

Engagement Outcomes Report

Town Hall Master Plans
August 2019

Executive Summary

During June 2019 Inner West Council undertook community engagement to better understand the use, aspirations and future vision of Petersham, Marrickville and St Peters Town Halls.

The community engagement followed a more narrow engagement with regular users (those with a standing booking) and casual users (that had booked a hall at least once in the previous year). Council also conducted interviews with four performance and creative industry experts who had experience with at least one of the halls, in addition to other venues around Sydney. The interviews were conducted in a way to best understand the gaps in the market, and help Council identify opportunities for future use of the town halls for use by performance or creative industries. Two internal stakeholders from Council were also interviewed – with expertise in heritage and accessibility planning.

Community engagement was conducted through three pop up events at each town hall and a broader community survey distributed through Inner West Council's 'Your Say Inner West' website. The community engagement was focused on understanding aspirations of the community, including those that

171 community responses were received during the rounds of engagement – a breakdown of engagement by stakeholder group and town hall is included on page 8.

The engagement was focused on current users of the town hall, with a by-invitation survey distributed to regular users (those with a standing booking) and casual users (that had booked a hall at least once in the previous year). Council also engaged with four performance and creative industry experts who had experience with at least one of the halls, in addition to other venues around Sydney. The interviews were conducted in a way to best understand the gaps in the market, and help Council identify opportunities for future use of the town halls for use by performance or creative industries. Two internal stakeholders from Council were also interviewed – with expertise in heritage and accessibility planning.

Subsequent to these interviews and surveys Council conducted broader community engagement with street-side pop-ups and an online survey through Council's your say page – this is included in a separate complimentary report the Engagement Outcomes Report.

Feedback was categorised in four theme areas, a summary of feedback is included below:

- + **Utilisation:** The halls are most used for community meetings and recreational activities and are strongly valued as performance venues. Users gave feedback that some facilities could be improved to help users facilitate public meetings and community events in the hall. Expert stakeholders proposed different space arrangements and improving amenities to make the halls more viable for use by professional organisations as ways to boost visitation.
- + **Quality and condition:** The buildings are all loved for their heritage features. Interviewed users encouraged Council to improve the maintenance of the venues.
- + **Accessibility:** The hall's central locations and low hire costs are appreciated by users. Improvements to communication about parking and public transport was identified as an opportunity to improve usage. The booking system was a challenge to navigate for some users, especially those unfamiliar with it. Accessibility for disabled persons has not kept pace with legal requirements.
- + **Planning and design:** Multiple management models were suggested by experts: For-hire (similar to current practice); actively managing the venue; or appointing a lead tenant. These management models are used by town halls and other similar for-hire venues around Sydney. Venues were recommended by experts for Council to study and understand the best-practice approaches to management of venues similar to the three buildings.

Context

Introduction

Inner West Council (Council) has identified the need to prepare master plans for Petersham, Marrickville and St Peters Town Halls located in its local government area. The master plans will help to guide Council's decisions around future uses by presenting a vision for each building with the view to maximise flexibility and ensure regulatory compliance. As long term planning documents, the master plans will set up a framework for future use and associated capital works, and be used to prioritise future maintenance and upgrade works.

To inform the preparation of the master plans, Council undertook user experience research to gather feedback from regular and casual users, performance and creative experts, internal stakeholders (Council staff). Community engagement consultants KJA surveyed the broader community through pop-ups at each town hall and an online survey through Council's 'Your Say' website. The following Engagement Outcomes Report summarises the outcomes of this engagement program.



Figure 1: Project Timeline

Engagement Scope

The objectives of the engagement program were to:

- + Understand how the community and stakeholders use the town halls, and how they would like to use them in the future
- + Seek feedback on what the community and stakeholders like about the town halls
- + Gather input on what elements the community and stakeholders think could be changed or added to improve the utilisation, quality, condition and accessibility of the town halls

The engagement program was carried out in two phases. Phase 1 was targeted at current regular and casual users of the town halls, performance and creative industry experts and stakeholders within Council who have expertise in planning, design and accessibility considerations. Phase 2 was focused on engaging with the broader community.

The phased approach enabled Council to test the ideas and feedback gathered from users and experts with the broader community.

Method Statement

The engagement methodology was designed to reach a broad range of stakeholders, including the community, by phasing the delivery and offering multiple channels to provide feedback. Phase 1 feedback channels included two surveys (targeted at regular and casual users) and a series of interviews with Council staff and performance and creative industry experts. During Phase 2, the broader community had the opportunity to share their thoughts via a community survey or one of the three pop-ups held at Petersham, Marrickville and St Peters Town Halls.

Advertising

Participation in Phase 1 engagement activities was targeted to users. Drawing on venue booking records, Council contacted regular users (by phone) and casual users (by email) to invite them to complete a survey. Performance and creative industry experts and Council staff with expertise in planning, design and accessibility considerations were invited to participate in interviews conducted via phone or email.

Phase 2 engagement activities targeted at the broader community were advertised via several channels including:

- + Flyers to 39,000 households across the Inner West Council local government area, targeting residents in Marrickville and Stanmore wards
- + Your Say Inner West project page
- + Council's Facebook channels including
- + An advertisement in the Inner West Courier
- + Emails to regular users inviting them to distribute the details to others in the community

Phase 1: Engagement with primary users and industry experts

Regular user surveys

The regular user surveys were designed to gain a deeper understanding of existing group utilisation and opportunities for future improvements. Feedback was gathered via phone surveys and recorded using the Survey Monkey platform. The surveys were designed and distributed by Council's Social and Cultural Planning Team. The Survey was open from January to April 2019.

Casual user surveys

Similar to the regular user surveys, those targeted at casual users were aimed at understanding how people use the town halls now, and identifying opportunities to improve the buildings. Casual users were invited via email to complete the survey, with their feedback recorded using the Survey Monkey platform. The surveys were designed and distributed by Council's Social and Cultural Planning Team. The survey was open from January to April 2019.

Performance and creative industry expert interviews

A series of semi-structured phone interviews were held with four industry experts to explore best practice planning and design principles. The interviews were conducted from February to April 2019.

Internal stakeholder interviews

Council also liaised with Council Access and Inclusion staff, and Library and History staff, to draw on their expertise in relation to the amenity and accessibility requirements of these publicly used spaces.

Phase 2 Engagement: Engagement with the broader community

Community surveys

Community surveys were made available online via the Your Say Inner West page (yoursay.innerwest.nsw.gov.au) and in hardcopy. Interested participants were invited to request paper surveys by contacting Council via email or phone. Survey respondents had the opportunity to provide feedback on one, two or all three of the town halls using one survey. The survey was open for a five-week period from Monday 27 May 2019 to Sunday 30 June 2019.

Community pop-ups

Three community pop-ups were held in June. The table below describes the onsite engagement opportunities:

Location	Date	Time
Marrickville Town Hall – 303 Marrickville Road, Marrickville NSW 2204	Saturday 15 June 2019	10.00am - 12.00pm
St Peters Town Hall – 39 Unwins Bridge Road, Sydenham NSW 2044	Saturday 15 June 2019	1.30pm - 3.30pm
Petersham Town Hall – 107 Crystal Street, Petersham NSW 2049	Saturday 22 June 2019	11.00am – 1.00pm

Representatives from Council and KJA were present at all three sessions to answer questions, and listen to and record feedback. Community members who attended the pop-ups were also invited to participate in the following activity. Photographs of the engagement boards are included in the Appendix.

Activity	Purpose	Description
Like, Change, Add	Seek feedback on what people like about the Town Halls, what they think needs to change and what they would like added	Participants used post it notes to indicate what they like, and what they would like to change and add to each Town Hall. Comments were recorded on post-it notes and placed on boards under the following headings: A. Use (spaces used, facilities used, function and frequency of use) B. Quality and condition (quality of space (physical and technological elements and aesthetics), what users like about the space and any suggestions for future improvements) C. Accessibility (quality, reliability and responsiveness of customer service in booking and using the space, the manner in which people interact with the building and its physical location and access)

Key Findings – What did we hear?

General

- Performance and creative industry experts asked the Council to consider new management models including having a more actively managed venue with a venue manager and additional for-hire services or permanently leasing and adapting one of the halls to a lead tenant for management of the venue.
- Although not proposed in the master plan, Community response was strongly against the outright privatisation of any of the halls, with many comments reflecting this sentiment. The community respondents were practical about the need to revitalise the venue and expand the use, including for commercial purposes, providing there was demonstrated community benefit or involvement that came from that commercial purpose.
- A number of other successful venues were suggested for the Council to study to better understand

Utilisation

- Respondents wanted to know more about activities happening in the halls, and thought the for-hire spaces could be more widely promoted.
- Respondents from the community asked for more diverse use including music and theatre performances, structured classes (especially hobby classes), kids events, cultural events, public debates and meetings and Aboriginal and Torres Strait focused and inclusive uses.
- Current users and experts requested kitchen improvements, better sound and lighting facilities for community users and better seating for professional performance use.
- Professional users suggested providing extra facilities was an opportunity to boost Council's revenue from the building while improving the performance experience for audiences.

Quality and Condition

- Petersham, Marrickville and St Peters Town Halls are valued community assets and highly regarded for their historic and architectural significance.
- Respondents asked for the aesthetics of the halls to be maintained at a higher standard. In some cases the lack of maintenance was given as a reason for casual and professional groups not hiring the venues.
- Conflicting simultaneous uses, overly large size, acoustic appropriateness, aircraft noise and technology provisions were also mentioned as limitations to hiring for users.

Accessibility

- Hire costs for the venues are generally regarded as good, and community subsidies are supported.
- Some improvements could be made to the booking system to improve the booking experience for new hirers
- Public transport and parking availability is an issue at all the venues – with varying levels of support depending on the regularity and type of use. Regular users expected better parking than casual users for loading/unloading equipment. Arts and performance experts stated good parking or public transport was needed for successful performance venues. St Peters was identified as having better connectivity than the other halls. Better advertising about transport options was could improve transport constraints.
- Access for disabled was highlighted as important to most groups. An opportunity for the town halls was identified to increase usage through a highly accessible space due to a lack of highly accessible venues in the Inner West.

Planning and Design

Interviews: Internal stakeholders and performance and creative industry experts

Management models

Multiple management models were suggested by experts, these management models are used by town halls or other similar for-hire venues around Sydney.

- a) For-hire arrangements: Similar to those currently applied with access by key or code. Amenity upgrades to buildings may increase use. Overall, this is not a significant change in management.
- b) Managed venue: More active facilitation with hirers, and add-on services are also provided (including: AV; front of house; seating; catering)
- c) Lead tenant: Council completes upgrades to the building in consultation with future permanent tenant. Tenant will then manage operations and bookings for the hall.

Venues for further investigation

Experts suggested a number of venues Council could further study to understand better-practice for venue management. Suggestions included:

- East Sydney Community and Arts Centre
- Eternity Playhouse
- Erskineville Town Hall
- ABC Centre
- City Recital Hall, Angel Place
- Concourse (Chatswood)
- West Sydney Performing Arts Centre
- Seymour Centre

Community pop ups

The following feedback from the community was common to all town halls or operations of Council.

What do you like?

Participants thought the continued Council ownership and community focus of the venues was very important.

- > “Should not be privatised – maintain Council ownership”
- > “Do not sell off to private use”
- > “Do not allow purely commercial tenants into the buildings”

What do you want to change?

- > “Creative centres: 3 buildings for 3 focuses e.g. music, art, culture”
- > “Keep rooms simple, don’t need infrastructure, keep them cheap. Unstructured allows creativity”
- > “Marrickville Heritage Society – has been requesting a space from Council for 35 years”

What do you want to add?

- > “Model Berlin: fluid use, creative users, small artists, yoga, ceramicist, etc.”
- > “Federation Square in Melbourne is similar – people come up with the use of the space”
- > “Council to staff venue when it’s open, like a welcoming party”

Online Survey

A summary of notable comments that reflect the general sentiment regarding planning and design at all town halls:

- > “It would be easier to program Aboriginal activities if the community could connect their culture with the façade of the building and see their culture represented through artworks and structural designs.”
- > “They need caretakers to enhance the customer experience to assist people in navigating sudden issues (during hire)”.
- > “The rooms which will become available should be used for a variety of purposes and organisations. I don’t think they should all be made over to either not for profits or small business. A mix of the two would be best”
- > “Develop an integrated masterplan for the whole site that includes the library, the community centre and whatever goes into the old town hall”
- > “Given the large number of former town halls in the council area that should be a discussion about the options for innovative use of the buildings. For example a commercial lease to a co-working company, etc. It would be a great way to encourage a diverse and dynamic community”

Inner West Council Town Hall Masterplan

Who did we hear from?



Marrickville Town Hall

17

regular and casual user surveys response

40

pop up attendees

27

online survey responses



Petersham Town Hall

9

regular and casual user surveys response

15

pop up attendees

17

online survey responses



St Peters Town Hall

5

regular and casual user surveys response

25

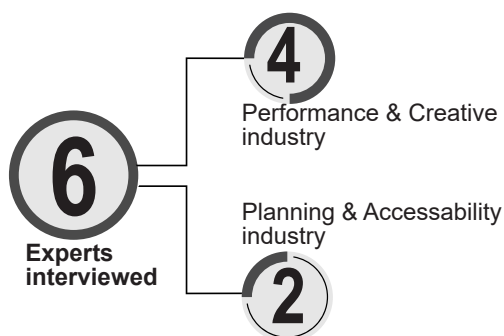
pop up attendees

16

online survey responses

171

total user and community responses



“The best thing about the Marrickville Town Hall is that **the space brings together** the local community whether through performances, market events, amateur theatre or meetings over local community issues. An important point is that **creating cultural and economic vibrancy** in a community can be achieved by bigger entities like government giving access to their spaces to independent and grass root creatives and small and micro businesses at reasonable prices.”

– Casual user survey respondent

What we heard



Amazing buildings:

these three buildings are major landmarks of Marrickville, Petersham and St Peters with a long connection to their communities



More advertising:

you want to know what's going on in these community buildings



More facilities for hirers



More diverse spaces – not just big halls



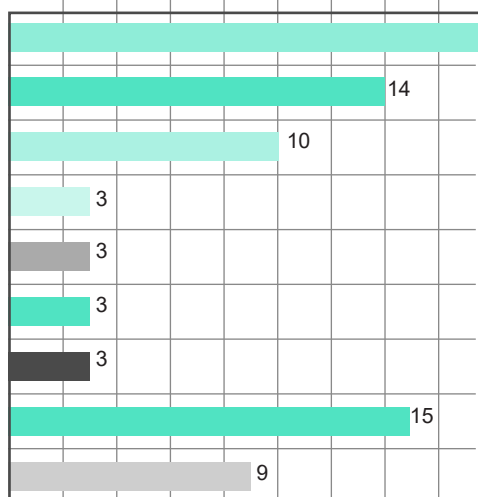
Keep them community focused and affordable



Improvements to access and accessibility

What do you like most about Marrickville Town Hall?

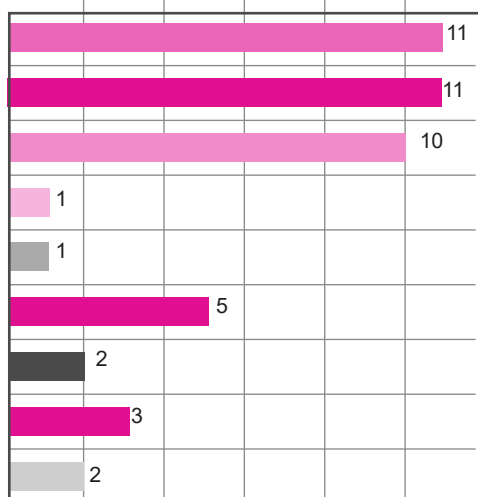
0 2 4 6 8 10 12 14 16 18



Size of space
High Ceilings
Sprung wooden floor
Facilities (e.g commercial kitchen, dressing rooms, stage)
Wurlitzer Theatre Pine Organ
Acoustics
Availability of activities and ewewnts
Convenient location
Proximity to public transport

What do you like most about Petersham Town Hall?

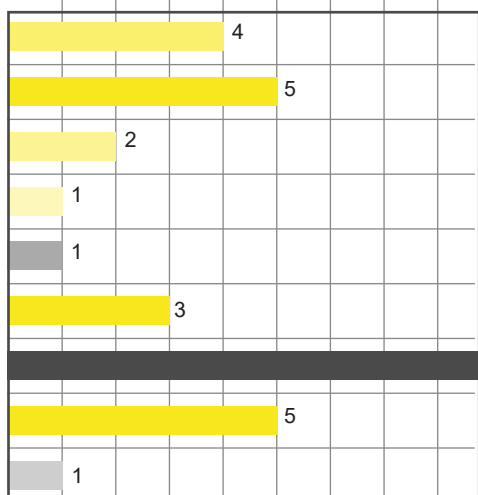
0 2 4 6 8 10 12



Size of space
High Ceilings
Sprung wooden floor
Acoustics
Availability of activities and events
Convenient location
Proximity to public transport options
Proximity to parking
Other

What do you like most about St Peters Town Hall?

0 1 2 3 4 5 6 7 8 9



Size of space
High Ceilings
Facilities (e.g. commercial kitchen, stage)
Utilities (e.g. seating, stage lighting, projector, sound system)
Piano
Availability of activities and events
Convenient location
Proximity to public transport options
Proximity to parking

Whats next?





PETERSHAM · TOWN · HALL

Petersham Town Hall

Drop in parent support group
Every Wednesday 10am-12pm
Petersham Town Hall
44 George Street
Petersham NSW 1503
Phone: 02 9511 1111
Email: parentsupport@petersham.nsw.gov.au

Utilisation

Survey: Regular and casual users

97 casual events were hosted at the town hall in 2018.

86% of survey respondents thought the hall was 'very important' for performance and events. About half thought it was important for hosting public meetings.

All regular and casual users reported using the dressing rooms, stage and kitchen during hiring.

Users gave feedback that better upkeep and care of the venue would help increase visitation

Interviews: Internal stakeholders and performance and creative industry experts

Arts experts expressed the need for more performance venues in the Inner West. The type and audience of the organisation defined their venue requirements. Size was a defining factor, with requests for spaces of under 100 people capacity to over 500. Experts suggested Petersham is unlikely to be suitable for most creative uses as it is too big for small performances, and would need significant upgrades to host more frequent larger ones.

There was unanimity in the need for better facilities to boost professional use of the venue – especially the provision of seating banks through the hiring process and audio visual systems.

Community pop ups

What do you like?

Respondents liked the events hosted at the town hall (including ANZAC services, dancing, heritage services)

> "Many events – good for big events and smaller events"

> "don't want really loud bands – would be okay with softer music"

What do you want to change?

Respondents wanted to see more diverse uses that would boost visitation of the space in its current form including bands or a regular drop-in centre.

> "Would love to see bands playing"

> "Once a month drop in centre – access housing, Centrelink (similar to Newtown)"

What do you want to add?

Respondents requested better advertising (social media and signage) to boost use, especially advertising about events community can easily join. Public facing events were also requested (markets, Sunday events, "things that attract young people")

> "Availability – we know it's available but I'm a dancer I want to know if it's available for dancers to practice. Advertise on social media so we know when we can use it"

> "Playgroup, kids orientated events, arts and craft classes"

Online survey

The top three most used spaces in Petersham Town Hall were:

Main Hall – 88%

Foyer – 65%

Side rooms – 53%

The top three reasons people visited Petersham Town Hall:

Attend a public meeting/event – 47%

Attend a private meeting/event – 24%

Organise an event – 12%

The top three most liked features of Petersham Town Hall were:

Size of space – 65%

High Ceilings – 65%

Sprung wooden dance floor – 59%

Only one respondent liked the availability of events currently offered

Percentage of respondents that ranked the following features 'very important':

An auditorium area for performance and events – 76%

Space for public meetings – 47%

Modern kitchen facilities for hosting large events – 41%

Notable comments

> "Permission to open doors or windows on hot nights regardless of local residents"

Quality and Condition

Survey: Regular and casual users

The space is regarded as a good quality facility for performances and community events, however elements of the building are regarded to be in poor condition or not fit for purpose for current uses. Those surveyed requested upgrades to furniture, kitchen facilities, taps, carpets, curtains, tables and chairs.

All those surveyed value the history of the building, especially art deco features. Preservation and enhancement of these features to improve the visiting experience was a common request.

Interviews: Internal stakeholders and performance and creative industry experts

The biggest challenge identified by arts industry experts is meeting the diverse technological needs of performance companies in a cost effective way, and to meet the needs of both casual community users with limited technological requirements and the performance companies.

One example of this is The Metropolitan Orchestra, which currently uses the hall for events aimed at children and families, but not for larger events due to the condition of the facilities (ripped seating, unsuitable bathrooms), lack of banked seating and poor acoustics, all of which TMO believes do not meet the expectations of its audience.

Community pop ups

What do you like?

Respondents said they appreciated the heritage elements of the building and want to see those preserved and enhanced, as part of the “uniqueness” of the town hall.

- > “Great décor”
- > “Refurbished lights in hallway”
- > “Consider heritage elements (tall ceilings) when devising new spaces, don’t partition with big walls”

What do you want to change?

Stakeholders spoke about wanting to change the current maintenance and upkeep of the town hall, as well as upgrading the facilities to include air conditioning and audio-visual systems.

- > “Lights don’t work or hard to find switches (especially around the kitchen), lights that work are dim”
- > “Torn sofas not acceptable for hirer who pays good money”
- > “Very hot in summer but can’t spoil the heritage – tricky situation”
- > “Would use sound system if it was provided and affordable”

What do you want to add?

The few responses that were received in response to this question were mainly about bathroom upgrades.

- > Ladies bathrooms need improvement.

Online survey

Respondents ranked the quality and condition criteria as follows:

Existing health and safety measures:

Excellent – 12%
Good – 47%
Fair – 12%
Poor – 0%

Exterior aesthetics (look and feel):

Excellent – 12%
Good – 71%
Fair – 18%
Poor – 0%

Exterior condition:

Excellent – 6%
Good – 53%
Fair – 35%
Poor – 0%

Interior aesthetics (look and feel):

Excellent – 18%
Good – 59%
Fair – 12%
Poor – 12%

Interior condition:

Excellent – 12%
Good – 59%
Fair – 18%
Poor – 12%

Maintaining the historical features of the current building:

Very important – 47%
Somewhat important – 35%
Not very important – 6%
Not at all important – 6%

Notable comments

- > “Cooking facilities need an upgrade as it’s extremely difficult to light either cook top”
- > “Please paint the interior a neutral colour. The yellow paint makes everyone look ill when photographed”
- > “Change rooms require updating. The ladies change room door opens into the foyer for all to see!”

Accessibility

Survey: Regular and casual users

88% of those surveyed drive to Petersham Town Hall at least some of the time, 75% of those that drive believe there is not enough parking at the building.

Users are mixed in their views of the cost of hiring, with 43% of those surveyed describing the costs as good or excellent, while some rated costs as “poor”. .

Wayfinding to the building is poor, with a lack of signage. One respondent said they mistakenly thought the Council chambers across the road was the town hall.

The level entry into the building is a plus, and makes loading/unloading equipment easy compared to other town halls or similar venues.

Interviews: Internal stakeholders and performance and creative industry experts

The experts highlighted the importance of affordable venues for independent artists. The experts were not opposed to increased hire costs with a corresponding increase in amenity and facilities. Experts suggested Council could boost revenue by providing additional services such as banked seating, front of house and technology facilities. The addition of these sorts of facilities was suggested as a new revenue stream for all the town halls in conjunction with a change in the management model.

Community pop ups

What do you like?

Responses were limited for this question, one respondent commented about good public transport access.

> “Petersham more convenient than Marrickville for public transport”

What do you want to change?

Respondents said more should be done to promote both the building itself and the events that are held there. Some also said that lack of information about events was an issue for local businesses, as they couldn’t plan for staffing to cope with increased patronage.

> “I have no idea what goes on in a town hall. Flyers (mail) don’t work. Social media advertising is good but not for people who don’t follow IWC on Facebook. Make more people aware of its presence”

> “Don’t know when a big event is happening and gets swamped by customers”

> “Community venues should be neutral, accessible, have public transport connections, some basic facilities should be provided in the cost (Kettles, cups, etc)”

> “Small community spaces should be affordable, accessible with a few basic amenities – no large deposits”

> “Long booking process seems unnecessary”

> “Poor customer service – happy to do an online booking but easier process is required”

What do you want to add?

Responses included:

> “Bicycle parking”

> “Make accessible ramp/entrance at side of front entry more ‘grand’, this is a more inclusive approach.”

Online survey

Percentage of respondents who support the access to the town hall

Convenient location – 29%

Proximity to public transport options – 12%

Proximity to parking – 18%

How important do you think the following are to include in the future of Petersham Town Hall: Accessible and inclusive features

Very important – 53%

Somewhat important – 41%

Not very important – 6%

Not at all important – 0%

What would make it easier for you to access Petersham Town Hall? (Select up to five options)

Improved advertising/promotion of the venue, facilities and hire costs – 47%

Improved booking process

More parking – 29%

Lower hire costs – 29%

Responsiveness of Council staff to enquiries – 24%

Other – 18%

Improved access for people with mobility issues – 18%

Signage/wayfinding tools for people with a visual impairment – 12%

Loading area – 6%

Better public transport connections – 6%

Comments

> “There is currently no consideration to local residents for parking for events. The council advertises parking on local streets but this leaves the local community with no parking”

Marrickville Town Hall



Utilisation

Survey: Regular and casual users

60 casual events were hosted at Marrickville Town Hall in 2018.

Half of the regular and casual users surveyed reported participating in groups larger than 50 people, so comments about the size of the building were favourable.

The sprung dance floor was used less than the one at Petersham Town Hall, but is still used by 50% of casual users.

Respondents encouraged the Council to advertise the venue more to boost usage, especially advertising events that were hosted by other groups in the building.

Interviews: Internal stakeholders and performance and creative industry experts

Marrickville Town Hall has many similarities in size, heritage and character to Petersham Town Hall resulting in similar feedback from arts experts.

Marrickville is currently less used by large performance organisations than Petersham.

The building's multiple rooms and offices were suggested as potential spaces for arts, cultural or not-for-profit businesses that could compliment the larger for-hire areas in the building. Some arts experts raised the opportunity to have an art and culture hub in Marrickville.

The Council's Library's Manager raised issues with dual use at Council venues, such as bands playing loud music in Marrickville with the Library downstairs. The move of the library to a purpose built venue is seen as positive outcome to limit conflict in uses around Marrickville Town Hall.

Community pop ups

What do you like?

Participants loved the character and size of the building, especially as a place to bring community together for meetings, dancing, cultural events and markets.

> "Beautiful building that is bigger than you expect (inside)"

> "dancing programs are valuable – do not discontinue"

> "Markets, fairs and concerts are good. Would like more of that"

What do you want to change?

Like in other halls, respondents encouraged the council to advertise activities in the building more. Utilising unused spaces more was also a frequent comment.

> "Advertise community groups, meetings, events in the halls so more people can join in"

> "Billboard out the front"

> "Can schools use the buildings more? Especially winter/wet days"

> "Square out the front, allow it to be used"

What do you want to add?

Respondents expressed the need for more diverse and semi-permanent community focused activities at the building.

> "Make one of the rooms a dark room for photography and art uses"

> "Empowering people by offering meeting spaces"

> "Cross culture meeting – Marrickville is a very diverse community, this space should accommodate for that"

> "Interesting commercial tenants are okay – funky cafes, cool shops. Must keep standard high over time."

Online survey

The top three most used spaces in Marrickville Town Hall were:

Main hall – 89%

Side rooms – 63%

Mezzanine – 48%

Stage – 48%

The top three reasons people visited Marrickville Town Hall:

Attend a public meeting/event – 44%

Attend a private meeting/event – 18%

Organise an event – 15%

The top three most liked features of Marrickville Town Hall were:

Size of space – 67%

High Ceilings – 52%

Sprung wooden dance floor – 37%

Percentage of respondents that ranked the following features 'very important':

An auditorium area for performance and events – 81%

Space for public meetings – 70%

Modern kitchen facilities for hosting large events – 59%

Outdoor event space – 15%

Other comments

> "Whatever it becomes it needs to be tied closely to the new Marrickville Library and Community centre next door. It needs to flow and be integrated to the new space. Shared catering facilities. Share loading bays and car parks."

> "It would be good if it hosted more music events. An example of a similar event that could be held at the hall would be 'soft centre'. It's so large and beautiful it would be perfect for concerts."

> "A woodworking workshop where people could come to a shared space and use tools they might not have at home".

Quality and Condition

Survey: Regular and casual users

Many respondents appreciated the uniqueness of having a low-cost, large and relatively accessible space available for hire.

Historic features of the building were less of a priority than at Petersham. 62% stating the buildings historic features were at least somewhat important compared to 100% at Petersham.

Cleanliness at the hall was identified as an issue, with Council's slow response to requests to clean the space and a lack of cleaning equipment so hirers can clean the space themselves reported as concerns.

Interviews: Internal stakeholders and performance and creative industry experts

Like in Petersham, the absence of high quality, fit for purpose technological facilities are seen as a limitation of Marrickville Town Hall. It is very difficult to meet the needs of orchestras, theatre performances, conferences, electronically-amplified music and community use with the same technological equipment in a cost effective manner.

Size (either too large or too small), acoustic quality and provision of performance facilities (seating, lighting, front of house) were all raised as issues for professional hirers at Marrickville Town Hall.

The gardens around Marrickville Town Hall were identified as not being complimentary of the heritage values of the rest of the building and could be improved to boost the character of the hall.

Community pop ups

Limited responses were received about the quality and condition of Marrickville Town Hall. Those who did provide comment noted that it is an important building for the community and should be maintained and improved.

What do you like?

People loved the history and character of the building - its long connection with the community of Marrickville. Older residents had particularly strong connections to the building.

> "Great history: weddings,

parties, festivals. Keep the character"

> "Lovely building of its time"

> "Bathrooms are good"

What do you want to change?

Participants want improvements to the acoustics in the building and to the Council-provided AV systems:

> "Sound and acoustic could be better"

> "Acoustics and sound system could be improved. Set it up so a non-technical person can still use it"

What do you want to add?

One respondent felt:

> "Historic significance of the floor, would like to see some appreciation of that."

Online survey

Respondents ranked the following quality and condition criteria

Existing health and safety measures:

Excellent – 15%

Good – 52%

Fair – 15%

Poor – 0%

Exterior aesthetics (look and feel):

Excellent – 37%

Good – 48%

Fair – 11%

Poor – 4%

Exterior condition:

Excellent – 22%

Good – 59%

Fair – 15%

Poor – 4%

Interior aesthetics (look and feel):

Excellent – 33%

Good – 56%

Fair – 7%

Poor – 4%

Interior condition:

Excellent – 15%

Good – 48%

Fair – 22%

Poor – 15%

Maintaining the historical features of the current building:

Very important – 70%

Somewhat important – 22%

Not very important – 0%

Not at all important – 4%

Other comments

> "Fix the water seeping down at the front of the building in the entrance area before you enter the building."

> "A wonderful space for the community. Just needs maintenance"

Accessibility

Survey: Regular and casual users

Surveyed users of Marrickville Town Hall showed the highest satisfaction with hire cost, 63% rating this as 'good' or 'excellent'.

Sentiment regarding the booking process was less conclusive, with an equal distribution of users rating the system from 'poor' to 'excellent'.

Access to parking, particularly for those bringing equipment to events was a common complaint raised in the survey.

Interviews: Internal stakeholders and performance and creative industry experts

Arts experts identified parking at Marrickville Town Hall as a challenge – stating that the public transport options for the hall were inconvenient for people from outside the Inner West. Poor access (public transport or parking) reduces the competitiveness of the building relative to other performance venues of a similar size.

Experts interviewed suggested the booking process of the hall could be transferred to a lead-tenant or an organisation that occupied other spaces in the building on a permanent basis. Through this mechanism the organiser could improve the booking process by providing a more bespoke service for hirers. The upstairs office spaces at were identified as being complimentary to this model.

This management model was suggested for all venues, not only Marrickville.

Community pop ups

What do you like?

Affordability of the space:

> "Big plus is affordability, don't change that"

What do you want to change?

The affordability of the building is seen as an opportunity for the Council to boost participation in events that are often seen as too expensive elsewhere.

Participants also asked Council to think more creatively to solve parking and access issues – suggesting cooperating with a nearby school for parking at big events and creating better bicycle parking.

> "TED style talks – needs to be a little more affordable"

> "Make the car park on Marrickville Rd (at St Bridgid) available for Town Hall events"

> "Bicycle parking – should be out the front not the side – it's not where people go"

What do you want to add?

No responses recorded for this section

Online survey

Percentage of respondents that positively supported access to the Town Hall

Convenient location – 55%

Proximity to public transport options – 33%

How important do you think the following are to include in the future of Marrickville Town Hall: Accessible and inclusive features

Very important – 59%

Somewhat important – 33%

Not very important – 4%

Not at all important – 0%

What would make it easier for you to access Marrickville Town Hall? (Select up to five options)

Lower hire costs – 48%

Improved advertising/promotion of the venue, facilities and hire costs – 40%

Improved booking process

More parking – 37%

Improved access for people with mobility issues – 33%

Responsiveness of Council staff to enquiries – 22%

Better public transport connections – 22%

Signage/wayfinding tools for people with a visual impairment – 18%

Loading area – 18%

Disabled Parking – 15%

Other – 11%

Comments

> "The booking procedure is difficult to navigate and the cost is high for community organisations"

> "Better disability access and better advertising process. I considered having a wedding there but could not navigate the booking process to even make an inquiry"

> "Access: Steps are terrible"

St Peters Town Hall



Utilisation

Survey: Regular and casual users

St Peters Town Hall was the least occupied of the three Town Halls – its location, small room and low presence are likely reasons for this. The location and small room were also identified as benefits and opportunities by users and arts experts.

Regular users of St Peters Town Hall were less reliant on the technology and facilities provided by Council. The smaller space is used more by small support groups who would not use the large rooms that are available in Marrickville and Petersham.

Suggestions for improvements included better advertising and facilities including well maintained tables and chairs, and some basic IT provisions (such as Wifi and a presentation screen).

Interviews: Internal stakeholders and performance and creative industry experts

All performance and creative experts identified St Peters Town Hall as the most appropriate venue for a community centre, small performance space or art space. Highlighting its small size and accessibility as being complimentary to these uses. Experts felt that small community venues are lacking in the Inner West. In particular a rehearsal space for dance and music was one need of the arts community that could be met by St Peters

Community pop ups

What do you like?

Respondents really liked the library and reported using it with their children, or as an informal co-working space. Community members suggested improvements to increase library visitation

> “Retain library – improve/extend opening hours (especially on weekends)”

> “Co-working spaces – currently use the library like this”

What do you want to change?

Respondents identified opportunities for exterior improvements to the building. The noise impact of low-flying planes was also a concern for users.

> “Planes are too loud – stopped using the hall because it was too loud”

> “Make better use of outdoor spaces”

What do you want to add?

Feedback focused on activities respondents would like to see in the building, particularly events and businesses that are successful in the local area.

> “People don’t have time to get involved in these

buildings/community spaces”

> “Markets such as the indoor plant centre that brings community together”

> “Artistic use / gallery”

> “Beer tasting days with all the local breweries”

> “Learn to do activities: fashion, clothes, textiles”

> “Language classes open to the community”

> “Yoga/pilates centre”

Online survey

The top three most used spaces in St Peters Town Hall were:

Main hall – 63%

Meeting rooms – 56%

Side rooms – 50%

The top three reasons people visited St Peters Town Hall:

Attend a public meeting/event – 31%

Other – 31%

Attend an informal gathering – 13%

Comments regarding ‘other’ included: Library (25%), Voting (18%)

The top three most liked features of St Peters Town Hall were:

High Ceilings – 31%

Size of space – 25%

Availability of activities and events – 19%

Percentage of respondents that ranked the following features ‘very important’:

Space for public meetings – 56%

An auditorium area for performance and events – 25%

Modern kitchen facilities for hosting large events – 19%

Comments

> “I have never attended an event here and not sure I ever will. The town hall seems to be in an area I would not normally visit”

> “I have attended play group upstairs, public meetings, as well as tai chi classes upstairs and downstairs, run by different people. But, the place I visit most frequently by far is the library”

Quality and Condition

Survey: Regular and casual users

Users requested minor upgrades to the building such as paint and flooring to improve and preserve character.

Basic IT upgrades were requested including projectors or screens, more power points and an internet connection – particularly given the larger number of small group meetings that use this building.

Interviews: Internal stakeholders and performance and creative industry experts

Due to its proximity to the airport users at St Peters Town Hall suffer significantly from aircraft noise – arts experts and internal stakeholders identified the need for sound attenuation work to be conducted – especially if upstairs rooms are to be used for performances.

Similarly, sound attenuation was suggested to improve the experience for library users.

Like at Marrickville, it was recommended that the garden be modified to compliment the heritage character of the building. St Peters has the additional opportunity of a neighbouring airport beacon facility which has additional unused space that could also be incorporated into the town hall's garden.

Community pop ups

What do you like?

No responses recorded for this section

What do you want to change?

There were limited responses for this section – but there was a request for work to be completed to make the building more inviting > “Building needs something that makes the ambience feel not so cold or old – while still maintaining heritage.”

What do you want to add?

Only one response was received: > “Add an indigenous flag”

Online survey

Respondents ranked the following quality and condition criteria

Existing health and safety measures:

Excellent – 6%
Good – 19%
Fair – 19%
Poor – 6%

Exterior aesthetics (look and feel):

Excellent – 13%
Good – 56%
Fair – 19%
Poor – 0%

Exterior condition:

Excellent – 0%
Good – 50%
Fair – 31%
Poor – 6%

Interior aesthetics (look and feel):

Excellent – 13%
Good – 31%
Fair – 25%
Poor – 19%

Interior condition:

Excellent – 6%
Good – 25%
Fair – 31%
Poor – 25%

Maintaining the historical features of the current building:

Very important – 62.5%
Somewhat important – 6%
Not very important – 19%
Not at all important – 0%

Notable comments

> “Maybe attractive night time exterior light or a bigger sign to highlight presence in the community”

> “It’s a wonderful building and space and a valued historical attraction of the area, it would be good to utilise the space more”

Accessibility

Survey: Regular and casual users

The regular user survey sample size was small, however the results suggest that St Peters Town Hall has the best public transport and vehicle access satisfaction of the three halls, with all users giving positive feedback about travel to/from the hall. A nearby train station and arterial roads and good on street parking gives further evidence this is true.

Interviews: Internal stakeholders and performance and creative industry experts

According to these users, the good public transport connections to St Peters Town Hall make it appropriate for community use, and could be used round-the-clock due to the good transport.

The lack of parking or a loading zone at St Peters was recognised as an inhibitor for artists or performers with a lot of equipment.

Community pop ups

What do you like?

The inclusiveness and community nature of St Peters, especially due to the library was a big attraction of the space.

> “Retain for 12 step programs (AA) – close to station, wheelchair access, toilets”

> “Not too many spaces that are free to use or inclusive for all – not everyone can afford to sit in a fancy café”

> “Once metro opens there will be more people in the area that can use the space”

What do you want to change?

Signage and wayfinding for the St Peters was a common piece of feedback – a number of local residents passing by didn’t know there was a library in the building.

> “Improve signage and promotion of the space/activities”

> “It doesn’t seem to be open – signage to indicate it’s open”

> “Didn’t realise there was a library – poor signage”

What do you want to add?

Respondents appreciated the accessibility of the space, due to the fact that it’s free to use and the activities are locally focused.

> “Neighbourhood centre – community doesn’t have one.

Closest is Newtown. Newtown doesn’t feel like our community – we used to have the Tempe Centre, but it closed”

> “Local art installations in the downstairs space, it can be hard to get upstairs”

Online survey

Percentage of respondents that positively supported access to the Town Hall

Convenient location – 56%

Proximity to public transport options – 31%

Proximity to parking – 6%

How important do you think the following are to include in the future of St Peters Town Hall: Accessible and inclusive features

Very important – 56%

Somewhat important – 43%

Not very important – 6%

Not at all important – 0%

What would make it easier for you to access St Peters Town Hall? (Select up to five options)

Improved advertising/promotion of the venue, facilities and hire costs – 50%

Improved booking process – 31%

More parking – 31%

Lower hire costs – 25%

Responsiveness of Council staff to enquiries – 19%

Other – 19%>

Improved access for people with mobility issues – 13%

Signage/wayfinding tools for people with a visual impairment – 13%

Better public transport connections – 6%

Loading area – 6%

Comments

> > “The steps and ramps to the lobby at the front of the building provides an awkward and unkempt entrance”

> “Improve the library signage”

> “Better lighting to make the space more user friendly”

> “It’s nice to have the hall in Sydenham, although it could be bigger and open more often”

Next Steps

The information contained within this report, along with detailed site analysis will form the bases of the decision making through the next phases of the master planning process. A draft of the plan will be placed on public exhibition in late 2019 to ensure Council has interpreted the feedback correctly and met community expectations.

The final master plan will guide improvement at Marrickville, Petersham and St Peters Town Halls for the next ten years.

Appendix

Advertising/Promotional Materials

Letterbox flyer (front page)

Help Council develop future plans for Marrickville, Petersham and St Peters Town Halls

your say
Inner West



Overview

Marrickville, Petersham and St Peters Town Halls are well loved facilities used by a variety of community groups for activities that promote happy and healthy living in the Inner West.

Council is creating master plans for the three town halls. We'll develop a vision for each building that maximises flexibility and ensures compliance with current standards while maintaining individual character.

We're also designing upgrade works for construction next year: heritage and compliance works, new lifts at Marrickville and St Peters, improved access at Petersham's main entry and caretaker's residence, and upgrade of the ground floor meeting room at St Peters.

We invite your input to help us plan further improvements and guide the town halls' use over the next 10 years.



Mayor's Message

Town Halls have been at the centre of community life for many decades, and in the Inner West we are fortunate to have some beautiful and historic halls.

Right now we're focusing on our Marrickville, Petersham, and St Peters Town Halls. We want to make sure the town halls are properly maintained and improved, and available for many uses, now and into the future.

I invite you to share your thoughts with staff at a session in the hall or by completing our survey.

I look forward to getting your feedback and creating a bright new future for Marrickville, Petersham and St Peters Town Halls.

Darcy Byrne
Darcy Byrne
Inner West Mayor

www.innerwest.nsw.gov.au

 INNER WEST COUNCIL

Have your say

Drop in to an onsite session and tell us what you like, what you would change and what could be added to improve future use of the Town Halls.

Onsite session times:

Marrickville Town Hall, Saturday 15 June 2019, 10am-12noon

St Peters Town Hall, Saturday 15 June 2019, 1.30-3.30pm

Petersham Hall, Saturday 22 June 2019, 11am-1pm

Have your say online

Complete an online survey at: yoursay.innerwest.nsw.gov.au

The closing date for the online and paper survey is Sunday 30 June 2019

For enquiries and paper surveys

contact Julian Oon,
Property Project Manager,

P: 9392 5692 or

E: julian.oon@innerwest.nsw.gov.au



Petersham Town Hall

Timeline

27 May - 30 June 2019

Initial engagement period
Open for community comment

July - August 2019

Creating the Master Plans
Community comments and input from other stakeholders will be used along with research and expert advice

September - October 2019

Public exhibition
Everyone is invited to have their say on the draft Master Plans – have we got it right?

November 2019

Decision by Council
After the public exhibition, feedback is taken into consideration and final drafts prepared for decision by the elected Council

Next 10 years

Council implements the plans
Works will be prioritised and implemented over the next 10 years dependent on funding

www.innerwest.nsw.gov.au



Facebook post



Inner West Council

31 May · 🌐

Marrickville, Petersham and St Peters Town Halls are well loved facilities used by a variety of Inner West community groups. Council is creating master plans for the three town halls and want your feedback.

Have #yoursay via the link or drop in to an onsite session and tell us what you like, what you would change and what could be added to improve future use of the Town Halls.



[YOURSAYINNERWEST.NSW.GOV.AU](https://yoursay.innerwest.nsw.gov.au)

Help develop a vision for Marrickville, Petersham and St Peters Town Halls

Engagement Materials (Phase 1)

A. Inner West Council Town Hall Master Plan Survey for Regular Users

PART 1: TOWN HALL USE

1. Which Town Halls do you currently use?
 - a. Marrickville Town Hall
 - b. St Peters Town Hall
 - c. Petersham Town Hall
 - d. Other (please specify)
2. Which spaces within the Town Hall do you currently use?
 - a. Main Hall
 - b. Stage
 - c. Side Rooms
 - d. Kitchen
 - e. Comments (optional)
3. Do you use any additional utilities?
 - a. Sound
 - b. Lighting
 - c. Microphones
 - d. Seating
 - e. Projector
 - f. None
 - g. Other (please specify)
4. How often do you use the Town Hall?
 - a. Daily
 - b. Weekly
 - c. Fortnightly
 - d. Monthly
 - e. Comments (optional)
5. What do you like most about this Town Hall? Why?

Open text field

6. What changes would you make to this Town Hall? Why?

Open text field

7. How can Council encourage more people to use the Town Hall?

Open text field

8. Do you have any other comments?

Open text field

PART 2: TOWN HALL ACCESSIBILITY

9. In your experience, how easy is it * to book the space?
 - a. Very easy
 - b. Easy
 - c. Neither easy nor difficult
 - d. Difficult
 - e. Very difficult
 - f. I'm not responsible for booking the space
 - g. Comments (optional)
10. How do you Travel to/from the Town Hall?
 - a. Car
 - b. Bus

- c. Train
- d. Walk
- e. Other
- f. Other (please specify)

11. If you drive, is there enough parking available?

- a. Yes
- b. No
- c. Comments (optional)

12. What would make it easier to travel to/from the Town Hall?

Open text field

PART 3: ABOUT YOUR GROUP

13. What is the name of your group/organisation?

14. What kind of group do you represent?

- a. Dance group
- b. Cultural group
- c. Arts group
- d. Music group
- e. Exercise group
- f. Social group
- g. Support group
- h. Choir
- i. Personal Development group
- j. Networking group
- k. Hobby group
- l. Meditation group
- m. Other (please specify)

15. How many members are in your group?

- a. 0-5
- b. 5-10
- c. 10-15
- d. 15-20
- e. 20+
- f. 50+
- g. 100+
- h. Comments (optional)

16. On a typical day, what activities do you use the hall for?

Open text field

17. What is the average age of your members?

- a. Under 18
- b. 18-24
- c. 25-34
- d. 35-44
- e. 45-54
- f. 55-64
- g. 65+
- h. Comments (optional)

18. Do any of your members identify as having * a disability?

- a. Yes

- b. No
- c. Comments (please specify)

19. Do any of your members identify as Aboriginal or Torres Strait Islander?

- a. Yes
- b. No
- c. Comments (please specify)

PART 4: ABOUT YOU

21. Gender

- a. Female
- b. Male
- c. Not specified

22. Which suburb do you live in?

- a. Annandale
- b. Ashfield
- c. Ashbury
- d. Balmain
- e. Balmain East
- f. Birchgrove
- g. Camperdown
- h. Cockatoo Island
- i. Croydon
- j. Dulwich Hill
- k. Dobroyd Point
- l. Enmore
- m. Haberfield
- n. Leichhardt
- o. Lewisham
- p. Lilyfield
- q. Marrickville
- r. Mascot
- s. Newtown
- t. Petersham
- u. Rozelle
- v. St Peters
- w. Stanmore
- x. Summer Hill
- y. Sydenham
- z. Tempe
- aa. Outside Inner West LGA (please specify)

B. Inner West Council Town Hall Master Plan Survey for Casual Users

PART 1: TOWN HALL USE

1. Which Town Hall do you currently use?

- a. Marrickville Town Hall
- b. St Peters Town Hall
- c. Petersham Town Hall

2. How did you hear about this Town Hall?

- a. Email
- b. Colleague
- c. Friend

- d. Inner West Council Website
- e. Newsletter
- f. Social Media

3. Which spaces do you use within the Town Hall? (select all that apply)

- a. Marrickville Town Hall - Main Hall
- b. Marrickville Town Hall - Mezzanine
- c. Petersham Town Hall - Foyer
- d. Petersham Town Hall - Main Hall
- e. St Peters Town Hall - Small Hall
- f. Other (please specify)

4. Which facilities do you use within the Town Hall? (select all that apply)

- a. Marrickville Town Hall - Commercial kitchen
- b. Marrickville Town Hall - Dressing rooms
- c. Marrickville Town Hall - High ceilings
- d. Marrickville Town Hall - Sprung wooden dance floor
- e. Marrickville Town Hall - Sound system and stage lighting
- f. Marrickville Town Hall - Stage
- g. Marrickville Town Hall - Wurlitzer Theatre Pipe Organ
- h. Petersham Town Hall - Commercial kitchen
- i. Petersham Town Hall - Dressing rooms
- j. Petersham Town Hall - High ceilings
- k. Petersham Town Hall - Sound system and stage lighting
- l. Petersham Town Hall - Sprung wooden dance floor
- m. Petersham Town Hall - Stage
- n. St Peters Town Hall - Commercial kitchen
- o. St Peters Town Hall – Piano
- p. Other (please specify)

5. How often do you use the Town Hall?

- a. Daily
- b. Weekly
- c. Fortnightly
- d. Monthly
- e. Infrequently
- f. Other (please specify)

6. What do you like most about this Town Hall?

Open text field

7. What changes would you make to this Town Hall?

Open text field

8. How would you rate the following features of the Town Hall?

	Excellent	Good	Fair	Poor	N/A (not applicable)
a. Existing health and safety measures					
b. Exterior aesthetics (look and feel)					
c. Exterior condition					
d. Interior aesthetics (look and feel)					
e. Interior condition					

9. How important are each of the following to you?

	Very important	Somewhat important	Not very important	Not at all important	N/A (not applicable)
a. Accessibility					
b. Having an auditorium area for performances and events					
c. Having space for public meetings					
d. Hire costs					
e. Maintaining the historical features of the current building					
f. Modern kitchen facilities for hosting large events					
g. Other (please specify)					

10. Do you have any other comments about using the Town Hall?

Open text field

PART 2: TOWN HALL ACCESSIBILITY

11. In your experience booking the Town Hall, how would you rate the following?

	Excellent	Good	Fair	Poor	N/A (not applicable)
a. Ease of booking the space					
b. Hire costs					
c. Reliability of Council staff					
d. Responsiveness of Council staff					
e. Comments (optional)					

12. How do you Travel to/from the Town Hall?

- a. Bus
- b. Car
- c. Cycle
- d. Train
- e. Walk
- f. Other (please specify)

13. If you drive, is there enough parking available?

- a. Yes
- b. No

14. What would make it easier to travel to/from the Town Hall?

Open text field

15. Do you have any other comments about accessing the Town Hall?

Open text field

PART 3: ABOUT YOUR GROUP/ORGANISATION

16. What is the name of your group/organisation?

Open text field

17. On a typical day, what activities do you use the hall for?

- a. Arts group
- b. Choir
- c. Cultural group
- d. Dance group
- e. Exercise group
- f. Hobby group
- g. Meditation group
- h. Music group
- i. Networking group
- j. Office space
- k. Performance group
- l. Personal Development group
- m. Public Meetings
- n. Social group
- o. Support group
- p. Other (please specify)

18. How many members are in your group?

- a. 0-20
- b. 15-20
- c. 20+
- d. 50+
- e. 100+

19. What are the typical age groups of your regular members? (select all that apply)

- a. Under 18
- b. 18-24
- c. 25-34
- d. 35-44
- e. 45-54
- f. 55-64
- g. 65+

PART 4: ABOUT YOU

20. Gender

- a. Female
- b. Male
- c. Not specified

21. Age

- a. Under 18
- b. 18-24
- c. 25-34
- d. 35-44
- e. 45-54
- f. 55-64
- g. 65+

22. Are you a resident of Inner West Council?

- a. Yes
- b. No
- c. If yes, please state which suburb you live in

C. Town Hall User Experience Survey for Industry Experts

“Inner West Council has three major Town Halls in Marrickville, Petersham and St Peters. These are public places where members of the community gather for recreational, educational, artistic and social activities.

We are conducting a study to understand how people use our Town Halls, how people would like to use them in future, and for what purposes.

As part of this study, Council would like to talk to industry experts on best practice considerations when reviewing the planning and design of its town halls.”

Interview Questionnaire

1. What are the best practice planning and design principles Council should consider when planning for its community halls, both now and in future?
2. Can you think of any examples of leading town hall design that reflect these principles?
3. How can Council activate and increase visitation to its community town halls?
4. How can Council activate and increase utilisation of community town halls?
5. How can Council improve and increase satisfaction with community town halls?
6. How can Council improve the physical and aesthetic elements of its town halls (i.e. existing health and safety measures; exterior and interior aesthetics and condition; functionality of kitchen, meeting room and auditorium spaces, maintenance)?
 - a. Marrickville
 - b. Petersham
 - c. St Peters
7. How can Council improve the audio visual elements of its town halls (i.e. auditorium areas, sound, lighting, technology; presentation software)?
 - a. Marrickville
 - b. Petersham
 - c. St Peters
8. How can Council improve the operation of its town halls (i.e. booking processes; reliability/responsiveness of staff; fees and charges; marketing and promotions)?
 - a. Marrickville
 - b. Petersham
 - c. St Peters
9. Do you have any suggestions for how Council might rethink the amount or type of space currently provided in its community halls?
10. Do you have any further comments?

Engagement Materials (Phase 2)

Online surveys

1. Which Town Hall would you like to provide feedback on? Note: You can select all three

- ☐ Petersham Town Hall
- ☐ Marrickville Town Hall
- ☐ St Peters Town Hall

PETERSHAM TOWN HALL

2. Which spaces within Petersham Town Hall have you used or visited? (*Utilisation*)

- ☐ Foyer
- ☐ Main hall
- ☐ Stage
- ☐ Side rooms
- ☐ Commercial kitchen
- ☐ Dressing rooms

3. How often do you visit Petersham Town Hall? (*Utilisation*)

- ☐ Daily
- ☐ Weekly
- ☐ Fortnightly
- ☐ Monthly
- ☐ Less often than monthly

4. What is the main reason you visit or use at Petersham Town Hall? (*Utilisation*)

- ☐ Organise an event
- ☐ Attend a public event/ meeting
- ☐ Attend a private event/ meeting
- ☐ Attend an informal gathering
- ☐ Organise a regular class/ group
- ☐ Attend a class/ group
- ☐ Use as office space
- ☐ Other

5. Use the space below to list the event, group or class you organise or attend at Petersham Town Hall.

6. What do you like most about Petersham Town Hall? (*Utilisation; Quality and condition; Accessibility*)

- ☐ Size of space
- ☐ High ceilings
- ☐ Sprung wooden dance floor
- ☐ Facilities (e.g. Commercial kitchen, dressing rooms, stage)
- ☐ Utilities (e.g. seating, stage lighting, projector, sound system)
- ☐ Acoustics
- ☐ Availability of activities and events
- ☐ Convenient location
- ☐ Proximity to public transport options
- ☐ Proximity to parking
- ☐ Other (please specify): _____

7. How would you rate the following features? (*Quality and condition*)

	Excellent	Good	Fair	Poor	Not applicable
Existing health and safety measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exterior aesthetics (look and feel)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exterior condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Interior aesthetics (look and feel)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interior condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How important do you think the following are in the redeveloped Petersham Town Hall? (*Utilisation; Quality and condition; Accessibility*)

	Very important	Somewhat important	Not very important	Not at all important	Not applicable
An auditorium area for performances and events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space for public meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining the historical features of the current building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Modern kitchen facilities for hosting large events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible and inclusive features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. What would make it easier for you to access Petersham Town Hall? (*Accessibility*)

- ☐ Improved advertising/promotion of the venue, facilities and hire costs
- ☐ Improved booking process
- ☐ Responsiveness of Council staff to enquiries
- ☐ Lower hire costs
- ☐ More parking
- ☐ Loading area
- ☐ Disabled parking
- ☐ Improved access for people with mobility issues
- ☐ Signage/wayfinding tools for people with a visual impairment
- ☐ Better public transport connections
- ☐ Other (please specify): _____

10. What do you think needs to be changed or added to Petersham Town Hall? (*Utilisation; Quality and condition; Accessibility*)

11. Do you have any other comments about Petersham Town Hall? (*Utilisation; Quality and condition; Accessibility*)

MARRICKVILLE TOWN HALL

12. Which spaces within Marrickville Town Hall have you used or visited? (*Utilisation*)

- ☐ Main hall
- ☐ Mezzanine
- ☐ Stage
- ☐ Side rooms
- ☐ Commercial kitchen
- ☐ Dressing rooms

13. How often do you visit Marrickville Town Hall? (*Utilisation*)

- ☐ Daily
- ☐ Weekly
- ☐ Fortnightly
- ☐ Monthly
- ☐ Less often than monthly

14. What is the main reason you visit or use Marrickville Town Hall? (*Utilisation*)

- ☐ Organise an event
- ☐ Attend a public event/ meeting
- ☐ Attend a private event/ meeting
- ☐ Attend an informal gathering
- ☐ Organise a regular class/ group
- ☐ Attend a class/ group
- ☐ Use as office space
- ☐ Other

15. Use the space below to list the event, group or class you organise or attend at Marrickville Town Hall. (*Utilisation*)

16. What do you like most about Marrickville Town Hall? (*Utilisation; Quality and condition; Accessibility*)

- ☐ Size of space
- ☐ High ceilings
- ☐ Sprung wooden dance floor
- ☐ Facilities (e.g. Commercial kitchen, dressing rooms, stage)
- ☐ Utilities (e.g. seating, stage lighting, projector, sound system)
- ☐ Wurlitzer Theatre Pipe Organ
- ☐ Acoustics
- ☐ Availability of activities and events
- ☐ Convenient location
- ☐ Proximity to public transport options
- ☐ Proximity to parking
- ☐ Other (please specify): _____

17. How would you rate the following features? (*Quality and condition*)

	Excellent	Good	Fair	Poor	Not applicable
Existing health and safety measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exterior aesthetics (look and feel)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exterior condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interior aesthetics (look and feel)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interior condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. How important do you think the following are in the redeveloped Marrickville Town Hall? (*Utilisation; Quality and condition; Accessibility*)

	Very important	Somewhat important	Not very important	Not at all important	Not applicable
An auditorium area for performances and events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space for public meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor event space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining the historical features of the current building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Modern kitchen facilities for hosting large events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible and inclusive features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. What would make it easier for you to access Marrickville Town Hall? (*Accessibility*)

- ☐ Improved advertising/promotion of the venue, facilities and hire costs
- ☐ Improved booking process
- ☐ Responsiveness of Council staff to enquiries
- ☐ Lower hire costs

- ☐ More parking
- ☐ Loading area
- ☐ Disabled parking
- ☐ Improved access for people with mobility issues
- ☐ Signage/wayfinding tools for people with a visual impairment
- ☐ Better public transport connections
- ☐ Other (please specify): _____

20. What do you think needs to be changed or added to Marrickville Town Hall? (*Utilisation; Quality and condition; Accessibility*)

21. Do you have any other comments about Marrickville Town Hall? (*Utilisation; Quality and condition; Accessibility*)

ST PETERS TOWN HALL

22. Which spaces within St Peters Town Hall have you used or visited? (*Utilisation*)

- ☐ Main hall
- ☐ Stage
- ☐ Side rooms
- ☐ Commercial kitchen

23. How often do you visit St Peters Town Hall? (*Utilisation*)

- ☐ Daily
- ☐ Weekly
- ☐ Fortnightly
- ☐ Monthly
- ☐ Less often than monthly

24. What is the main reason you visit or use St Peters Town Hall? (*Utilisation*)

- ☐ Organise an event
- ☐ Attend a public event/ meeting
- ☐ Attend a private event/ meeting
- ☐ Attend an informal gathering
- ☐ Organise a regular class/ group
- ☐ Attend a class/ group
- ☐ Use as office space
- ☐ Other

25. Use the space below to list the event, group or class you organise or attend at St Peters Town Hall. (*Utilisation*)

26. What do you like most about St Peters Town Hall? (*Utilisation; Quality and condition; Accessibility*)

- ☐ Size of space
- ☐ High ceilings
- ☐ Facilities (e.g. Commercial kitchen, stage)
- ☐ Utilities (e.g. seating, stage lighting, projector, sound system)
- ☐ Piano
- ☐ Acoustics
- ☐ Availability of activities and events
- ☐ Convenient location
- ☐ Proximity to public transport options

- ☐ Proximity to parking
- ☐ Other (please specify): _____

27. How would you rate the following features? (*Quality and condition*)

	Excellent	Good	Fair	Poor	Not applicable
Existing health and safety measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exterior aesthetics (look and feel)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exterior condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interior aesthetics (look and feel)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interior condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28. How important do you think the following are in the redeveloped St Peters Town Hall? (*Utilisation; Quality and condition; Accessibility*)

	Very important	Somewhat important	Not very important	Not at all important	Not applicable
An auditorium area for performances and events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space for public meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining the historical features of the current building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Modern kitchen facilities for hosting large events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible and inclusive features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. What would make it easier for you to access St Peters Town Hall? (*Accessibility*)

- ☐ Improved advertising/promotion of the venue, facilities and hire costs
- ☐ Improved booking process
- ☐ Responsiveness of Council staff to enquiries
- ☐ Lower hire costs
- ☐ More parking
- ☐ Loading area
- ☐ Disabled parking
- ☐ Improved access for people with mobility issues
- ☐ Signage/wayfinding tools for people with a visual impairment
- ☐ Better public transport connections
- ☐ Other (please specify): _____

30. What do you think needs to be changed or added to St Peters Town Hall? (*Utilisation; Quality and condition; Accessibility*)

31. Do you have any other comments about St Peters Town Hall? (*Utilisation; Quality and condition; Accessibility*)

DEMOGRAPHIC QUESTIONS

32. What suburb do you live in?

33. What is your age?

- | | |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 50-59 years |
| <input type="checkbox"/> 18-24 years | <input type="checkbox"/> 60-69 years |
| <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 70+ years |
| <input type="checkbox"/> 35-49 years | |

34. What is your gender?

- ☐ Female
- ☐ Male
- ☐ Non-binary
- ☐ Prefer not to say

35. Do you identify as an Australian Aboriginal or Torres Strait Islander?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

36. Do you identify as someone with a disability?




- ☐ Yes
- ☐ No
- ☐ Prefer not to say

37. Please provide your name and email address if you would like us to keep in touch about this project:

Community pop-up engagement boards




St Peters Town Hall

Share your responses to the questions below by using post-it notes

	✓ What do you like ?	↻ What do you want to change ?	✚ What do you want to add ?
 Use Think about... <ul style="list-style-type: none">the spaces and facilities usedwhether the venue meets your needs/purposefrequency of use			
 Quality and condition Think about... <ul style="list-style-type: none">internal and external aestheticsquality of physical and technological elementscondition of physical and technological elements			
 Accessibility Think about... <ul style="list-style-type: none">booking processhow you get to the venuehow you interact with the buildingphysical location and access			

Petersham Town Hall

Share your responses to the questions below by using post-it notes




	✓ What do you like ?	↻ What do you want to change ?	✚ What do you want to add ?
 Use Think about... <ul style="list-style-type: none"> the spaces and facilities used whether the venue meets your needs/purpose frequency of use 			
 Quality and condition Think about... <ul style="list-style-type: none"> internal and external aesthetics quality of physical and technological elements condition of physical and technological elements 			
 Accessibility Think about... <ul style="list-style-type: none"> booking process how you get to the venue how you interact with the building physical location and access 			



Inner West Council – Town Hall Masterplan

Marrickville Town Hall

Share your responses to the questions below by using post-it notes

	✓ What do you like ?	↻ What do you want to change ?	✚ What do you want to add ?
 Use Think about... <ul style="list-style-type: none"> the spaces and facilities used whether the venue meets your needs/purpose frequency of use 			
 Quality and condition Think about... <ul style="list-style-type: none"> internal and external aesthetics quality of physical and technological elements condition of physical and technological elements 			
 Accessibility Think about... <ul style="list-style-type: none"> booking process how you get to the venue how you interact with the building physical location and access 			



Inner West Council – Town Hall Masterplan