grow exponentially.
- Without the availability of low-cost spaces, funded organisations find it challenging to deliver their existing services or expand their programs within the Camden LGA.
- High community needs in areas such as; DV, food security, children and youth mental health, wrap-around family supports, cost of living crisis, disability supports, seniors services.

Tenancy Model. Integrated Service Delivery: Cost Recovery Model

An Integrated Service Delivery Model aims to facilitate the presence of multiple partners at the same location on a permanent or sessional basis in a co-located service structure.

The proposed Integrated Service Delivery Model will have:

- Anchor licensees coordinating the strategic outcomes defined in partnership with Council;
- Incubator partnerships under MOU agreements between smaller services and the anchor tenants;
- Coordination and management of multiple tenancies through an overarching Office Space Agreement; and
- Complex service coordination to meet identified community needs.
- A 3+2 licensing model – Initial 3-year lease, with an evaluation at the 3-year mark, then extend with additional 2 years. To ensure contingency for any unforeseen circumstances, there will be an initial inbuilt 12-month review with an op-out clause for Council and/or the Anchor Tenant.
- One-off fit out cost to Tenants – opportunity for services to design and create their own spaces and branding to deliver service outcomes.
- Projected annual costs \$10,000 – \$15,000 per NFP tenant (approx. rent \$288/week)

Types of Organisations and Services to be Considered for Co-Location

Types of organisations	Types of Services
<ul style="list-style-type: none">• Medium to large state-wide or national social services organisations with established financial credibility.• Local smaller organisations requiring sessional spaces, i.e., Mother Hubbard's Cupboard, Big Yellow Umbrella, Turning Point.• Emerging organisations requiring incubator spaces, i.e., shining stars.	<ul style="list-style-type: none">• Brokerage and financial help• Financial counselling and budgeting advice• Mental health and family counselling• Disability support• Children and Families early intervention services• Practical support – food security, white goods etc• Disaster relief• Volunteer services

Available Office Spaces

Office known as	Area	Total Size
Office 1	10.6 x 5.2	55.12sqm
Office 2	11.33 x 4.7	53.25sqm
Office 3(a)	5.8 x 3.5	52sqm
Office 3(b)	6.0 x 5.0	30.00sqm
Common Meeting Room (Directly connecting to the entry foyer and circulation space)	3.11 x 3.55	11.04sqm
Artycaf – (Storage Area)	Office/Retail Use	47sqm
Total		248.41sqm



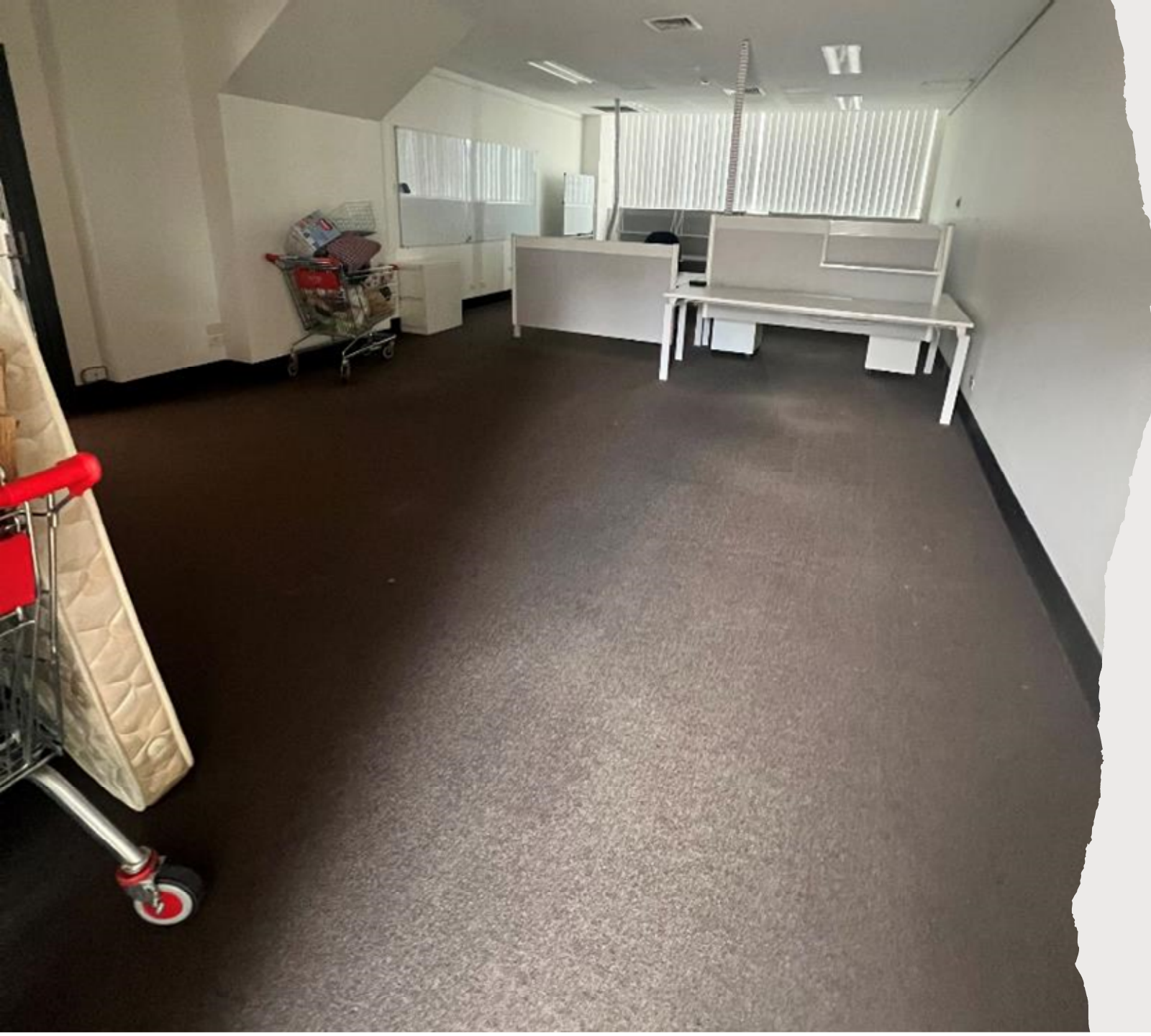
Tenancy Model. Integrated Service Delivery: Cost Recovery Model



Tenancy Model. Integrated Service Delivery: Cost Recovery Model



Tenancy Model. Integrated Service Delivery: Cost Recovery Model



**Tenancy Model. Integrated
Service Delivery: Cost Recovery
Model**



Tenancy Model. Integrated Service Delivery: Cost Recovery Model



Tenancy Model. Integrated Service Delivery: Cost Recovery Model



Tenancy Model. Integrated Service Delivery: Cost Recovery Model

Next steps

- The implementation timeline is outlined below:

Integrated community hub model

• Open Expressions of Interest(EOI) and marketing process to Macarthur-wide funded services	Nov - March 2023-24
• Assess EOI applications against determined set criteria to determine anchor tenants & incubator services	April 2024
• Councillor Briefing	May/June 2024
• Office Space Agreement Process Signing	June – August 2024