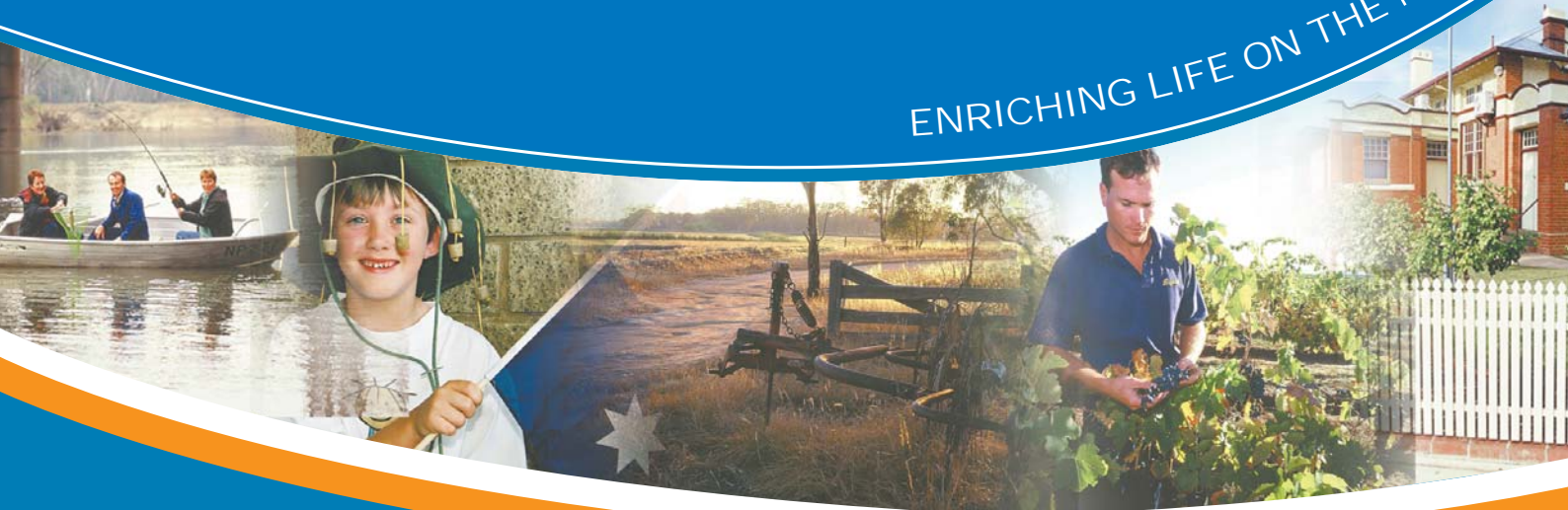


MoiraShire

ENRICHING LIFE ON THE MURRAY



YARRAWONGA GROWTH MANAGEMENT STRATEGY

STAGES 2 & 3 REPORT

April 2008

Prepared by Coomes Consulting Group
for the Moira Shire Council



Abbreviations

BCA – Building Code of Australia

CFA – Country Fire Authority

CHC – Community Health Centre Yarrawonga

DEECD – Department of Education and Early
Childhood Development

MHA – Moira Healthcare Alliance

MSC – Moira Shire Council

RAV – Royal Ambulance Victoria

YDHS – Yarrawonga District Health Service

YGMS – Yarrawonga Growth Management Strategy

HACC – Home and Community Care

NERWA – North Eastern Regional Water Authority

NESAY: North Eastern Support and Action for Youth

GMILLEN: Goulburn Murray Local Learning and
Employment Network

Description	Prepared by	Date	Checked by
Stage 2 Report Draft	Helen Webb and Emma Shepherdson	23-11-2007	Kate Kerkin
Stage 2 report Final	Helen Webb and Emma Shepherdson	10-12-2007	Kate Kerkin
Stages 2 & 3 Draft Report	Emma Shepherdson and Kate Kerkin	31-01-2008	Kate Kerkin
Stage 2 & 3 Final Report	Emma Shepherdson and Kate Kerkin	10-04-2008	MSC



Contents

1.0	Key Findings	2	8.0	Social and Community Services	
2.0	Recommendations	4		Analysis, Yarrowonga	21
3.0	Introduction	6	8.1	Existing Providers	21
4.0	Methodology	7	8.2	Early Years Services	22
4.1	Stage 1 Population Projections	7	8.3	Services for Young People	23
4.2	Stage 2 Community Facilities Audit	7	8.4	Family Services	24
4.3	Stage 3 Services Planning Workshop	8	8.5	Aged and Disability Services	25
4.4	Project Scope	8	8.6	Education and Training	27
5.0	Local context	9	8.7	Health Services	29
5.1	Study Area and Catchment	9	8.8	Emergency Services	31
6.0	Policy Framework	11	8.9	Utilities	32
6.1	Municipal Strategic Statement (MSS)	11	8.10	General Community Services	34
6.2	Moirra Social Plan 2007-2010	11	8.11	Community and Public Transport	35
6.3	Yarrowonga Strategy: Looking to the future, 2004	12	8.12	Halls	35
6.4	Policy Context - Community Hubs	12	8.13	Housing	36
7.0	Stage 2: Implications of Population Change for Social and Community Services	13	8.14	Retail	36
7.1	Recent Population Patterns: 2001 – 2006	13	8.15	Summary Social and Community Service Needs at Yarrowonga (Existing and Projected)	37
7.2	Population Projections 2006 – 2030 – Yarrowonga and Mulwala	15	9.0	Stage 3: Planning for the Future – Community Hubs	38
7.3	Potential Service Demands by Age Cohort, 2006 – 2030 – Yarrowonga	17	9.1	Community Hubs Models	38
			10.0	Community Hubs for Yarrowonga	41
			10.1	Early Years Hub	41
			10.2	Lifelong Learning Hub	42
			10.3	Civic Hub	44
			10.4	Emergency Services Hub	45
			10.5	Expanded Community Health Services	45
			10.6	Expanded Respite and Residential Aged Care	46
			11.0	Conclusion	47

Attachments:

Attachment 1: Yarrowonga Community Service Audit

Attachment 2: Possible Funding Sources

Attachment 3: Yarrowonga Community Facilities –
Current Service Provision 2007

Attachment 4: Project Participants

1.0 Key Findings

- Yarrowonga is the largest township in the Moira Shire with a population of over 6,000 people. Almost 2,000 people live at Mulwala in New South Wales and, given the close proximity of the two towns, people from Mulwala use services and amenities at Yarrowonga. Surrounding townships such as Bundalong also rely heavily on services at Yarrowonga.
- Growth scenarios for Yarrowonga anticipate that the local population will increase to 12,159 people by the year 2030, a total change in population of 85%. This represents an average annual population change of 3.5% across the years 2006 – 2030 (ID Consulting, Yarrowonga-Mulwala Growth Scenarios 2007).
- Population growth rates are expected to be even higher for certain age groups at Yarrowonga, with a projected increase of 4.8% in the number of people aged 70 years and over living at Yarrowonga by the year 2030.
- The significant anticipated population growth at Yarrowonga presents serious implications for local social and community services. This report shows that a range of services are currently experiencing demands that exceed their service capacity and anticipate severe gaps in their ability to respond to local population needs.
- Population projections to 2030 for both Yarrowonga and Mulwala support the expectation that demand levels for all community services will increase (albeit at varying rates). Given current service gaps and limitations in the adequacy of these services significant planning and funding initiatives are required to appropriately meet the evolving needs of the Yarrowonga community.

Key services experiencing these challenges include:

- Mental health services
- Youth support services
- Occasional care
- Family day care
- Maternal and Child Health Care nurses and immunisation services
- Residential and aged care facilities
- Disabled respite care
- Home and Community Care programs and packages
- Flexible meeting space and community office space
- Community transport
- Ambulance Staff
- Increased civic customer services in Yarrowonga

This report shows that key services urgently requiring new or improved facilities in order to provide adequate community services at Yarrowonga include:

- Yarrowonga Community Health Centre
- Northern Disability Services
- Primary and Secondary schools
- YNH Services (including the Yarrowonga Neighbourhood House)
- RAV
- Demand for services that are currently provided through outreach facilities is fast approaching a level that requires local service delivery.



- Anticipated population growth presents an increased demand for a labour force capable of supporting growing social and community services including maternal and child health nurses and workers to support older residents and residents living with a disability.
- This report highlights the fact that significant work has already commenced among local and regional service organisations planning for future social and community service needs at Yarrowonga. For example, the Yarrowonga State schools are undergoing a process of reviewing education provision in the town under the State government's Building Futures program, in order to support new and expanded education services. The recommendations in this report acknowledge and builds upon such existing work at Yarrowonga.
- This report provides a resource document for the future planning of regional and local social and community services at Yarrowonga. It presents an additional opportunity for local and regional organisations to utilise the findings to pursue funding opportunities for the joint service development of community facilities that respond to anticipated population growth at Yarrowonga.
- The findings of this report highlight the need for an on-going commitment to recurrent funding by State Government to secure social and community services in areas that are experiencing significant population growth.
- A range of services and utilities that were beyond the scope of this report will also need to respond to the anticipated population growth at Yarrowonga including:
 - Water, Electricity, and Sewerage services
 - Road services (including the possibility of a Yarrowonga by-pass and the capacity of the existing river crossing)
 - Regional transport services (air, bus and rail)
 - Retail facilities
 - Recreation facilities
 - Housing supply, particularly affordable and crisis housing

2.0 Recommendations

The recommendations developed through this report build upon current initiatives already commenced by local and regional service providers to ensure that social and community services at Yarrawonga are able to respond to anticipated population growth by the year 2030. The recommendations reflect current State and local government policies that promote community hubs as multi-purpose facilities that provide a range of compatible services in a single location.

NEW COMMUNITY HUBS

The Moira Shire Council should continue to work with other local and regional service providers to explore the funding and infrastructure requirements to support the development of the following community service hubs:

1. Expansion of the Yarrawonga Early Childhood Centre into an Early Years Hub including expanded Family Day Care and Occasional Care services.
2. Increased Moira Shire Council customer service presence at Yarrawonga through the development of a Civic Hub in the existing Yarrawonga Town Hall precinct including co-located services such as Centrelink.
3. a) Development of a Lifelong Learning Hub comprising expansion of the primary and secondary schools, shared recreation facilities, provision for future TAFE and tertiary facilities and relevant adult education facilities (eg. YNH Services)

OR

- b) Development of a Lifelong Learning Hub and a Community Services Hub:
 - Lifelong Learning Hub comprising State primary and secondary schools, shared recreation facilities and provision for future TAFE and tertiary facilities.
 - Community Services Hub comprised of existing YNH Services and co-located with other appropriate community services.
4. Emergency Services Hub based on new Police Station (under construction) and adjacent RAV-owned land. Opportunity exists to bring together Police, Ambulance and other emergency services in the one location.



EXPANSION OF EXISTING COMMUNITY SERVICES

The Moira Shire Council should continue to work with other local and regional service providers to explore the funding and infrastructure requirements to support the expansion of the following existing community services:

1. Expansion of community health services building on the overall Yarrawonga District Health Services (YDHS) Master Plan, including the relocation of the Community Health Centre to the old acute ward of the Hospital.
2. Urgent development of disabled respite care to meet current demand. Future development of residential aged care in Yarrawonga as demand increases. These facilities should be developed on sites accessible to either the Lifelong Learning/Community Services Hub, or health services.

IMPLICATIONS OF POPULATION GROWTH AT YARRAWONGA FOR SERVICES AND FACILITIES BEYOND THE SCOPE OF THIS REPORT:

Further investigation by Moira Shire Council and other organisations is required into the impact of the anticipated population growth at Yarrawonga on the facilities and utilities beyond the scope of this project including:

- Water supply
- Electricity supply
- Sewerage systems
- Road services (including possibility of Yarrawonga by-pass)
- Regional transport services (air, bus and rail)
- Capacity of existing river crossing
- Retail facilities
- Recreation facilities
- Housing supply, particularly affordable and crisis housing

While residential aged care is highlighted in this report as a service area requiring further development the anticipated growth in the number of older year residents at Yarrawonga requires that Moira Shire Council conduct further specific investigation into the general aged care accommodation needs at Yarrawonga. The findings of this report indicate that an additional facility may be required in this area.

A more comprehensive understanding of the current utilisation of halls within Yarrawonga is needed in any future consideration of future community meeting space in Yarrawonga.

3.0 Introduction

Recent unprecedented growth in Yarrawonga has meant the time is right to plan for the future community and social service needs of the Yarrawonga community

The Yarrawonga Growth Management Strategy (YGMS) Stage 2 and 3 was commissioned by the Moira Shire Council in May 2007. The aim of the project is to plan for the present and future needs of the Yarrawonga community by guiding the development of appropriate community facilities and services to the year 2030.

The YGMS consists of three parts:

Stage 1: Population projections and demographic analysis (ID Consulting)

Stage 2: Desktop audit of existing facilities and services in Yarrawonga (Coomes Consulting) and service provider survey (Moira Shire Council)

Stage 3: Analysis of future service requirements in Yarrawonga (Coomes Consulting)

This report builds on population projections produced by ID Consulting in Stage 1. Stage 2 produced an audit of existing social and community services at Yarrawonga (Attachment 1) and worked with local and regional service providers to identify service gaps. Stage 3 built on the demand and supply analysis of Stage 2 and, in consultation with local and regional service providers, developed recommendations for future social and community service delivery at Yarrawonga.

This report presents the key findings from Stages 2 and 3 of the project, identifying what services can be expected to experience increased future demand and the corresponding service responses required.



4.0 Methodology

This section outlines the methodology undertaken to complete Stages 2 and 3 of the Yarrowonga Growth Management Strategy. Stages 2 and 3 were completed with the guidance of a project steering committee comprising representatives from Moira Shire Council and other local and regional service organisations (Refer Attachment 4).

4.1 Stage 1 Population Projections

The YGMS has a planning horizon to 2030. Stages 2 and 3 of the YGMS build on population projections and demographic analysis produced by ID Consulting during Stage 1 of the project and contained in Yarrowonga-Mulwala Growth Scenarios (ID Consulting, 2007). These population projections are based on 2006 census data.

Given the long established relationship between Yarrowonga and Mulwala (New South Wales), the population projections run three growth scenarios for the two townships. Scenario two is the preferred option and the model used for other population forecasting for the Shire of Moira, subsequently this scenario is used in this report¹.

4.2 Stage 2 Community Facilities Audit

Stage 2 of the YGMS produced an audit of existing social and community facilities at Yarrowonga and analysed this audit against the anticipated impact of population projections. The audit was developed through the following tasks:

- desktop audit of community facilities using Moira Shire Council web site and social and community facilities data base
- local survey of service providers seeking an understanding of current service provision and utilisation²

The results of the local survey of service providers are presented in the Yarrowonga Survey Service Audit (Attachment 1).

Stage 2 of the YGMS also included an analysis of anticipated population projections and their implications for social and community services. Section 7 of this report analyses population projections using age cohorts specific to social and community services. Section 7 provides indicative benchmark figures for the provision of social and community services and uses these benchmarks to anticipate when future service provision will be required at Yarrowonga.

¹Further explanation of the rationale behind the selection of scenario 2 can be obtained at: www.id.com.au/moira/forecastid

²The local survey was developed jointly by Moira Shire Council and Coomes Consulting and implemented by Moira Shire Council.

4.3 Stage 3 Services Planning Workshop

Stage 3 of the YGMS used the data produced in Stage 2 (Community Facilities Audit) to work with local and regional service providers to anticipate service gaps, and plan service responses.

A core task of Stage 3 was a workshop with local and regional service providers (Refer Attachment 4). This workshop revised the analysis of population projections and service audit produced in Stage 2. It identified existing and potential service planning responses to the gaps in service delivery anticipated through Stage 2.

Section 8 draws on the results of the Service Planning Workshop and the survey of local services in an analysis of the current and anticipated social and community service demands at Yarrawonga.

4.4 Project Scope

The scope of the YGMS Stages 2 and 3 included the following social and community services:

- Early Years
- Youth
- Family
- Older Years and Disability
- Education
- General Community

The following services were beyond the scope of this current project. Further investigation is required into the impact of population growth at Yarrawonga on these service areas:

- Retail
- Sport and Recreation
- Transport
- Housing
- Utilities (water, electricity, gas)
- Road services and transport



5.0 Local context

Yarrawonga is the largest town in the Moira Shire, having recently overtaken Cobram with a population of over 6,000 people. The town is located on the southern bank of Lake Mulwala on the Murray River and has strong links with southern New South Wales, particularly the Mulwala township.

Lake Mulwala was formed by the damming of the Murray River in 1939 and covers an area of 4,450 hectares. The lake provides a valuable irrigation resource for local agriculture, a range of recreational and tourism activities and environmental assets. The lake is highly valued by the community.

The national trend towards an ageing population is compounded in Yarrawonga by the demand for retirement migration along the Murray River. In addition, services and facilities need to consider the cross-border population (the NSW township of Mulwala with a population of just over 2,000) who utilise Yarrawonga services as a key service issue.

5.1 Study Area and Catchment

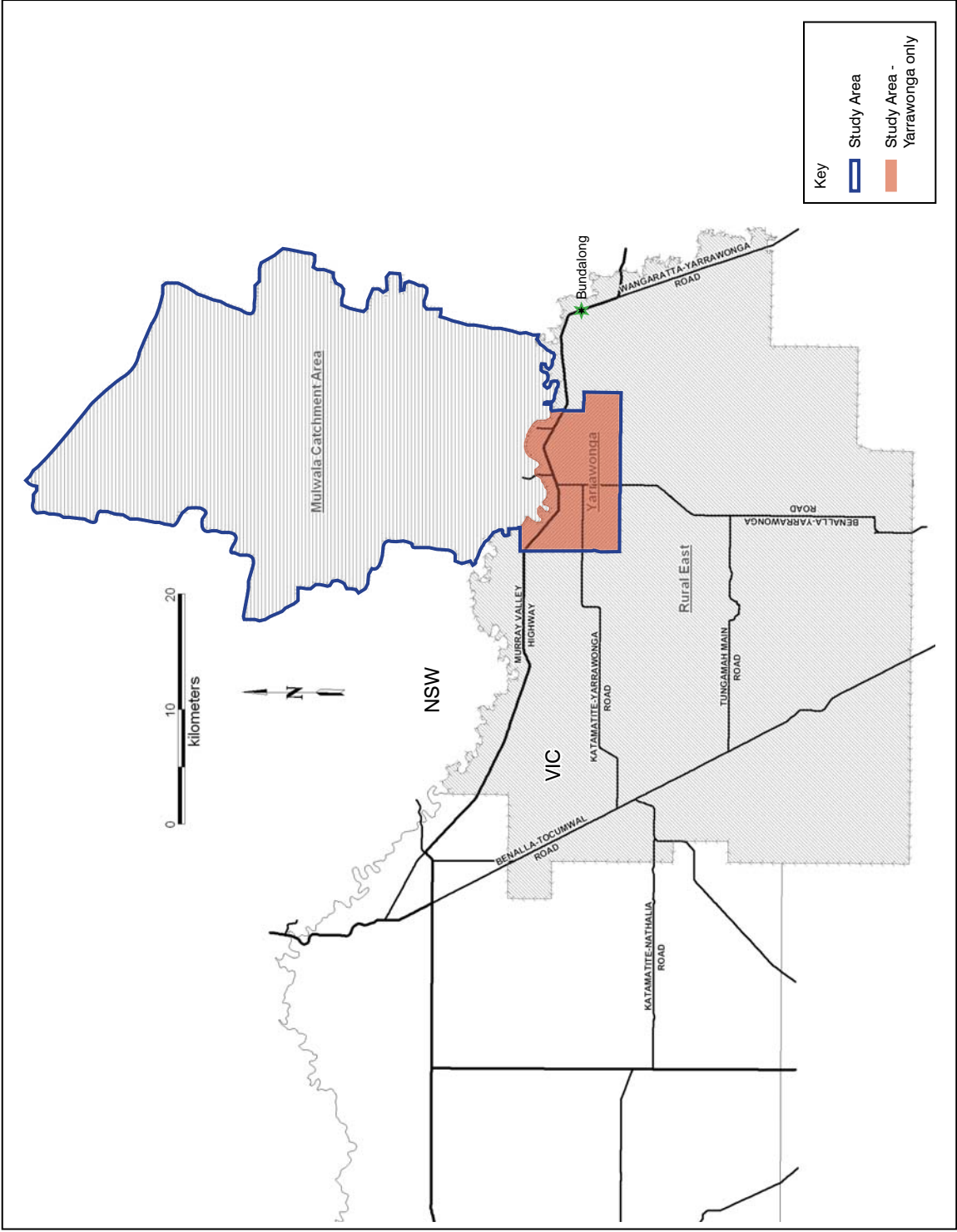
The study area consists of the Yarrawonga township and eastern growth area (including the developing Silverwoods Estate), and takes into account the neighbouring town of Mulwala to the north (Refer Figure 5.1).

Beyond the study area itself, the catchment area relevant to this report includes the townships and communities of Bundalong, Burramine, Lake Rowan, St James, Telford, Wilby and to some extent Tungamah. Members of these communities utilise services within the study area, particularly in Yarrawonga³.

The township of Bundalong is reliant on services in Yarrawonga and is also experiencing significant population growth. The population of Bundalong increased from 258 to 479 between 2001 and 2006, resulting in a growth rate of 85% or an average 17% per annum (ABS Census 2006 Usual Resident Population). ID Consulting forecasts identify the township of Bundalong, as well as other surrounding townships, as part of the 'Rural East' region which encompasses a large geographic area and has a projected 2006 population of over 3,000 people. While population forecasts for Bundalong and other towns reliant on services at Yarrawonga cannot be satisfactorily predicted from the data available, the population growth of surrounding townships including Bundalong must be a consideration when planning for future service needs in Yarrawonga

³Moira Social Plan, 2007-2010

Figure 5.1: Yarrawonga Growth Management Strategy Study Area – Yarrawonga and Mulwala Catchments





6.0 Policy Framework

This section briefly summarises the State and local policies most relevant to the provision of social and community services at Yarrawonga. Policy directions identify the need for future social infrastructure in areas experiencing population growth. The development of community hubs providing accessible, consolidated community and health services is encouraged as a means of promoting equitable access to services for the community.

6.1 Municipal Strategic Statement (MSS)

The Moira Shire Council Municipal Strategic Statement (MSS) promotes a Vision for Moira that acknowledges an ageing population, promotes increasing employment and aims to retain and attract young people to Moira.

The Vision for Moira also promotes *“effective provision of all social, economic and community services and functions to the community which will require planned integration and to maximise effective use of new and existing social and physical infrastructure”*

The aims of the Vision for Moira have underpinned the development of the YGMS.

6.2 Moira Social Plan 2007-2010

The vision for the Moira Social Plan is:

“Moira Shire is a healthy, vibrant and connected community, whose biggest asset is its people. Moira supports all members of current and future generations through the means of education, employment and services that reflect the changing demographics and natural environment”

Goals of the Moira Social Plan include:

- reduction of disadvantage and social isolation
- supporting young people
- provision of education and training for all stages of life
- increased community cohesion in Moira
- improved access to health and community services
- improved access to appropriate infrastructure for older people
- improved transport

6.3 Yarrawonga Strategy: Looking to the future, 2004

Yarrawonga Strategy provides a framework for the provision of services and support infrastructure. The strategy calls for increased health and education facilities to meet population growth. The strategy identifies that new or improved facilities are required for the community health centre and neighbourhood house.

These aims and identified needs have informed the recommendations of the YGMS.

6.4 Policy Context - Community Hubs

At a State and local level, a range of policies inform the provision of services and facilities in Yarrawonga, and particularly support the concept of 'community hubs' – multipurpose community facilities that provide a range of services in a single location.⁴

Community hubs help to strengthen communities through improved health and safety, reduction of social isolation, increased community connection and social participation in civic life. Community facilities and services should be co-located in community hubs to ensure integrated, efficient use of facilities, build social networks, and reduce the number of motorised trips made to enhance sustainability.

⁴Policies included: Melbourne 2030 2002; Growing Victoria Together 2001; A Fairer Victoria 2005; DVC Strengthening Local Communities 2005-2007, Indicators of Community Strength 2007; and the Neighbourhood Renewal Project.



7.0 Stage 2: Implications of Population Change for Social and Community Services

This section of the report presents the findings of Stage 2 of the YGMS.

Stage 2 of the YGMS draws on the population projections produced in Stage 1 (undertaken by ID Consulting) to identify anticipated growth in age cohorts at Yarrowonga and the resulting anticipated demand for social and community services. Stage 2 then analyses the audit of existing social and community facilities and services at Yarrowonga to determine the capacity of current services to respond to anticipated population growth.

7.1 Recent Population Patterns: 2001 – 2006

Based on ID Consulting population figures (Yarrowonga-Mulwala Growth Scenarios September 2007), the total population of Yarrowonga increased from 5,654 in 2001 to 6,577 in 2006, representing an overall growth rate of 16.3% or an average annual growth rate of 3.3%.

It is noted that these figures differ from ABS 2006 Census Count (Yarrowonga and Mulwala 'State Suburbs') because of the different boundaries adopted for the towns. ID Consulting has based their calculations on 2006 ABS data and factored in a range of assumptions to better represent the service catchment area for Yarrowonga. These figures are considered representative of Yarrowonga service users and therefore more relevant to this project.

Given the close proximity between Yarrowonga and Mulwala and the tendency for residents of Mulwala to use services in Yarrowonga, Tables 7.1 and 7.2 provide population data for both towns for the years 2001 and 2006. The tables demonstrate population change by age cohort that are relevant to social and community services.

Between 2001 and 2006, all age groups identified in Table 7.1 (Yarrowonga) experienced population growth, with the exception of the 25-34 age group which experienced a slight decline in number over this time. Significantly, the age groups 18-24; 35-49 and 50-59 all increased by approximately 20% in the five years to 2006.

The township of Mulwala experienced a population growth of 10.5%, or an annual average growth rate of 2.1% during the 2001 – 2006 period (refer Table 7.2). Most age cohorts increased in number during this time, with the exception of the age groups 5-11 years; 25-34 years; and 50-59 years which experienced a slight decline in number.

In the five year period to 2006 all age cohorts at Yarrowonga experienced an increase in number. Some age groups increased more quickly than others thus resulting in a proportional decrease for these other groups. The 50 years and over age cohort experienced a population increase of between 0.1% – 0.9%.

The proportional age structure changed more dramatically in Mulwala, with more pronounced proportional increases in the age groups over 50 years (between 0.3% and 2.3%).

These growth trends, particularly in the 50+ age group, are consistent with national ageing population trends and the increasing retirement population migrating to the surrounding Murray River region

Table 7.1: Population Changes in Service Age Cohorts – Yarrowonga (ID Consulting, Scenario 2)

Service Age Cohort	2001 Population (Percentage of total population)	2006 Population (Percentage of total population)	Population Change 2001-2006 (%)	Change in Proportion of Population 2001-2006 (%)
0 – 4 Years	342 (6.0%)	360 (5.5%)	5.3% increase	0.5% decrease
5 – 11 Years	520 (9.2%)	607 (9.2%)	16.7% increase	No change
12 – 17 Years	415 (7.3%)	464 (7.0%)	11.8% increase	0.3% decrease
18 – 24 Years	294 (5.2%)	351 (5.3%)	19.4% increase	0.1% increase
25 – 34 Years	640 (11.3%)	624 (9.5%)	2.5% decrease	1.8% decrease
35 – 49 Years	1003 (17.7%)	1,204(18.3%)	20.0% increase	0.6% decrease
50 – 59 Years	649 (11.5%)	773 (11.7%)	19.1% increase	0.2% increase
60 – 69 Years	792 (14.0%)	979 (14.9%)	23.6% increase	0.9% increase
70 – 84 Years	847 (15.0%)	1,043 (15.9%)	23.1% increase	0.9% increase
85 Years +	152 (2.7%)	172 (2.6%)	13.2% increase	0.1%decrease
Total	5,654 (100%)	6,577 (100%)	16.3% increase	-

Sources: ID Consulting, Moira Shire forecast.id, available at: <http://www.id.com.au/moira/forecastid> (2001 data) and ID Consulting, Yarrowonga-Mulwala Growth Scenarios, September 2007 (2006 data)

Table 7.2: Population Changes in Service Age Cohorts – Mulwala (ID Consulting Scenario 2)

Service Age Cohort	2001 Population (Percentage of total population)	2006 Population (Percentage of total population)	Population Change 2001-2006 (%)	Change in Proportion of Population 2001-2006 (%)
0 – 4 Years	93 (4.7%)	109 (4.9%)	17.2% increase	0.2% increase
5 – 11 Years	169 (8.5%)	167 (7.6%)	1.2% decrease	0.9% decrease
12 – 17 Years	141 (7.1%)	156 (7.1%)	10.6% increase	No change
18 – 24 Years	105 (5.3%)	119 (5.4%)	13.3% increase	0.1% increase
25 – 34 Years	191 (9.6%)	176 (8.0%)	7.8% decrease	1.6% decrease
35 – 49 Years	376 (18.9%)	425 (19.3%)	13.0% increase	0.4% increase
50 – 59 Years	346 (17.4%)	332 (15.1%)	4.0% decrease	2.3% decrease
60 – 69 Years	284 (14.3%)	356 (16.2%)	25.3% increase	1.9% increase
70 – 84 Years	261 (13.1%)	323 (14.7%)	23.7% increase	1.6% increase
85 Years +	23 (1.2%)	34 (1.5%)	47.8% increase	0.3% increase
Total	1,989 (100%)	2,197 (100%)	10.5% increase	-

Sources: ID Consulting, Moira Shire forecast.id, available at: <http://www.id.com.au/moira/forecastid> (2001 data) and ID Consulting, Yarrowonga-Mulwala Growth Scenarios, September 2007 (2006 data)



7.2 Population Projections 2006 – 2030 – Yarrowonga and Mulwala

Table 7.3 provides population projections for Yarrowonga and Mulwala for the years 2006 to 2030. According to these projections Yarrowonga and Mulwala will experience a significant average annual population growth of 3.5% and 1.8% respectively. This is compared to a projected average annual growth of only 0.9% for Victoria between 2001 and 2031 (*Victoria in Future* 2004). Both townships will experience a significant ageing of the population with the greatest population gains being in the 50 years and over age groups.

7.2.1 Yarrowonga

In Yarrowonga the number of people in all age cohorts is anticipated to increase at an average annual rate of change of 2.8% or more. The number of people in the working population category (aged 15 –60 years) is anticipated to increase at an annual rate of 3.1%. The number of people aged over 55 years and over 70 years is anticipated to increase at average annual rates of 4.4% and 4.8% respectively to the year 2030.

The population projections show continued growth of the number of people in the young age categories at Yarrowonga. This is particularly significant given the predicted decrease in the young population (aged 5-24 years) of Victoria to the year 2031 (*Victoria in Future*, 2004). By the year 2030, Yarrowonga is predicted to have a 73% increase in the number of people aged 5-24 years, or an average 3% per annum.

7.2.2 Mulwala

Population forecasts for Mulwala are also in keeping with regional, State and national population trends, albeit at a lesser rate of change than Yarrowonga. While the annual average population growth rate for Mulwala is high overall (1.8%), the per annum gains in the working population (15 – 60 years) at 1.5% show that the most significant population growth in the township will be experienced in the early years (0 – 11 years) and retiree/aged cohorts (55 years and over).

Table 7.3: Population Projections 2006 – 2030 in Yarrowonga and Mulwala

Age Cohorts:	Yarrowonga				Mulwala					
	2006 (% total population)	2018 (% total population)	2030 (% total population)	Total % change population between 2006 – 2030	Average annual % change	2006 (% total population)	2018 (% total population)	2030 (% total population)	Total % change population between 2006 – 2030	Average annual % change
0 – 4 years	360 (5.5%)	498 (5.2%)	613 (5%)	70%	2.9%	109 (5.0%)	133 (5.0%)	154 (4.9%)	41%	1.7%
0 – 6 years	535 (8.1%)	726 (7.6%)	895 (7.4%)	67%	2.8%	158 (7.2%)	193 (7.2%)	224 (7.2%)	42%	1.8%
2 – 4 years	224 (3.4%)	316 (3.3%)	389 (3.2%)	74%	3.1%	69 (3.1%)	84 (3.1%)	98 (3.1%)	42%	1.8%
5 – 11 years	607 (9.2%)	820 (8.6%)	1,014 (8.3%)	67%	2.8%	167 (7.6%)	214 (8%)	250 (8.0%)	50%	2.1%
12-17 years	464 (7.1%)	656 (6.8%)	827 (6.8%)	78%	3.3%	156 (7.1%)	170 (6.4%)	202 (6.5%)	30%	1.3%
18-24 years	351 (5.3%)	496 (5.2%)	617 (5.1%)	75%	3.2%	119 (5.4%)	138 (5.2%)	157 (5.0%)	32%	1.3%
25-49 years	1,828 (27.8%)	2,511 (26.2%)	3,069 (25.2%)	68%	2.8%	601 (27.4%)	714 (26.7%)	827 (26.5%)	38%	1.6%
50+ years	2,967 (45%)	4,600 (48%)	5,951 (49%)	100%	4.2%	1,045 (48%)	1,300 (48.7%)	1,534 (49.1%)	47%	2%
55+ years	2,602 (40%)	4,067 (42.4%)	5,333 (44%)	105%	4.4%	884 (40.2%)	1,110 (42%)	1,318 (42.2%)	49%	2%
70+ years	1,215 (18.5%)	2,050 (21%)	2,725 (22%)	116%	4.8%	357 (16.2%)	513 (19.2%)	614 (19.7%)	72%	3%
Working Population: 15-60 years	3,253 (49.5%)	4,559 (47.6%)	5,697 (47%)	75%	3.1%	1,163 (53%)	1,356 (51%)	1,573 (50.4%)	35%	1.5%
Total population:	6,577	9,581	12,159	85%	3.5%	2,197	2,669	3,124	42%	1.8%

Source: ID Consulting, Yarrowonga-Mulwala Growth Scenarios, September 2007



7.3 Potential Service Demands by Age Cohort, 2006 – 2030 – Yarrowonga

Table 7.4 below uses ID Consulting population projections to highlight the various age cohorts related to the community and social services considered in this report. It illustrates the potential significant increases in service demand.

Table 7.4 provides generic benchmark data for the provision of social and community services at Yarrowonga. It provides an indicative quantitative assessment of population growth and impact on service provision and must be viewed in conjunction with qualitative assessment from service providers (Section 8 of this report), capacity levels and reviewed in Yarrowonga's local context. This table is indicative only and reference should be made to specific service areas in Moira for more detailed assessment.

Significant increases are anticipated in the demand for all services in the period to 2030 (please note, not all services listed have a benchmark and hence are not included in this part of the assessment). The Table 7.4 benchmarks indicates there will be a **short term** requirement for:

- Childcare services
- Preschool services
- Crisis accommodation

The benchmarks indicate that in the **medium term** (to 2018) there will be a significant increase in demand for a vast range of services including:

- Respite care
- Family Day Care
- Youth services and family support
- HACC services
- Playgroups

- State primary schools and
- Neighbourhood House services

Long term needs identify:

- Residential aged care
- Hospital beds

However, in considering Yarrowonga's role as a service centre for a large portion of the Moira Shire, its relative isolation and unprecedented population growth, it is likely these services will continue to experience increased demand.

The town also has a higher number of GPs per population than other areas of Australia. It is important to note, however, that Yarrowonga does not have any bulk-billing GPs and this can impact on the accessibility of health services.

Broad service categories such as family and general community services encapsulate all service age cohorts with average annual population increases in excess of 3.5% (refer Table 7.3), posing significant strain on a broad spectrum of services in the community.

Table 7.3 demonstrates that while Mulwala will experience similar overall population trends to Yarrowonga, the rate of growth at Mulwala will be lower than Yarrowonga. Nevertheless the greatest population increases will be experienced in the retired and aged categories (50+, 55+ and 70+). These trends pose additional demand on community and social services at Yarrowonga.

Table 7.4: Potential Service Demands by Age Cohort, 2006 – 2030 – Yarrawonga

Service Type	Current services	Industry Benchmark and source	Service Age Cohort	2006 pop.	Service/Facility requirement	2018 pop.	Service/Facility requirement	2030 pop.	Service/Facility requirement
EARLY YEARS									
Maternal and Child Health and immunisation	Yarrawonga Maternal and Child Health (Mon-Thurs; alternative Fridays)	1 EFT position: 130 births (MSC)	0 years	66	0.5	88	0.7	108	0.8
Family Day Care	Moirra Family Day Care (3 residences with maximum 7 places)	1 place : 50 ¹	0 – 12 years	1,048	21 places	1,434	29 places	1,771	35 places
Long Day Childcare	ABC Yarrawonga Central (65 places)	1 place: 8 ¹	0 – 6 years	535	67 places	726	90 places	895	112 places
Preschool/ kindergarten (3-4 years)	Yarrawonga Preschool (30 places; 23 children per group)	1 group: 20 ² (max. 20 people)	3 years	76	3.8 groups	106	5.3 groups	130	6.5 groups
Preschool/ kindergarten (4-5 years)	Yarrawonga Preschool (77 places; 27 children per group)	1 group: 25 ² (max. 25 people)	4 years	77	3 groups	110	4.4 groups	136	5.4 groups
Occasional Care	Yarrawonga Occasional Care (15 places per group)	-	0 – 3 years	283		388		477	
Outside school hours care	Yarrawonga Primary School Out of School Care (30 places after hours, 26 places vacation)	1 place: 7 ¹	5 – 12 years	688	98 places	936	134 places	1,158	165 places
Toy Library	Yarrawonga Toy Library (Mon-Thurs 1.5 hours)	-	0 – 12 years	1,048		1,434		1,771	
Playgroup	1 Playgroup (2 mornings per week)	1 group: 256 ²	0-3 years	283	1.1 groups	388	1.5 groups	477	1.8 groups
YOUTH									
Counseling, mental health, employment services, accommodation and support	NESAY (needs basis); Hume Employment Services (1 day per week); Outreach services on a needs basis; Uniting Care Cutting Edge; GMLLEN	-	12 – 17 years	464		656		827	
Youth Support Centre	No permanent youth service centre	1 centre: 7,100 ³	0-15	1,290	0	1,768	0	2,190	0



Service Type	Current services	Industry Benchmark and source	Service Age Cohort	2006 pop.	Service/Facility requirement	2018 pop.	Service/Facility requirement	2030 pop.	Service/Facility requirement
Youth Club	No Youth Club	1 club: 1,420 ³	0-15	1,290	0	1,768	1.2 clubs	2,190	1.5 clubs
FAMILY									
Counselling, community health, mental health, emergency accommodation and housing services, tax advice, drug and alcohol support	A range of health and support programs are run through Yarrowonga Community Health Centre and YNH Services	1 family support service : 6,000 ³	0 – 99 years	6,577	1.1 support service	9,581	1.6 support services	12,159	2 support services
AGED & DISABILITY									
Adult/Senior education and hobby and support groups	SECAS (3 sessions per month)	-	50+ years	2,967		4,600		5,951	
Senior citizens centres	Yarrowonga Senior Citizens Centre (capacity for 100 members)	-	55+ years	2,602		4,067		5,333	
HACC services: Home Care	MHA – 288 clients 2007	1 client : 6 ⁴	70+ years	1,215	203	2,050	337	2,725	454
HACC services: Personal Care	MHA – 65 clients 2007	1 client : 24 ⁴	70+ years	1,215	51	2,050	85	2,725	114
Nursing homes	Woods Point Aged Care (100 beds)	1 place : 25 ⁴	70+ years	1,215	49	2,050	82	2,725	109
Residential Aged Care (hostel)	YDHS Manages 3 hostels (89 beds)	1 place : 20 ⁴	70+ years	1,215	61	2,050	103	2,725	136
Respite care	MHA (33 clients) 2007; Northern Disability Services; YDHS; Woods Point; Villamaria	1 client : 52 ⁴	70+ years	1,215	23	2,050	39	2,725	52
Respite care centre									
HEALTHCARE									
GPs	15 GPs (2 Medical Centres)	1 : 1,042 ²	0 – 99 years	6,577	6.3	9,581	9.2	12,159	11.7
Hospital	Yarrowonga Hospital (26 bed)	1 bed : 434 ²	0 – 99 years	6,577	15 beds	9,581	22 beds	12,159	28 beds

Service Type	Current services	Industry Benchmark and source	Service Age Cohort	2006 pop.	Service/Facility requirement	2018 pop.	Service/Facility requirement	2030 pop.	Service/Facility requirement
HALLS									
Community Halls	Yarrawonga Town Hall	-	0 – 99 years	6,577		9,581		12,159	
GENERAL COMMUNITY									
Libraries	Yarrawonga Library	1 : 35,000 ³	0 – 99 years	6,577	0	9,581	0	12,159	0
Council and community information	Moirra Shire Council, Cobram; Council Agency run by MHA, Yarrawonga Hall	-	0 – 99 years	6,577		9,581		12,159	
Emergency services	Police; RAV; Moira Shire Council	-	0 – 99 years	6,577		9,581		12,159	
Centrelink, access to information and referral services	Drought Relief; SES; CFA Centrelink agency; Referral and information available through CHC, Neighbourhood House (YNH Services)	-	0 – 99 years	6,577		9,581		12,159	
HOUSING									
Crisis Accommodation (Family Shelter)	No crisis accommodation	1 shelter: 5,000 ³	0-99 years	6,577	1.3	9,581	1.9	12,159	2.4
EDUCATION & TRAINING									
Primary schools (State)	Yarrawonga Primary School	1 : 2750 ⁵	Households	2,843	1	4,223	1.5	5,461	2
Secondary schools	Yarrawonga Secondary College	1 : 8,500 ⁵	Households	2,843	0	4,223	0	5,461	0
Private schools	Sacred Heart Primary; Sacred Heart College (7-10)	Based on demand	5 – 12 years	688		936		1,158	
Community and Adult education	YNH Services; Schools	-	12 – 17 years	464		656		827	
Community Centre / Neighbourhood House	Yarrawonga Neighbourhood House (YNH Services)	1 : 8,000 ²	15 – 65 years	3,747		5,269		6,609	
Employment services and Training	Hume Employment Services; Work Trainers Employment Services	-	0-99 years	6,577	0.8	9,581	1.2	12,159	1.5
			15 – 65 years	3,747		5,269		6,609	

Sources: Yarrawonga Community Services Facilities Audit, 2007 and ID Consulting, Yarrawonga-Mulwala Growth Scenarios, 2007

Benchmark Sources:

¹ Federal Government Department of Family and Community Services 2003

² ASR Research 2006, www.asresearch.com.au Australian Social Research (ASR) developed one of the first community infrastructure benchmarks in Victoria which is commonly used across Victorian LGA's.

³ SGS Economics and Planning, Capital-Hume Region Demographic, Social and Economic Analysis, 2003

⁴ Department of Human Services, based on 2001-2002 HAACC data. From ASR Research 2006

⁵ Department of Education and Training 2003



8.0 Social and Community Services Analysis, Yarrowonga

A central part of the Yarrowonga Growth Management Strategy Stages 2 and 3 was the completion of an audit of current social and community services at Yarrowonga (refer Attachment 1). This audit collected information about current service provision and the anticipated impact of population growth on service capacity. The audit was used by representatives of relevant services to assess the capacity of their services to respond to the anticipated population changes outlined in Section 7, above (for details of parties involved in this assessment refer Attachment 4: Project Participants).

This section briefly summarises the range of social and community services documented in the service audit and their capacity to respond to anticipated population growth. It draws on key issues arising from the service audit and key responses from service providers highlighting possible and planned service responses to projected population change. These responses are then developed into specific recommendations in Section 10.

Key issues raised in this section include:

- Provision of social and community services at Yarrowonga has reached, or is fast approaching, a critical level where expanded service delivery is required
- Demand for services that are currently provided through outreach facilities (located elsewhere in the region) is at a level that would support local service delivery.

8.1 Existing Providers

Existing community infrastructure in Yarrowonga is largely provided through the following five main service organisations:

1. Yarrowonga and District Health Service (YDHS)

Yarrowonga District Health Service provides a range of medical (including obstetrics, haemodialysis and radiography) and surgical services. There is a day stay unit and palliative care services and an emergency department. YDHS manages three residential aged care facilities.

2. Community Health Centre (CHC) Yarrowonga

The CHC is part of YDHS and provides podiatry, dietetics, occupational therapy, physiotherapy, health promotion and counselling services. Other services that are delivered on an 'outreach' basis to Yarrowonga locate at the CHC and include: specific counselling, hearing services, Centre Against Sexual Assault and diabetes prevention education.

3. Schools

There are three primary schools servicing the Yarrowonga- Mulwala population (Yarrowonga Primary School; Sacred Heart Primary and Mulwala Public School), and two secondary schools which are both in Yarrowonga; (Sacred Heart College Years 7-10; and Yarrowonga Secondary School years 7-12).

4. YNH Services – Neighbourhood House and Registered Training Organisation

YNH Services manages and delivers a diverse range of education programs and community services. YNH has five core functions; vocational training and adult education, Neighbourhood House program, Centrelink, Tax help program and Community Development. The YNH Services also has space within their facility for other community groups and service providers.

5. Moira Healthcare Alliance (MHA)

MHA provides a range of Home and Community Care Services for the frail aged and people with a disability who choose to live in their own homes. These services include Home Help, Personal Care, Respite Care, Property Maintenance, Planned Activity Group and Meals on Wheels. As a membership body consisting of the four local hospitals and Moira Shire MHA also facilitates regional health planning and provides education and training. In addition MHA provides a Moira Shire reception service in Yarrowonga.

8.2 Early Years Services

Early years services at Yarrowonga range from the care of pre-school children and mothers to education programmes focused on early childhood development. Government education services are supported by a regional Department of Education and Early Childhood Development (DEECD) office located in Benalla.

8.2.1 Existing Provision

- Yarrowonga Early Childhood Centre (Yarrowonga Preschool and Occasional Care; Maternal and Child Health Care (MCHC) services; Immunisations; and Yarrowonga Toy Library)
- Family Day Care
- ABC Yarrowonga Central (centre-based long day care)
- Yarrowonga Primary School Out of Hours Childcare

8.2.2 Adequacy of Existing Services

Data on current service usage provided by service providers suggest high levels of attendance at all early years services in Yarrowonga. In some cases, early years service capacity is exhausted and there is no scope for growth within the current facility. Preschools are currently operating at capacity in both Mulwala and Yarrowonga and will need to be significantly increased to absorb additional population growth to 2030.

Early years services at Yarrowonga are well used by residents of both Mulwala and Yarrowonga. Numerous facilities record a range of attendees from New South Wales. Conversely Mulwala Preschool, located in NSW, records 49% of its attendance by children from Victoria due to Yarrowonga Preschool being at capacity.

Whilst service providers agreed that the co-location of services in the Early Childhood Centre works well and the facilities are of high quality, there is an identified need for increased Family Day Care and Occasional Care, as well as staffing for MCHC and immunisations in Yarrowonga to meet demand.



8.2.3 Planned and Possible Responses

Additional space would be required at the Yarrawonga Early Childhood Centre to meet the identified need for increased Family Day Care and Preschool and Occasional Care in Yarrawonga. Respondents to the service audit stressed that the current building in Orr Street could be expanded to create a full scale Early Years Hub. Immunisation and MCHC nurses could be accommodated within that hub.

8.2.4 Summary of Identified Issues

In summary, demand for early years services includes additional:

- Family Day Care
- Occasional Care places
- Additional nurses and staff to meet demand for increased MCHC and immunisation services.
- Expansion of the current facilities at Orr street to accommodate service growth in the above areas
- Future demand for Preschool places as the population increases

8.3 Services for Young People

Consultation with service providers revealed that there is concern about the adequacy of services for young people and that this concern is compounded by the expectation that the number of young people is rapidly increasing. Of most concern to service providers were services including counselling, crisis and emergency support, education and training.

8.3.1 Existing Provision

- Uniting Care Cutting Edge (Cobram)
- North East Support and Action for Youth (NESAY)
- Goulbourn-Murray Local Learning and Employment Network (GMLEN) (Shepparton)
- Hume Employment Services (not youth-specific)
- Integrated Primary Mental Health Service (not youth-specific)

8.3.2 Adequacy of Existing Services

Most of the services for young people in Yarrawonga are offered as outreach services with the primary service located in a neighbouring town. The increasing number of young people in Yarrawonga and discussions with service providers indicate that the town requires branch operations of youth support services. The service audit in Yarrawonga has identified large waiting lists for some of these services and the need for more youth support services.

Support and health services, such as United Care Cutting Edge has a large waiting list operates from Cobram. The Integrated Primary Mental Health Service offers services for the whole community, including youth, throughout the local region and this service has identified it is at capacity. Bulk billing is not available in Yarrawonga and the cost of a GP visit, as well as confidentiality issues of health services, are additional restrictions to young people accessing these services.

There is an identified need for continued provision of education and training services that will encourage young people to stay in Yarrawonga once they have finished school. The ageing population in Yarrawonga will mean that the town will need to retain its working population. The continued provision of training and education is important for retaining young people.

Youth employment and training course are identified as generally adequate though the majority of these courses are currently needs based outreach services. Facilities to meet these needs, particularly in the YNH Services facility (where NESAY operates), are at capacity. Lack of transport is linked to youth health and support and general wellbeing.

8.3.3 Planned and Possible Responses

Development of a Youth Hub at Yarrawonga could benefit the Yarrawonga community providing a single location for young people to access required services. However, existing and planned infrastructure means that a Youth Hub could result in duplication of services. Respondents to the service audit stressed that youth services could most effectively be provided through a range of other hubs/facilities in Yarrawonga.

8.3.4 Summary of Identified Issues

The summary of identified issues related to social and community services for young people includes an identified need for:

- Yarrawonga branch operations of youth support and health services
- Confidential health services for young people, including mental health services
- Education and training for young people
- Designated space for youth services (through expanded services at Community Health Centre).

8.4 Family Services

A range of services are provided for families at Yarrawonga including: counselling provided by a variety of community and health organisations; and medical services provided by a range of private practices provided in and around Yarrawonga.

8.4.1 Existing Provision

- Goulbourn Valley Community Health Service outreach counselling provided in Yarrawonga across of range of specialist areas including: grief and bereavement; child and family support, information and respite for carers, financial advice; gambling, drug and alcohol addictions.
- Alzheimer's counselling, information and support (outreach from Rutherglen)
- Alcoholics Anonymous
- Tax Help

8.4.2 Adequacy of Existing Services

The capacity of these services is generally considered to be adequate given the often considerable distances to equivalent facilities. However, waiting lists are being experienced by clients and often result in referrals to alternate, and in some cases subordinate, services. Parenting support and information and bereavement counselling services are not considered adequate in Yarrawonga.



8.4.3 Planned and Possible Responses

Provision of increased family support services around counselling and mental health should be provided through existing service providers, for example the Community Health Centre.

A lack of bulk billing health services, confidentiality issues in a small town and lack of transport all impact on accessibility of family services.

8.4.4 Summary of Identified Issues

Summary issues related to social and community services for families include:

- Long waiting lists for counselling and medical services
- Inadequate supply of bereavement counselling

8.5 Aged and Disability Services

A range of programs service the needs of older years residents and people living with a disability at Yarrawonga. The main aged and disability services in Yarrawonga are located in Moira Healthcare Alliance (MHA), YNH Services (Northern Disability Services) and Yarrawonga District Health Service. The Woods Point Aged Care facility is located on Orr Street, just out of town.

8.5.1 Existing Provision

- HACC services are offered by MHA include: respite programs; access and response programs; specialist support; individualised planning; Homefirst; outreach; and disability case management.
- MHA also runs planned activity groups, home maintenance and home and personal care in Yarrawonga, illness support services and exercise classes, information and support.
 - Yarrawonga Senior Citizens Centre
 - Seniors education classes (SECAS)
 - Woods Point Residential Aged Care facility (100 aged care beds – high and low care needs).
- YDHS provide 88 Public Aged Care Residential Services beds, including a range of residential aged care services (high care, low care and dementia specific residential facilities), home-care and other outpatient services and support including palliative care, HACC care including podiatry and district nursing services.
- Other aged and disability services are also available throughout the Hume Region through more localised and often specialised service providers such as nursing homes and support groups.

8.5.2 Adequacy of Existing Services

Yarrowonga's population is ageing rapidly, a trend that is compounded by the popularity of the town for retirement migration. The need for aged care and accommodation services at Yarrowonga must be addressed.

All facilities are currently well utilised. The Yarrowonga Senior Citizens Centre is well used and facilities are considered adequate. Senior education classes are well attended but are restricted to increase services because of facility limitations

Respite care facilities at Yarrowonga are currently experiencing 100% demand and subsequent waiting lists. In particular the Northern Disability Services (NDS) which offer specialised respite services identifies a lack of adequate facilities. The NDS is actively looking to expand to more appropriate facilities to remedy this situation. Capacity for respite, home and personal care provided by MHA is currently inadequate as a result of high demand.

Residential Aged Care provision is at capacity, and there are long waiting lists at Woods Point Aged Care. Demand for the service is expected to increase with the ageing population.

There is an identified need for increased community transport services to transport aged and disabled members of the community to medical appointments located outside of town.

8.5.3 Planned and Possible Responses

Social and community services that participated in this project support the consolidation and integration of health and aged care services in Yarrowonga. Whilst an Aged and Disability Hub would be of benefit to the older members of the community in Yarrowonga, based on demographic forecasts and identified need, this could exclude many other members of the community and result in a duplication of facilities. A more efficient approach proposed for future service delivery is to build on existing services.

Respondents to the service audit stressed that aged and disability health services should remain within the MHA, Hospital, Community Health Centre (CHC), residential aged care and Northern Disability Services (NDS). These services (with the exception of NDS) are currently located in close proximity to each other, which is seen as a beneficial relationship.

It was proposed that services at the CHC should expand to provide increased aged and disability services as required. This would include the provision of consulting rooms for visiting services, in conjunction with MHA to ensure there is no duplication.

Respondents stressed that disabled respite care and residential aged care facilities need to be developed in Yarrowonga to meet service gaps. Such facilities should be developed on sites accessible to the CHC and hospital, or other future social and community hubs, where possible.



8.5.4 Summary of Identified Issues

The summary issues identified in relation to aged and disability services at Yarrawonga include the following immediate priorities:

- Disabled respite care
- Home and Community Care programs and packages
- Community aged care packages
- Community transport Residential aged care facilities (including Nursing Homes)
- Workforce capable of servicing aged and disability services

Other summary issues that directly impact on future social and community service planning at Yarrawonga are:

- Preference for aged and disability health services to remain within the MHA, Hospital, CHC, residential aged care and YNH Services (Northern Disability Services)
- Possible expansion of the Community Health Centre to provide increased aged and disability services as required

8.6 Education and Training

There are a variety of education and training facilities available within Moira Shire, ranging from facilities for school children and school leavers to a variety of formal, registered and audited service providers, and informal training offered by a variety of community operators for a range of age groups.

8.6.1 Existing Provision

- Yarrawonga Primary School (State primary school)
- Yarrawonga Secondary College (State secondary school)
- Sacred Heart Primary (Private Catholic primary school)
- Sacred Heart College (Private Catholic college 7-10)
- Mulwala Public School (State primary school)
- YNH Services (including the Yarrawonga Neighbourhood House) is a Registered Training Organisation that provides a venue for education and training programs (adult and community education, social and interest classes, training programs and neighbourhood learning resources)
- Employment Services (Hume, Work Trainers etc)

8.6.2 Adequacy of Existing Services

Enrolments at each school are increasing however the reported adequacy of each facility varies. The secondary schools currently have meeting space available for community use.

Both the Yarrawonga Primary and Secondary School are exceeding capacity and require new facilities. Catholic schools are adequate but have seen significant increases in enrolment and are fast reaching capacity. Consultations with service providers have revealed that Galen Catholic College in Wangaratta (where the majority of Sacred Heart students attend senior high school) are at capacity which has implications on Yarrawonga. Therefore, there is likely to be a need for senior Catholic education in Yarrawonga in the future.

There are no TAFE or tertiary facilities in Yarrawonga. The closest regional TAFE at Wodonga may be able to provide outreach services to Yarrawonga in the long term and may be complementary to a learning hub development.

YNH Services are currently at capacity and urgently require new facilities in order to continue meeting community demand. Currently, meeting space is provided in the Neighbourhood House, within the YNH Services facility. This facility is inadequate and urgently needs to be relocated and expanded. There is an identified need for increased community meeting space and community office space for use by the number of growing community groups and services in town.

8.6.3 Planned and Possible Responses

Education Precinct

The State schools are exceeding capacity and require new facilities. There is an immediate identified need for State (DEECD) school integration. There are opportunities to co-locate a range of services on the campus and provide shared infrastructure, particularly classrooms which can be used outside of school hours for adult education and training.

The State schools in Yarrawonga (Primary and Secondary) are currently undergoing the DEECD's Building Futures process to approve the development of an education precinct that would be a State school campus with shared resources.

Respondents to the service audit stressed that the development of an Education Precinct should provide the basis for a community hub focusing on Lifelong Learning facilities, or a 'life long learning hub'. Such a hub could become a focus for training and education for the entire community and provide opportunities for shared resources, particularly classroom space.

Community Hub

Responses to the issue of education facilities, community meeting space, and classrooms included suggestions for the co-location of the Yarrawonga Neighbourhood House vocational training programmes within the education precinct. The education and registered training component of YNH Services would benefit from being co-located within the education precinct.

Alternately, it was suggested that a separate Community Services Hub be developed, based on expanded YNH Services.



8.6.4 Summary of Identified Issues

Summary issues related to education and training facilities include:

- State schools are exceeding capacity and require new facilities
- Yarrawonga State schools are currently undergoing a process of reviewing current education facilities as part of the DEECD's Building Futures Program
- YNH Services urgently requires new facilities
- Identified need for flexible meeting space and community office space for community groups
- Particular needs for community training and education space

8.7 Health Services

Community health and wellbeing services were identified by service providers as key services that will impact on the future of the Yarrawonga community. A number of core issues compound the importance of health and well being services including:

- the small population base of Yarrawonga in the past presenting challenges to the viability of major health services in the town
- long distances to accessing specialist health services
- a rapidly growing population continuing to impact on future service need

Together these factors highlight the need for affordable, confidential and accessible health services in Yarrawonga.

8.7.1 Existing Provision

- Yarrawonga District Health Service (YDHS) offers a range of health services including emergency response and a variety of inpatient care and outpatient services
- Private medical services including general practice medical care (2 clinics in Yarrawonga), physiotherapy and optometry services.
- Integrated Primary Mental Health Service (assessment and counselling through regional general practices, and community based health promotion and mental health education services through local community venues)
- Moira Healthcare Alliance (see Aged Care above)
- Mental health and counselling services (also refer Family Services and Services for Young People)

8.7.2 Adequacy of Existing Services

Mental health services in Yarrowonga are at capacity and are an identified need. Responses to the Yarrowonga Survey Service Audit (Attachment 1) indicate that GPs serve 6 – 8 clients per week through the Integrated Primary Mental Health Service, although there is an approximately four week waiting list. Respondents also indicated that because bulk billing was not available the cost of a GP visit is an additional restriction to accessing these services.

The number of patients from NSW seen at each health service is significant, operating as high as 25% in some cases.

Responses to the service audit stressed the importance of mental health services in Yarrowonga, and the gap in the current provision of these services. The physical isolation of the town, the lack of activities for young people, and the current drought all impact on the mental health of the community. Yarrowonga has reached a critical mass at which it is requiring permanent mental health services, rather than outreach facilities from other areas.

The Community Health Centre in particular requires new or improved facilities to meet current demand and respond to identified service gaps. There was also an identified need for increased consulting space for visiting specialist services.

8.7.3 Planned and Possible Responses

There are strong links between community health, Moira Healthcare Alliance, aged care services and the hospital. Co-location of health services can maximise the uptake of referrals and link these services to other facilities and opportunities, building community strength.

The Yarrowonga District Health Service Master Plan responds to many of the issues linked to mental health services through the planned relocation of the Community Health Centre to the old acute ward of the Hospital. This relocation is subject to funding.

Service providers recommended that mental health, youth support and aged care health services be expanded on the existing Yarrowonga District Health Service site, particularly through the Community Health Centre and relocation to the old acute ward.

Community health services need to be expanded at the Community Health Centre with increased provision in the areas of mental health, youth support and aged care and assistance in the uptake of referrals. Any new facilities should include additional consulting rooms for visiting services.

Funding opportunities need to be identified for this proposed expansion, particularly the relocation of Community Health Centre to the old acute ward of the Hospital.



8.7.4 Summary of Identified Issues

In summary, identified demand for expanded health services include:

- Mental health services
- Age specific health services
- Consulting rooms for visiting services
- Relocation of the Community Health Centre to the old acute ward of the Hospital (YDHS Master Plan)

8.8 Emergency Services

Emergency fire and safety, services are all offered locally within Yarrawonga by a variety of organisations.

8.8.1 Existing Provision

- Yarrawonga Police Services
- Rural Ambulance Victoria (RAV)
- Moira Shire Council Drought Relief
- State Emergency Services (Yarrawonga Unit)
- Community Fire Authority (CFA) /Yarrawonga Urban Fire Brigade

8.8.2 Adequacy of Existing Services

Current emergency services are considered adequate in Yarrawonga, but will need to respond to the predicted population growth in all sectors. The RAV has considerable limitations in Yarrawonga currently, particularly the lack of staff. A rental house is used as a branch; however there is no dedicated ambulance parking and storage is insufficient.

Many of these services in Yarrawonga rely on volunteers, which has some limitations to their ongoing operations.

Emergency services provide responses in civil and isolated emergencies. Gaps have been identified in regard to the limitations of the local ambulance service that is presently resourced with two vehicles and one operator.

8.8.3 Planned and Possible Responses

Construction is underway (April 2008) to build a new Police Station on the corner of Burley Road and the Murray Valley Highway. This new facility is larger than the existing premises and includes facilities for up to 15 officers (including reception), sleeping facilities, two cells and a two-car garage.

It is expected the move to the new facility will occur in early November 2008. Any extension of service, or expansion of staff operating out of the Yarrawonga Police Station in the foreseeable future can be catered for by this new facility. A recent application for additional staff at the Yarrawonga Police Station was also successful.

Rural Ambulance Victoria (RAV) owns some land next to the new Police Station on the corner of Burley Road and the Murray Valley Highway, Yarrawonga. The proposed facility includes parking for 3-4 vehicles and office and storage spaces sufficient for increase staff numbers. This building will have the capacity to facilitate an increased demand for ambulance responses as a result of Yarrawonga's population growth in the foreseeable future. Relocation to this new facility is anticipated within 18 months.

Continuing drought conditions, low incomes, increasing housing costs and social housing waiting lists add to a variety of stress factors affecting individuals and their families, increasing the demands for these services for Council.

8.8.4 Summary of Identified Issues

Summary issues related to emergency services include:

- Emergency services are considered adequate in Yarrawonga currently but will need to respond to significant projected increases in population.
- The ambulance service is currently understaffed and housed in inadequate facilities.
- Construction is underway for a new Police Station in Yarrawonga
- RAV owns some land adjacent to the new Police Station site
- Opportunity exists to develop this area as an Emergency Services Hub

8.9 Utilities

Analysis of the current provision of utilities and the capacity to respond to population growth was beyond the scope of this project. Preliminary comments were collected by Moira Shire Council to inform this section. Further investigation is needed into the implication of population growth for utility services at Yarrawonga.

8.9.1 Existing Provision

- PowerCor
- North East Rural Water Authority (NERWA)
- APA Gas



8.9.2 Adequacy of Existing Services

APA Gas has identified that the capacity of the main supply system is sufficient to meet foreseeable future demand. APA is able to respond to any expansion of the serviced urban area through cooperation with developers

NERWA is currently upgrading services to respond to anticipated demand as the population of Yarrowonga increases which will ensure adequate water and waste services for Yarrowonga.

PowerCor is the electricity provider in Yarrowonga. Further investigation is required by Moira Shire Council to better understand the implications of population growth on power supply.

8.9.3 Planned and Possible Responses

APA infrastructure is currently well-placed in regards to Yarrowonga's predicted growth areas. The main supply will be accessible to new residential growth.

NERWA is currently upgrading infrastructure for a population of 10 000 in Yarrowonga, Tungamah, St James and Devenish (not Mulwala). Based on ID Consulting predictions, this infrastructure will need to be upgraded again in approximately 10 years, as the population of Yarrowonga alone reaches 10,000.

Further investigation by Moira Shire Council is needed to fully assess the impact of population growth on the provision of utility services to 2030.

8.10 General Community Services

A range of general community facilities are available at Yarrawonga including: libraries, churches, community health centres, medical centres, schools and specialised community interest groups and services. These services operate from a range of purpose built buildings including schools and churches and mobile services.

A number of these services have been covered in the above sections of this report, particularly education and health. This section refers to those services that are offered to the general community, and have not already been identified above.

8.10.1 Existing Provision

- Yarrawonga Library
- Centrelink agency
- Moira Shire Council (local government representation and civic information)
- Churches (Church of Christ, Presbyterian Church, Sacred Heart Parish Yarrawonga, Yarrawonga Regional Uniting Church; Anglican Church)
- Community Groups (Yarrawonga Mulwala Community Forum)

8.10.2 Adequacy of Existing Services

Yarrawonga recently overtook Cobram as the largest town in Moira Shire and is forecasted to continue its rapid population growth. With this growth has come a fundamental change in the hierarchy of urban centre within the Shire and a logical identified need for an increased customer service presence and civic infrastructure in Yarrawonga.

Centrelink currently operates as an agency in the YNH Services facility. Based on population growth, it is likely that in the long term Centrelink will require an office in a central location. The Centrelink agency is currently limited by inadequate facilities and there is a need for improved information, office space and privacy.

The service audit identified a need for community office and flexible meeting space for community groups in Yarrawonga.

The Library experiences significant patronage and is housed in new facilities, although a lack of variety in lending resources is identified as a service gap.

The churches within Yarrawonga each rely entirely on self-funding, experiencing predictable demands and offering a variety of community services including Sunday school, outreach services and home-visits. Respondents to the service audit indicated that the proportion of the congregation and service-users residing in NSW is approximately 15 – 25% (refer Attachment 1).

8.10.3 Planned and Possible Responses

Demographic change within the Shire has increased the need for civic information and customer service representation in Yarrawonga. This was discussed as a complementary service to a civic hub that could include other community services such as Centrelink in the long term.



8.10.4 Summary of Identified Issues

Summary issues related to social and community services for the general community include identified demand for expanded services in the following areas:

- Flexible meeting space and community office space for community groups
- Increased municipal services and civic information point for the Yarrowonga community
- Centrelink branch office in Yarrowonga by 2030

8.11 Community and Public Transport

Transport is a key factor related to community health and access to services, particularly for older and younger age groups. Due to the lack of specialist services in Yarrowonga and the need to travel long distances to access these services transport facilities have a particular role to play in the provision of social and community services. Transport costs (private or public) can also create an additional barrier to accessing health and wellbeing services.

While transport was beyond the scope of this report the service audit conducted for this project noted a specific local transport service. A community car (funded through HACC) operates from the hospital to transport the frail elderly and disabled to medical appointments located out of town. Demand is higher than service provision.

For regional and interstate travel there are the VLine rail services to Shepparton or Wangaratta, linked by coach and private bus services. Bus services are demand driven.

Summary issues related to transport and social and community services include:

- Limited public transport contributes to difficulty accessing services, particularly for older residents and the people in young age groups
- Transport costs create an additional barrier to accessing health and well-being services
- Demand is beyond capacity for use of a community car that supports frail elderly and people living with a disability

8.12 Halls

A range of halls are available for public use at Yarrowonga. The Yarrowonga Shire Community Hall provides a public hall for hire seven days a week at a cost. Current demand for this facility is being met. Halls and meeting rooms are also available for hire through the two Yarrowonga secondary schools; however these facilities are available for hire outside of school hours only.

Other halls available for hire in the community include the CWA hall, Girl Guides hall, CFA Shed and Church Halls. While these organisations were all contacted as part of conducting the service audit for this project material was not received from all hall groups. A more comprehensive understanding of the current utilisation of halls within Yarrowonga is needed in any future consideration of future community meeting space in Yarrowonga.

8.13 Housing

While the provision of housing at Yarrowonga was beyond the scope of this report responses to the social and community service audit identified some housing related issues.

There is a range of high and low needs specialised care (and support) services available for the aged and disabled in Yarrowonga, although these are limited. These services include respite and personal care services and are generally offered as HACC services, provided by the Moira Healthcare Alliance.

Summary issues related to housing and social and community services include:

- Identified need for increased supply of residential aged care facilities (see above)
- Further investigation needed into housing costs and housing affordability in Yarrowonga as the population grows
- Identified need for crisis accommodation in Yarrowonga, particularly for young people and families.

8.14 Retail

While retail was beyond the scope of this report retail businesses comprise the majority of commercial operations in Yarrowonga and provide the single largest local employment sector.

Anticipated population growth indicates that there will be a concurrent increase in demand for retail services in Yarrowonga. Consequently, Planning Scheme Amendment C24 responded to the need for additional land to be made available for commercial opportunities by rezoning a large area adjacent to the Yarrowonga town centre to accommodate mixed use (including retail) development. The Moira Shire Council current has received three applications for supermarket development at Yarrowonga.



8.15 Summary Social and Community Service Needs at Yarrowonga (Existing and Projected)

- **Services are Already At Capacity**

The findings of the audit of social and community services at Yarrowonga show that most services are fast approaching a critical mass where the maximum service capacity will soon be reached.

All service providers who participated in the workshop assessing their ability to respond to population growth report that the demand for services is approaching, or exceeding, capacity.

Waiting lists and cost restrictions on expanded services are significant problems, particularly for health care facilities. Temporary shortfalls are relieved by referrals to general practitioners rather than specialists, however these approaches are regarded as short term, and inadequate, solutions.

- **Facilities that are Currently Inadequate**

A number of services in Yarrowonga are operating from inadequate facilities and require new infrastructure. Services that require new or improved facilities in order to continue providing services to meet current and anticipated demand include:

- Yarrowonga Neighbourhood House (YNH) Services
- Centrelink
- Community Health Centre Yarrowonga (CHC)
- Primary and Secondary Schools
- Northern Disabilities Services Inc (NDS)(Respite Care)

- **Inability to meet Anticipated Demand**

Based on an analysis of population projections and current and anticipated community service provision the following services at Yarrowonga will experience, or are already experiencing, gaps in their ability to respond to population needs:

- Mental health services
- Youth support services
- Occasional care
- Family day care
- Maternal and Child Health Care nurses and immunisation services
- Residential aged care facilities
- Respite care with special requirements
- Home and Community Care programs and packages
- Flexible meeting space and community office space for community groups
- Community transport
- Ambulance staff
- Increased civic customer services in Yarrowonga.

Population projections to 2030 for both Yarrowonga and Mulwala support the expectation that demand levels for all community services will increase (albeit at varying rates). Given current service gaps and limitations in the adequacy of these services significant planning and funding initiatives are required to appropriately meet the evolving needs of the Yarrowonga community

9.0 Stage 3: Planning for the Future – Community Hubs

The following section of the report presents Stage 3 of the Yarrowonga Growth Management Strategy. Stage 3 explores the State and local policy context for community services and develops recommendations for 'community hubs' at Yarrowonga that respond to the identified service needs outlined in Section 8.

An important outcome of the consultations completed for section 8 (service audit, analysis and consultation with service providers) was that a logical outcome for community service planning at Yarrowonga is to plan for community facilities that enhance and build upon existing facilities whilst providing a range of community hubs at Yarrowonga.

9.1 Community Hubs Models

Current State and local government policy supports the development of community hubs by promoting mixed land use, co-location of compatible services and compact centres. The community hubs model is built around the concept of social sustainability and is aimed at building strong communities.

Community hubs are multi-purpose community facilities that bring a range of compatible services together in a single accessible location. The result is a more efficient use of facilities, sustainable land use and equitable access to community services all available at a more convenient single location rather than traditional stand alone facilities.

Community hubs create more efficient use of facilities by sharing space (different organisations operate in the same space at different times), shared administration, storage space, facilities and equipment. The result is more economical (construction, administration and maintenance, pooled finances) and increased usage as service users access the facility for a wider range of reasons.

Community hubs can foster beneficial partnerships between the organisations, service providers and local Government.

Community hubs operate on a number of levels which can define purpose of the hub and the extent of services provided. On the macro level the service catchment area can determine the type of services to be offered. Service catchment areas are based on State policy directions, Activity Centres hierarchies, as well as current research conducted in Victoria by ASR Research and Collaborations/Beca . Catchments can be briefly summarised as follows:



9.1.1 Neighbourhood Hubs

The main purpose of the local community hub is to build community connections and support local networks. The hub services day to day and weekly service needs of the local community and focuses on walkability and providing a range of appropriate services in a mixed use environment.

A neighbourhood hub would have a catchment of between 2,000 and 8,000 in an urban context people but will vary for a rural neighbourhood. A neighbourhood hub in Moira Shire is likely to have a smaller catchment of between 200 and 1,500 people and will vary based on isolation from other hubs and the local context.

A neighbourhood hub may generally include the following components:

- Essential retail
- Community information
- Communication and postal services
- Meeting space, such as flexible community meeting rooms or outdoor areas
- Open space
- Public transport links
- Some medical and community health services
- Access to primary education, childcare and children's service
- Possible Community House or Neighbourhood Learning House

Neighbourhood hubs in Moira Shire can be located in smaller townships. Residents of these areas could access neighbouring towns for broader scale community services and facilities. Neighbourhood hubs can also support local and regional hubs in the larger towns within the Shire.

9.1.2 Local Hub

A local hub services the locality – either the town or suburb, and is generally considered the centre of the settlement. A local hub focuses on building community networks and providing the daily and weekly needs of the local community but will also include a range of other civic and community infrastructure and will be integrated into local employment and retail services.

In the State context, a local hub will have a general catchment of between 10,000 and 25,000 people, though this will vary between urban and regional contexts. Due to the rural setting, the catchments of Moira Shire are smaller than suggested for the State. Large distances, topography and lower density living mean that services of a local hub are necessary within a smaller catchment of approximately 1,500 – 5,000 people. These local hubs can be found in the four main towns of Moira Shire – Yarrawonga, Cobram, Numurkah and Nathalia.

A local hub would generally include the services of a neighbourhood hub as well as the following components:

- Multipurpose community centre (with meeting rooms and community space)
- Medical and community health services
- Children's services such as MCHC, Kindergarten, Playgroup, Toy Library and childcare.
- A range of childcare services for all ages of children including long day care, occasional care, family day care and after school care.
- Aged care health and support services
- Senior citizens centre and planned activities for older people

- Library
- Education – preschool, primary and secondary, adult education and a commitment to lifelong learning. Either provided within the hub or strongly linked to the community hub.
- Public transport interchange
- Sport, recreation and entertainment facilities

Local hubs must be accessible to town centres and where possible, integrated into main retail and employment areas. Equal access and sustainability are important principles for community hubs.

Local Hubs in the Moira Shire should service the larger towns and provide a centre for civic and community services, integrated into local employment and retail areas. It is important that local hubs in Moira Shire have good pedestrian and cycle links to other parts of town due to the lack of public transport.

9.1.3 Regional Hub

A regional hub services a broader catchment and will be the main community service provider in the municipality, district or region. The regional hub has a community and civic function and is integrated with employment and retail services.

A regional hub will have a catchment of between 25,000 and 50,000 people in the State context, with certain facilities attracting service users from a wider catchment, for example tertiary facilities.

A regional hub would generally include:

- Hospital and large scale health services
- Education at primary and secondary level, and possibly tertiary and higher level
- Municipal offices
- Sport, recreation and entertainment facilities
- Library
- Specialist services
- Major public transport interchange
- Major events and sporting facilities
- Performing Arts Centre and Cultural Centre
- Housing services including youth housing, crisis accommodation and housing support
- Family counselling and support services

Due to the small population base of Moira Shire, a single regional hub would suitably service the municipality, although distance and topography may mean some residents access services through regional hubs located in neighbouring Shires.

Based on anticipated population growth at Moira Shire a regional hub would most suitably be located at Yarrawonga. Yarrawonga has recently overtaken Cobram as the largest town in Moira and the growth rate predicted for Yarrawonga will be higher than for Cobram. The catchment of a regional hub in Moira Shire would be between 5,000 – 25,000 people



10.0 Community Hubs for Yarrawonga

Six broad community hubs were suggested during the consultation process as possible service models that could respond to the anticipated community service requirements in Yarrawonga to the year 2030. These hubs were:

- Early Years Hub
- Learning Hub
- Community Services Hub
- Aged and Disability Hub
- Civic Hub; and
- Community health services

Each of these suggested hubs were assessed for their implications, constraints and opportunities. This assessment was conducted with all project partners and identified the following priorities for community service planning at Yarrawonga:

- Early Years Hub
- Lifelong Learning Hub OR Lifelong Learning Hub and Community Services Hub Civic Hub
- Disabled respite care & future development of residential aged care.
- Expanded aged and disability and community health services
- Civic Hub
- Emergency Services Hub

10.1 Early Years Hub

Based on the community hubs models discussed in Section 9 above, an Early Years Hub would be a local hub with an early years function, servicing the Yarrawonga/ Mulwala townships and smaller surrounding areas.

The analysis suggests that the existing Yarrawonga Early Childhood Centre site should expand to become a full scale Early Years Hub to meet identified need. Increased facilities would be required to meet the need identified in Section 8, above, for Family Day Care and Occasional Care, and increased Maternal and Child Health Centre staff.

10.1.1 Possible services and facilities at an expanded Yarrawonga Early Years Hub:

Current services in the Yarrawonga Early Childhood Centre:

- Pre-school
- Occasional care
- Family Day Care
- Maternal and Child Health Care (MCHC)
- Playgroup
- Toy Library
- Immunisation
- Visiting outreach services for early childhood

Additional services required to meet identified need:

- Increased Occasional Care
- Increased Family Day Care
- MCHC nurses
- Immunisation services for 0-4 years age group

10.1.2 Preferred location:

- Yarrawonga Early Childhood Centre, Orr Street Yarrawonga
- Existing site at Orr Street has land available for expansion

10.1.3 Indicative floorspace requirements:

Table 10.1: Floorspace Requirements, Yarrawonga Early Years Hub

Facility	Floorspace Requirements	Source
Children's services rooms (indoor space)	3.3m ² per child	Building Code of Australia (BCA)
Outdoor space at a childcare centre	7m ² per child	Children's Services Regulations 1998



10.2 Lifelong Learning Hub

Option 1 - Lifelong Learning Hub

A Lifelong Learning Hub in Yarrawonga could be a combined education precinct catering for the lifelong learning of the whole community. The Lifelong Learning Hub would build upon the current initiative by State government schools to provide an education precinct at Yarrawonga. The Lifelong Learning Hub would meet identified services gaps for youth training and support, education and training meeting space.

It is recognised that both State schools and YNH Services are in urgent need of new and expanded facilities. Yarrawonga State schools are currently undergoing the approval process of DEECD's Building Futures program with a proposal for a community education precinct. The outcome of this process is not yet determined. The educational/training basis of YNH Services and further education (such as TAFE provider courses) would lend themselves to being incorporated into a precinct with schools to form a Lifelong Learning Hub at Yarrawonga.

Based on State and local policy directions developed in Section 9, above, it is recommended that the adult education component of the YNH Services co-locate with State Schools to ensure efficient use of facilities – particularly classrooms, multimedia rooms and workshops. It is recommended that the schools, possible future TAFE and further education providers, and YNH Services retain separate administration and entry points, employing urban design techniques to indicate the different services within the hub. This arrangement will allow for efficient use of resources whilst retaining a separate identity to best meet the needs of clients accessing both the schools and YNH Services/Neighbourhood House.

The Lifelong Learning Hub would be a regional hub with a learning function, servicing the Moira municipality as a destination for learning and education in the Shire.

10.2.1 Possible services and facilities to locate at hub:

- Yarrawonga Primary School
- Yarrawonga Secondary College
- Future provision for TAFE training courses and tertiary education could be offered in the long term from Wodonga TAFE, if sufficient demand was demonstrated.
- Shared recreation facilities between education providers within the hub
- YNH Services incorporating adult and community education, registered training courses, employment services, neighbourhood house, community meeting and office space and disability day care and Centrelink.
- Youth support services – Service provider to consolidate a permanent youth support and career counselling service in Yarrawonga (not outreach program)
- Pre-school/Kindergarten has been recommended to co-locate as part of the Lifelong Learning Hub (proposed by the Yarrawonga State Schools. It should be noted that the pre-school is currently co-located at the Orr Street facility and any proposal should ensure no duplication of services is created.)

10.2.2 Preferred location:

Table 10.2: Floorspace Requirement Components, Lifelong Learning Hub

Facility	Floorspace Requirements	Source
Primary School	3.5 hectares	DEECD
Secondary School	8.4 hectares	DEECD
Classrooms	60m ² (2m ² per person x 30 persons)	BCA
Workshop/ trade area	80m ² (4m ² per person x 20 persons)	BCA
YNH Services component		
Community meeting space	81m ² (2.7m ² per person x 30 persons)	BCA
Community office space	20m ² ea (10m ² per person x 2 persons)	BCA
Waiting room / foyer	42.5m ² (8.5m ² per person x 5 persons)	BCA

- Possible sites include an expansion of the existing Secondary College site on Pinniger Street into the old showgrounds of Victoria Park; or
- Greenfield site outside of the town centre.

- The Lifelong Learning Hub should have strong links by way of information sharing and communication to the Early Years Hub (particularly pre-school and childcare)

10.2.3 Indicative floorspace requirements: Option 2 – Lifelong Learning and Community Services Hubs

This option proposes two hubs instead of the single Lifelong Learning Hub identified above. The Lifelong Learning Hub is recommended as above but the YNH Services are located at a separate community hub. This option is dependent on the service planning at YNH Services.

10.2.4 Possible services and facilities at the Community Services Hub:

- YNH Services comprising the Neighbourhood House, adult education, training and community information
- Community meeting space
- Community office space, e.g. for Office of Housing rental assistance
- Employment services
- Disability day activities and education
- Visiting services, e.g. financial counselling
- Youth support and activities, including space for United Care Cutting Edge or similar
- Age-appropriate infrastructure to ensure easy access



10.2.5 Preferred location:

- Accessible to the centre of town – especially important for community services
- Joint use agreements should be established to allow shared infrastructure, particularly classrooms, computer rooms and workshop spaces with Lifelong Learning Hub outside of school hours
- Strong communication and information sharing to the Lifelong Learning Hub, but remains a separate entity for services such as financial counselling, Centrelink and employment services.

10.2.6 Indicative floorspace requirements:

Table 10.3: Floorspace Requirements, Community Services Hub

Facility	Floorspace Requirements	Source
Community meeting space	81m ² (2.7m ² per person x 30 persons)	BCA
Classroom	60m ² ea (2m ² per person x 30 persons)	BCA
Community office space	20m ² ea (10m ² per person x 2 persons)	BCA
Waiting room / foyer	42.5m ² (8.5m ² per person x 5 persons)	BCA

10.3 Civic Hub

A Civic Hub based on development of the Yarrawonga Town Hall precinct (including land adjacent to the Town Hall) presents the opportunity to respond to the need for increased municipal, and other, services in the town centre.

Based on the Community Hubs models discussed in Section 9 above, the Civic Hub would be a regional hub with a civic and community function, servicing the Moira Shire.

10.3.1 Possible services and facilities of the Civic Hub:

- Yarrawonga Town Hall
- Library
- MHA
- Expanded municipal offices and MSC customer services
- Other Regional and local government services
- Civic customer service reception area/ information
- VicRoads
- Centrelink

10.3.2 Preferred location:

- Yarrawonga Town Hall Precinct (land adjacent to Town Hall) has the capacity for development into a Civic Hub
- Accessible and central location in the heart of Yarrawonga

10.3.3 Indicative floorspace requirements:

- Floorspace requirements should be determined by Council based on an understanding of current office space available and required increases.
- Floorspace requirements for a Centrelink component of the Civic Hub are listed in table 10.4

Table 10.4: Floorspace Requirements, Civic Hub

Facility	Floorspace Requirements	Source
Municipal Offices	To be determined by MSC	MSC
Centrelink (consulting rooms) (waiting room)	52m ² (17.5m ² x 2) (8.5m ² per person x 2)	BCA



10.4 Emergency Services Hub

10.4.1 Possible services and facilities of the Civic Hub:

- Yarrawonga Police Services
- Rural Ambulance Victoria (RAV)
- State Emergency Services (Yarrawonga Unit)
- Community Fire Authority (CFA) /Yarrawonga Urban Fire Brigade

10.4.2 Preferred location:

- Locality surrounding the new Yarrawonga Police Station (currently under construction) on the corner of Burnley Road and Murray Valley Highway.
- Accessible to all of Yarrawonga and surrounds by main roads in order to respond effectively to emergencies.

10.5 Expanded Community Health Services

The Community Health Centre (CHC) should remain as the focus for community health services in Yarrowonga. It is recognised that the current facility is at capacity and new facilities are required urgently, as well as provision of infrastructure to allow for expansion of services that meet the identified service gaps in town.

The current location of the CHC site is beneficial, due to its connections with the hospital, aged care and medical facilities. The CHC should expand the facility where possible with a particular focus on providing mental health, youth support and aged care services. The possibility of a multi-site location, providing appropriate community health services at other proposed community hubs, should also be explored.

10.5.1 Possible services and facilities:

Current services:

- Allied health – podiatry, dietetics, occupational therapy, physiotherapy
- Health promotion
- Counselling services including generalist counsellor, hearing services, welfare case workers and homeless assistance worker
- Consulting rooms for visiting services (Drug & Alcohol counsellor, diabetes prevention program, hearing services)

Additional services:

- Mental Health Services (not outreach program) to offer family, youth and individual counselling and support groups.
- Bereavement counselling
- Youth health services

10.5.2 Preferred location:

- Old acute ward of the Hospital in line with YDHS Master Plan
- CHC is a YDHS service, therefore likely to be co-located with hospital and other YDHS services.
- Current location is accessible to other health services (Hospital, Aged Care, Medical Practitioners) and to the retail centre
- Co-located services can aid referral between services
- Public transport access (an accessible bus stop, or increased use of the community car to transport people to specialist health services in other towns)

10.5.3 Indicative floorspace requirements:

Table 10.5: Floorspace Requirements, Community Health

Facility	Floorspace Requirements	Source
Consulting rooms	35m ² (17.5m ² per person x 2 persons per room)	BCA
Waiting room	42.5m ² (8.5m ² per person x 5 persons)	BCA



10.6 Expanded Respite and Residential Aged Care

There is a clear need to expand respite care for people living with a disability and residential aged care in Yarrawonga. Where possible these services should be expanded on sites accessible to the CHC and hospital. Alternate locations should be accessible to the Lifelong Learning or Community Services Hub.

10.6.1 Possible services and facilities:

- Disabled respite care as an immediate priority
- Residential aged care

10.6.2 Preferred location:

- Located accessible the CHC and the hospital, preferably with the Lifelong Learning/ Community Services Hub.

11.0 Conclusion

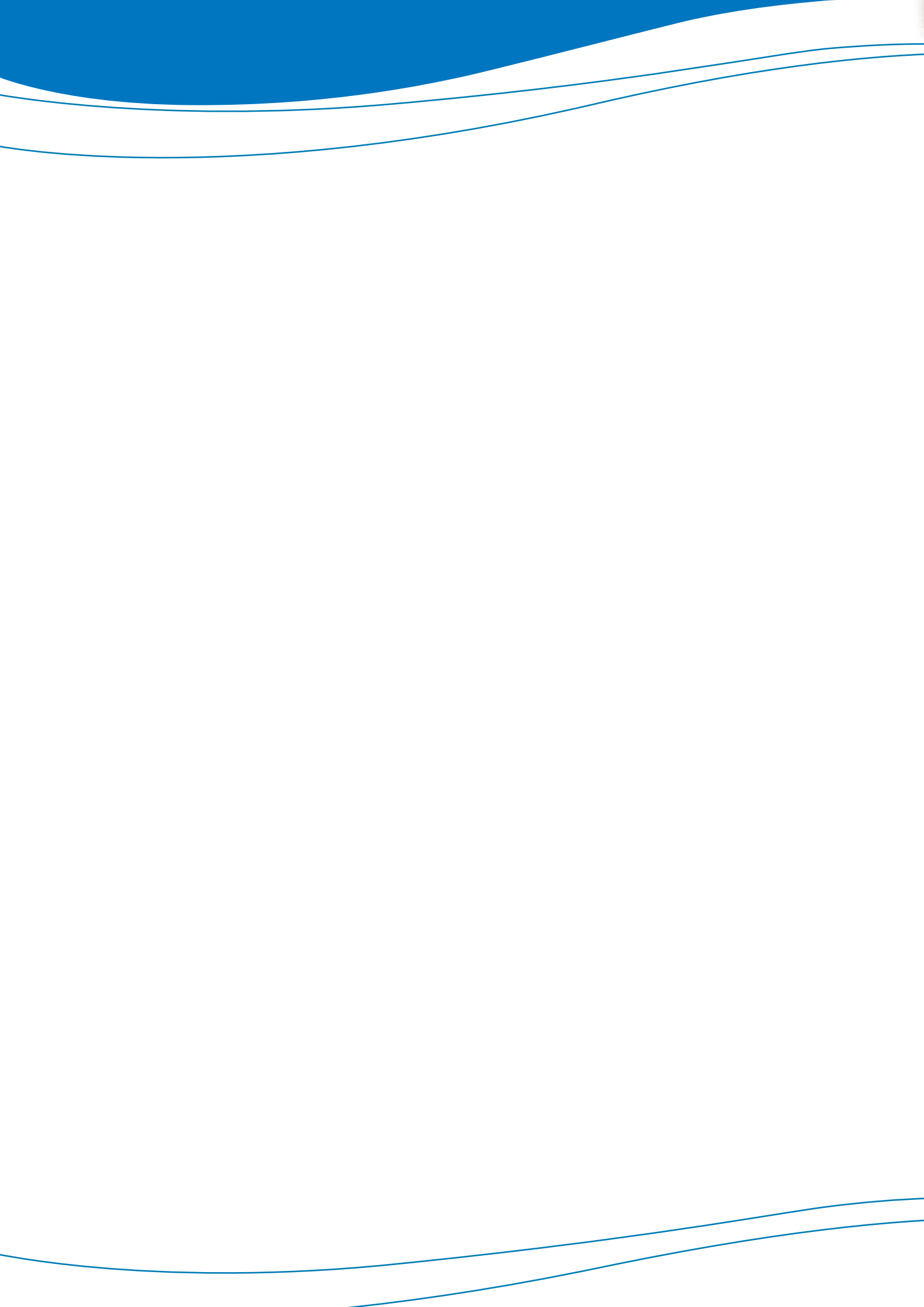
Significant population growth in Yarrawonga and the strong connection with southern New South Wales, particularly the township of Mulwala, is placing exponential demand on social and community services with many existing services already operating at full capacity.

The anticipated changes in age structure in Yarrawonga, particularly the significant increases in the retired and older aged population, represent significant upward shifts in demand for specialised facilities and services – particularly the aged care sector. Population trends also highlight increasing requirements for youth services and childcare as these age cohorts continue to grow in Yarrawonga to 2030.

The assessment of service gaps and forecasted population growth presented in this report suggest that Yarrawonga is fast approaching, if not already reaching, a critical mass where the maximum capacity for many of its' social and community services will be met and/or exhausted. Without expanded social and community services available at an appropriate cost, the health and wellbeing of the rapidly changing community will not be met. Additional and expanded social and community facilities are required at Yarrawonga to respond to anticipated population growth.

Stages 2 and 3 of the Yarrawonga Growth Management Strategy recommends that a number of function specific community hubs be developed to meet identified service needs. The report also recommends that significant social and community service be expanded to meet the needs of the local community over the next two decades. These recommendations build on local initiatives already underway at Yarrawonga. The recommendations highlight the need for ongoing recurrent Stage Government funding to support the provision of social and community services in regional areas that are experiencing significant population growth.

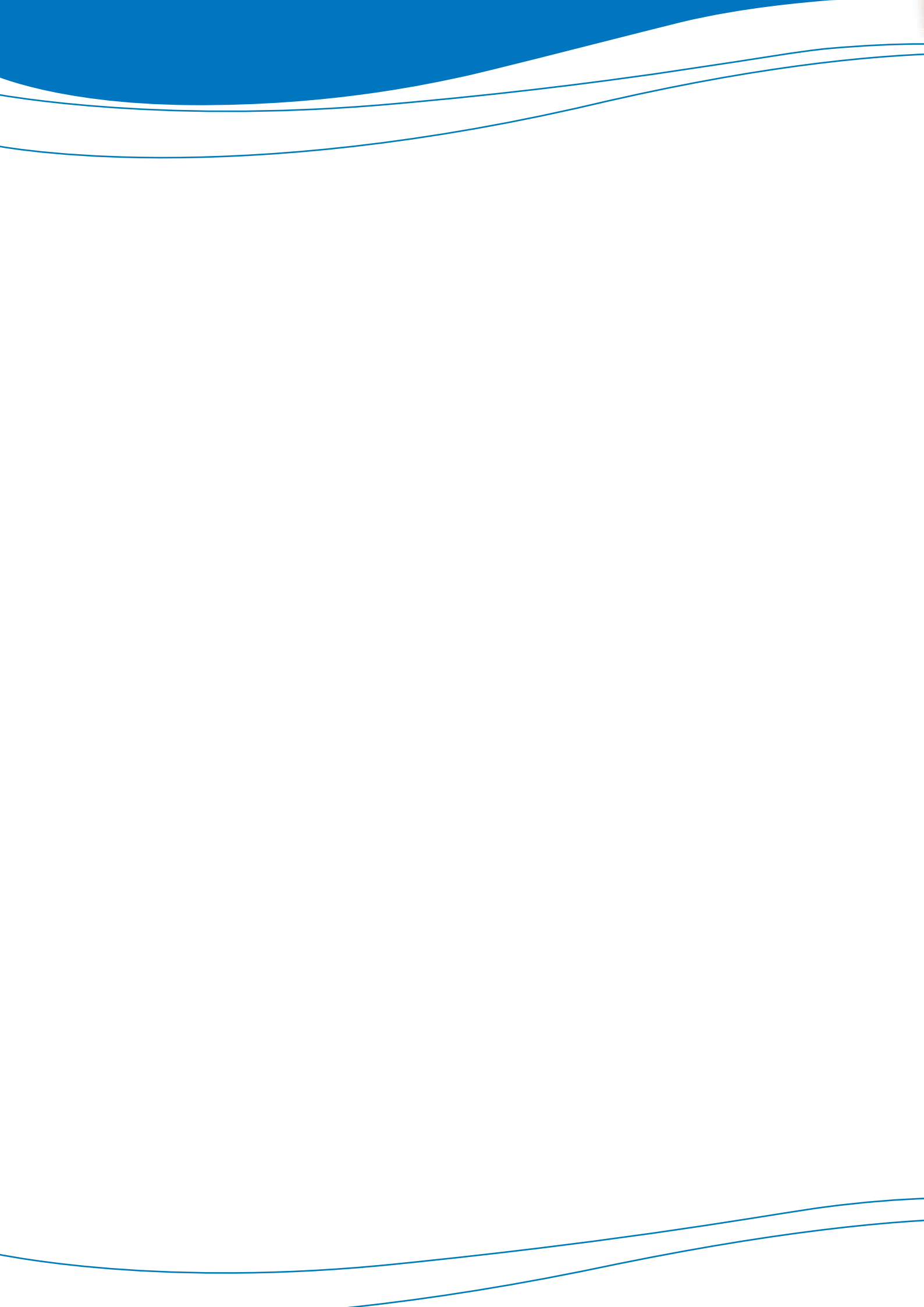






Attachment 1:

YARRAWONGA COMMUNITY SERVICE AUDIT



Yarrawonga Community Services and Facilities Audit																	
EARLY YEARS																	
SERVICE/INDUSTRY TYPE	NAME	SERVICES/FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK	OTHER COMMENTS
Activities	Kidz Music/Art	Activities for children	YNH Services 1 Hargrave Ct, Yarrawonga	See YNH Services (general Community)	8/ term	25	20%	6-12 years	Fee For Service	N/A	Good	No waiting list	See YNH Services (General Community/Community Facility) In particular there is no dedicated children/art/ music room	40 hours year	None (there is a cost of \$50/ person/ month)	N/A	
Centre Based Long Day Care	ABC Yarrawonga Central	Educating children through developing their skills	69 Telford St. Yarrawonga	6.30am - 6.30pm	65 place centre, (10 child Nursery, 10 child tots, 15 child Pre Kinder, 30 child preschool)	Average 65 children	Approx. 20%	0-5 years	Parents receive government funding to lower their fees and then pay the centre	Yarrawonga	High	Yes	New in Nov. 05	Full	No Vacancies	65 place centre - 2 centre in Yarrawonga	
Education/ child care	Yarrawonga primary school Outside school Hours care	Recreation activities for school age children after school and during school holidays	Yarrawonga Primary School	3.15-6.15 After school, 8.30-6.15 pupil free days and 9-5 in school holidays	30 after school hours, vocation care and pupil free days 26 children	78 children from 52 families	15%	5-11 years (supporting their families as well)	Federal government	Family Day Care	Fairly good. Ratio of 1 adult: 15 children. Would be better service with more staff	Full in vocation care. No waiting list.	Good, storage is a concern	High - used every day about 15 children for 3 hours	Staff numbers are limiting factor. Transport for children from Sacred Heart Primary is an issue.	None	Regulations tightening in 2008 to more adults per children. A community bus would be great for excursions.
Family Day Care (FDC)	Moirra Family Day care	FDC for people within 30km Yarrawonga	3 * private residents in Yarrawonga 1 * private residence in Mulwala	24hrs/ day	Vic max 4 (NSW max 5) under school aged total 7 per house.	30 families	10%	0-13years	Government cover majority of fees and parents pay the balance	Cobram, Katamatite, Wangaratta	QA accredited to Australian standards	Inadequate. Require 7 more carers.	VIC - Meet national standards NSW - Meet legislation requirements	100.00%	Distance. Carer transport can restrict children from kinder/school	QA, National Standards, NSW regulations	Introduction of Victorian regulations. Carers may need a minimum standard
Immunisations	Local Government	Immunisations	Yarrawonga Early Childhood Centre 87-97 Orr Street Yarrawonga	2.00pm - 3.00pm One Day per month	Immunisations for up to 50 babies/ children	250 babies/ children	30%	0-4 years	Federal Government	GP in Yarrawonga	Excellent	Could possibly offer service 2 times per month for babies/children but there is not enough staff or funding	Very Good	50% attend our service while the other 50% attend GP	Transport and time of day for working parents	None	Government policy changes and staff unavailability may affect the service delivery
Immunisations	Local Government	Immunisations	Yarrawonga Secondary College and Sacred Heart Secondary college	3 days per year	Immunisation for 500 students	400 students returning for 3 visits each	30%	13-18 year olds	State Government	GP in Yarrawonga	Excellent	Good	Adequate	95% attend our secondary school service	None	None	Government policy changes and staff unavailability may affect the service delivery
Libraries	Yarrawonga Toy Library	Lend toys	Orr Street Yarrawonga	Tue to Fri 9-10.30, 1st Sat / month 10-11.30	100 families	50 Families	20%	0-8years	Membership and fundraising	Cobram or Wangaratta	Very Good	No waiting list	Brand new - very nice	n/a	No -local public bus service available	N/A - no benchmark	

SERVICE/INDUSTRY TYPE	NAME	SERVICES/FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK	OTHER COMMENTS
Library	Stores for Children 57 441 380	*Monthly Toddler Time storytelling for pre-schoolers *Regional Children's Librarian visits Kindergarten (both rooms) at least twice a year *School holiday activity each school holidays *Kindergarten groups visit the Library	Belmore St	Toddler Time 2007 3rd Thursday each month. (December 2007 -- Special date 13 December 2007).	*Approx. 25 comfortable for Toddler Time with parents and prams.	Quarter July-Sept. 2007 - 304 children, for Toddler Time, kinder groups and school class visits to Library. Probably a fairly busy month.	NSW residents do attend.	Pre-school age Primary school age	GVRLC i.e. Local and State Govt	Mulwala	Extremely good!	Occasionally, waiting lists for school holiday activities.	Lack of space	Good attendances at all sessions	Lack of space. Lack of parking in proximity to Library-- have some designated Library parking in the street for the public?	N/A	Is the Shire considering auspicing an ELF or Best Start type program for Yarrawonga?
Maternal and Child Health	Maternal and Child Health	Care of children and mothers. Parenting Education	Yarrawonga Early Childhood Centre	Mon/Tues/Wed/Thurs & (alt. Friday until Oct. 07)	12 Children per day per nurse. There is capacity for 2 nurses	345	Not sure but definitely some	0-6 years	Fully Government funded	Cobram	Need another nurse to operate at optimum level	Currently no waiting list.	Good	Generally good but miss out on the itinerant population	Transport (one car households, too young to drive). Public bus has helped this.	12 visits a day, 130 per year per full time nurse	Lack of allied health increases pressure on service
Occasional Care	Yarrawonga Occasional care centre Inc.	Occasional Care	87-97 Orr Street Yarrawonga	Operating Hours: 8.45 - 1.45. Staff at Centre: 8.00 - 4.30	15ch/ group	15 children	10%	6 months - 3 years	Mainly Parents Fees	Similar in private establishments in Yarrawonga.	High quality service in all programs. Customer satisfaction high	Not adequate. Waiting list of 3-5 people per session	New building is adequate	100.00%			
Pre School	Mulwala Preschool	Sessional preschool for 3-5 year olds	75-77 Melbourne St. Mulwala 2647	Mon-Thurs 8.30-3.30 /Fri - 8.30-12.00	Preschool education 20 children per day but able to cater for 50 children. 20 - 3-4 yr. olds, 30 4-5 yr. olds	53 children	51%	Young families in Yarrawonga/ Mulwala district	DOCS Funded sessions (20 places) rest parent fees	Yarrawonga, Corowa	Great	Full - due to Yarrawonga services also being full	Excellent	100% (20 children/ day 5 days/wk)	Costs - funding in NSW has effectively been frozen since late 1980's leading to extreme fees for young families	Operate under Children's Services Regulations 2004 and DOCS funding agreement.	Numbers limited by government regulations based on floor space
Pre-School	Yarrawonga Pre-School	4 year old preschool, 3+ Year Old Activity Group	87-97 Orr Street Yarrawonga	Operating Hours: 8.45 - 1.45. Staff at Centre: 8.00 - 4.30	We have 2 rooms available 5 days/ week. Capacity depend on number of children of each age group requiring access. 4's = 27ch/gp. 3's = 23ch/gp	4's = 77, 3's = 30 (Servicing approx 50 families)	10%	3-6yo	State Gov. funding of 4 year old depends on numbers attending. 3+ mainly funded by parent fees. Small DHS subsidy (~ 20% operating cost)	ABC child care offers long day care and preschool but not exactly the same	High quality service in all programs. Customer satisfaction high	No	New building is adequate	Full. Both rooms used for at least 4hrs day during term	fees for 3+ are relatively high		

Yarrawonga Community Services and Facilities Audit

YOUTH SERVICE/ INDUSTRY TYPE	NAME	SERVICES/ FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK	OTHER COMMENTS
Community services	Uniting Care Cutting Edge	Assistance for young people who have been exited from school and are disengaged to access education, training and employment. This program has the capacity to work with young people long term with a case management model.	Works on an outreach model, clients can be seen at home where appropriate, at the YNH or at an agreed location.	Seen on a needs basis between 9.00-5.00	Support for a minimum 160 young people per year throughout all serviced areas.	76 referrals	No, state funded program	15-19 year olds exited from school. MSC, City of Greater Shepparton and Strathbogrie Shire	Clients must be exited from school, be unemployed, working less than 15hrs p/w, not be engaged in education or training, not have completed year 12 or equivalent as program is funded by DEECD	No equivalent services but there are other programs that provide support to young people to access education, training and employment (NESAY Wangaratta or Young Pathways Shepparton)	Very adequate	No waiting list	Very adequate	2 referrals to date from Yarrawonga.	No practical restrictions.	Youth Transition Support initiative has a minimum case load of 80 young people in the Moira Shire	
Employment Services	Goulburn Murray Local Learning and Employment Network - GMLEN	Engagement and Retention of young people in the Secondary School System	Shepparton	8.00am to 5.00pm	Up to 20 active clients	2	Yes if enrolled at Vic secondary schools	13-19 years	State Government	YPP - Shepparton	Each student and School fill out a Participant on School Evaluation Form to monitor the service	Not heavily utilised	Service conducted in the Secondary College. Venue adequate	Not fully utilised	Have to be attending a VIC secondary school to use the service	None	
Employment Services	Hume Employment Service Ltd	Support needs of disadvantaged people requiring employment and training including govt. sponsored programs 1/ Disability Support, 2/ Work for the dole, 3/ Personal support	Shop 5/19 Piper St Yarrawonga	All day Wed + 1 other day	Varies for each service provided and at what stage of the program the participant is up to	Approx 12 in Disability Support, 6 in Work for the Dole	Can but very low numbers	14+ years	Dept of Employment and workplace relations	Wangaratta	Very Good	Good	Very adequate	Service dependent on what stage of the program the participant is up to. Not full uptake.	None		Decline in numbers over past 12 months
Welfare	NE Support & Action For Youth (NESAY)	Youth services, adolescent support program, Reconnect JPET	Yarrawonga Schools, home visits and YNH Services, 1 Hargrave Ct, Yarrawonga	By Appointment	4 Programs, 7 staff members	45	This is possible if they attend a Victorian (Yarrawonga) school	Depends on program PSP 15-65 years., JPET 15-21, Reconnect 12-18 years, Finding solutions 10-18 years.	State and Federal Government	Wodonga (not exactly the same programs)	Very Good	No waiting list	N/A		Distance and Transport from certain areas		Funding and Service Agreements change yearly.
Youth Support Services	Uniting Care Cutting Edge	Outreach services to young people experiencing difficulties across the Shire.	Pine St, Cobram plus Home outreach services	9.00am - 5.00 pm	Minimum of 30 clients, 200 service contacts	Not answered	No	Young people, culturally and linguistically diverse community.	Funding restricts to youth work	Shepparton	There is a large service gap for counselling services for young people across the Moira Shire	Large waiting list	Excellent facilities in Cobram. Outreach to Yarrawonga	Not answered	Transport	As per funding restrictions	

Yarrawonga Community Services and Facilities Audit

Yarrawonga Community Services and Facilities Audit																	
FAMILY	SERVICE/INDUSTRY TYPE	NAME	SERVICES/FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK
Community Health		Alcoholics Anonymous	Support & meetings for AA members	Community Health Centre	Tuesday 8pm	N/A	No response	Service is available for NSW people, no comment on numbers	0-99 years	Donations	Cobram or Corowa	N/A	No waiting list	Good	Average 6-10/ night	Transport and petrol prices	N/A
Counselling		GV Community Health Centre	Direct service to bereaved adults, children, family groups and others.	399 Wyncham Street Shepparton and some outreach work across the region depending on need, nature or request and counsellor availability, and can do home visits or use YNH Services	9.00 - 7pm (availability) Tuesdays and Wednesdays	12 x Counsellor and/or Support Services per week.	1 x group, 1 x network meeting, 1 x bereavement referral.	none.	0-99 years	Bereavement related Grief and loss support.	Bendigo or Gippsland or Clayton	Adequate	There are consistently more referrals than can be accommodated each month. Referrals are triaged, referred back to Community Health Generalist Counsellors or private providers, or initial support offered by phone or single session therapy offered. Waiting lists are ideally avoided where possible.	YNH Services adequate	Have not been meeting the current need	Transport, interpreter service can be difficult to organise expeditiously. Some very traumatised or distressed people find it very difficult to attend an agency appointment. HHC- holders no cost, \$30.00 maximum fee payable.	As 'Bereavement' counselling services have only just commenced in regional Victoria, there are no established benchmarks yet. Each Human Services Region in Victoria has a .5 position available to service the whole region, from the initial roll-out of funds.
Counselling		Alzheimer's Australia Vic	Counselling, information, support.	168 High Street, Rutherglen	In Yarrawonga Tue 9am-5pm	individual, general community, service providers	approximately 25	2%	0-99 years	NFP, Federal & State plus donations	Cobram, Rutherglen	Excellent	Being established as demand increases	N/A	Not fully utilised	Nil - outreach services are available.	N/A
Counselling		Goulburn Valley Community Health Service	Drug and Alcohol Counselling	Community Health Centre	Each Monday of every week	Meeting with clients usually one on one for an hour session, have met with up to six clients a day	approx. 120	15 - 20%	0-99 years		Cobram or Wangaratta	Good	Like all services there could be improvements however as our primary role is to provide counselling and continuing care I believe we have met this need with a quality service		The service is free so any residents are those of our clients i.e.: public transport/no money/inability to attend due to intoxication or drug affected behaviours		

Counselling	Family Care, Child and family Services and carer services	Support Services to families, usually in the family's home - 1) counselling, assisting with children's routines, care and protection. 2) Support, information and respite for carers of aged and people with a disability. 3) Recreational programs and host matching for young people with a disability	Main Office is in Shepparton - 19 Welsford Street, Shepparton, but services visit clients in their homes	Monday to Friday 9am - 5pm by appointment to ensure that client is at home. By appointment in Yarrawonga	N.A		0%	0-99 years	State Government	Wangaratta	Service meets all relevant standards	1) Waiting list 2) No waiting list 3) No waiting list	N/A		Distance	Industry standards apply
Financial Counselling	GV Community Health Centre	Financial Counselling	YNH Services, 1 Hargrave ct, Yarrawonga	Monday 10m-4pm	max 5 clients/ day	220 across Moira shire	5%	0-99 years	Dept of Justice	Shepparton	Excellent	No waiting list	Adequate	uptake rate 136hrs/ year		N/A
Self Help Group	Al-anon	Provide a service to families of people who have alcohol issues	Christian Outreach Centre, Williams St	Wednesday 10.30am - 12.00 noon	N/A	No response	Service is available for NSW people, not comment on numbers	0-99 years	no funding, self supporting	Shepparton	N/A	No waiting list, people may miss out as they do not know that the service exists	Fine	varies between 2 - 20 people per week	None	N/A
Tax Help	Tax Help Program	Trained Volunteers assisting with Tax returns	YNH Services, 1 Hargrave ct, Yarrawonga	See YNH Services	8 clients/ day pending office availability	217	20%	0-99 years	None	Cobram	Good, Volunteers registered by ATO annually	Availability of volunteer/ client and office space is the limiting factor	See YNH Services (Community Facility)	100hrs/ year	None	None

Yarrawonga Community Services and Facilities Audit

AGED AND DISABILITY

SERVICE/INDUSTRY TYPE	NAME	SERVICES/FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK	OTHER COMMENTS
Arthritis Support Group	Yarrawonga/ Mulwala Arthritis Shg. Etc	Exercise/advice for participants on keeping good general health	PO Box 602 Yarrawonga 3130 / Old Library Building Mon/WE 9am - 10am	9AM - 10AM Mon/Wed	6-8 only need room to move around	22	3 percent	50+ years	Members pay \$2 each meeting and exercise group. Received \$500 from Disability Funding Human Services 2007	At other self help groups in NSW/Victoria	Good	No. Unfortunately not many people are into the exercise classes	Okay	1-6 2 mornings a week. If we had a heated pool would have many more as several go to Wangaratta weekly	Most of group walk or drive car to group functions. Bus from Mulwala not early enough for those people to come to exercises	Available to any person who suffers from arthritis or injury.	Unfortunately many folk don't see the need for our group but prevention is better than none.
Community Health	Dept. Human Services	Disability Case Management	Via 43-47 Rowan St, Wangaratta	9am - 5pm, Mon - Fri						Wangaratta, Shepparton						Disability Act 2006 - transformations continue to occur in response to changes in legislation, government policy, technology and community attitudes	
Community Health	Dept. Human Services	Individualised Planning	Via 43-47 Rowan St, Wangaratta	9am - 5pm, Mon - Fri						Wangaratta, Shepparton						Disability Act 2006	
Community Health	Dept. Human Services	Specialist Services	Via 43-47 Rowan St, Wangaratta	9am - 5pm, Mon - Fri						Wangaratta, Shepparton						Disability Act 2006	
Community Health	NE Health Wangaratta	Visiting Aged Psychiatric services	Home visits or hospital visits	By appointments	have capacity to address the need	50	10%	65+	State Govt.	Shepparton	Good	No waiting list	N/A	N/A can meet need	None	No	
Community Services	Northern Disability Services Inc.	Community Friendship Group	YNH Services 1 Hargrave Ct, Yarrawonga	Friday 9am - 1pm	N/A	15	10%	16+	None as this is established as a self help group	Cobram	Good	No waiting list	Facility is free. The activities are limited by the YNH Community Facility (see General Community)	N/A - increased demand can be met	See YNH Services (General Community/Community Facility) In particular there is no disabled parking or curb access	None	
Disability Services	Northern Disability Services Inc.	Activities for people with disabilities	YNH Services 1 Hargrave Ct, Yarrawonga	Saturday 9am - 1pm	Depending on need have ration of 1:6 (carer: participant)	6 group	Yes but limited by Funding	16+	State & Federal Funding	Cobram	Good	No waiting list but do make referrals	see YNH Services (General Community/Community Facility). In particular there is no wet area and the kitchen facilities are inadequate	6 per group- No more capacity with current funding levels	See YNH Services (General Community/Community Facility) In particular there is no disabled parking or curb access	None	

SERVICE/ INDUSTRY TYPE	NAME	SERVICES/ FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK	OTHER COMMENTS
HACC Services	Moira Healthcare Alliance	Delivered meals	100 Belmore St, Yarrowonga	830am - 5pm	Per DHS Targets	105	Yes	0-99 (Aged & Disabled)	DHS & Moira Shire	Shepparton, Wangaratta	Surveys indicate high quality.	N/A	Adequate	N/A	Knowledge	HACC Targets	
HACC Services	Moira Healthcare Alliance	Home Care	100 Belmore St, Yarrowonga	830am - 5pm	Per DHS Targets	288	No	0-99 (Aged & Disabled)	DHS & Moira Shire	Shepparton, Wangaratta	Surveys indicate high quality.	Inadequate	Adequate	N/A	Knowledge	HACC Targets	
HACC Services	Moira Healthcare Alliance	Home maintenance	100 Belmore St, Yarrowonga	830am - 5pm	Per DHS Targets	129	No	0-99 (Aged & Disabled)	DHS & Moira Shire	Shepparton, Wangaratta	Surveys indicate high quality.	Adequate	Adequate	N/A	Knowledge	HACC Targets	
HACC Services	Moira Healthcare Alliance	Personal Care	100 Belmore St, Yarrowonga	830am - 5pm	Per DHS Targets	65	No	0-99 (Aged & Disabled)	DHS, HACC Funding & Moira Shire	Shepparton, Wangaratta	Surveys indicate high quality.	Inadequate	Adequate	N/A	Knowledge	HACC Targets	
HACC Services	Moira Healthcare Alliance	Planned Activity Group	100 Belmore St, Yarrowonga	830am - 5pm	Per DHS Targets	100		0-99 (Aged & Disabled)	DHS & Moira Shire	Shepparton, Wangaratta	Surveys indicate high quality.	Adequate	Adequate	N/A	Knowledge	HACC Targets	
HACC Services	Moira Healthcare Alliance	Respite Care	100 Belmore St, Yarrowonga	830am - 5pm	Per DHS Targets	33	No	0-99 (Aged & Disabled)	DHS & Moira Shire	Shepparton, Wangaratta	Surveys indicate high quality.	Inadequate	Adequate	N/A	Knowledge	HACC Targets	
Health Care	Villamaria	Respite funding, HACC response service, Community age care packages, Commonwealth Care link centre (for Hume Region)	190 Benalla Road, Shepparton, VIC 3630, Home Visits in Yarrowonga	9.00-5.00 Mon-Fri with a 24 hour phone service. Yarrowonga by appointment, however working on a set day.	N/A - Carers can call at any time.	125 people from Yarrowonga.	No	Carers of people who are aged or disabled.	Are limited by who they can fund - they must be a carer.	Upper Murray Family Care	Very good with up to date technology and qualified staff.	No waiting list however people may miss out if they don't know about us.	N/A as home visits	20 - 30 per week, reoccurring clients and new clients	None	N/A - certain legislations have to be followed.	
Parkinson's Group	See Community Health Centre	Meetings and social activities	30 Piper Street Yarrowonga	Group meets monthly	Includes Social Activities	20 people on mailing list	10%		Community & Women's Health Program	Cobram	Client feedback has been positive, there is always a demand for more respite options	No Waiting List at present				N/A	
Respite Care	Northern Disability Services Inc.	Respite and outreach for people with a disability	Community based and in home support	On demand	Support Services for 20-25 people per week	20-25 for Yarrowonga	Yes, 10%	People with disability, ABI, mental illness or aged	State and Federal	Cobram	We are looking to expand to better facilities	No waiting list	Can respond to demand - determined also by funding	Transport	None		People are missing out on having a Respite Centre in their local community
Senior Citizens Clubs	Yarrowonga Senior Citizens Club	Various entertainment and outings for members	23 Hovell Street Yarrowonga 3730	Club day Wednesday 1pm-4pm. Tuesdays and Thursdays from 1pm to 4pm for bowls	Capacity for 100 members	35 Members	6%	Mainly over 80 years	Funded by MHCA + fundraising	Cobram	N/A	Service adequate - quantity is under CA	Quite adequate	15-25 people on 1 afternoon per week, 1-6 people on 2 afternoons per week	Probably none since the introduction of the local transit bus	No	People tend to go to clubs with pokies now. Membership used to be over 100.
Senior Education 50+	SECAS	over 50's Education & Recreation	YNH Services 1 Hargrave Ct, Yarrowonga	see YNH Services (General Community)	2 morning and 1 afternoon session per month. Max 20 people per session	304	20%	50+ years	State Govt.	None	N/A (activities include guest speakers etc)	There is no waiting list. (space is the limiting factor)	see YNH Services (General Community/Community Facility)	34 Hrs/yr	See YNH Services (General Community/Community Facility) In particular there is no disabled parking or curb access	N/A	

Yarrawonga Community Services and Facilities Audit

HALLS & FACILITIES

SERVICE/INDUSTRY TYPE	NAME	SERVICES/FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK	OTHER COMMENTS
Community Halls	Yarrawonga Shire Community Hall	Public Hall	Belmore Street Yarrawonga	As required	Sit 300	163 bookings	N/A	0-99 years	Moiria Shire Council - Section 86 Committee	Cobram & Wangaratta	N/A	No waiting list	Good	Average usage 4 evenings/Wk	Varied Holiday hire charges. \$13 - \$29/HR - this could be prohibitive to users	N/A	Increased usage can be met.
Community Services	Yarrawonga Pool	50m pool, 15x15m toddlers, 36m H2o slide, future splash pool, kiosk x2.	Foreshore Burely Street	1st Dec, End Mon Labour Day March, School terms 3-7, Holidays 10-7pm weekends, over 38 degrees Celsius until 9pm.	1:100 lifeguard, unlimited	Foreshore - \$3110 06/07, pool - 7632	yes - no idea (of percentage)	0-99 years	MS + ticket sales	All abilities (?) otherwise Cobram, Tungamah	Good	No waiting list	Good	Weather dependent	No public transport, wheelchair access to park no good	RLS Society e.g. Lifeguard ratio, OH&S etc.	2007/08 season family adult child \$110, 55, 45 \$3, 50 adult \$2 kids, weekly family tickets \$40
Government	YGA Showgrounds, Victoria Park Comm. Of Mgmt.	Management of Yarrawonga Showgrounds and Victoria Park on behalf of Moira Shire Council (we are a section 86 committee)	Enclosed by Woods Road Dunlop Street and Gilmore Street	24 hours, seven days a week.	Arrange of buildings that can cater for small and large groups. Bookings through Committee of Management	15 groups use the facility throughout the year		0-99	Moiria Shire Council funds and manages this reserve in partnership with Section 86 Committee of Management. User groups also contribute some funding for maintenance and operational costs	Cobram	Ok could be improved with funding	Very good	Very good	Approx 15 groups are regular users of the facility ranging from annual events such as Spring Show to sports such as table tennis and darts a couple of times each week.	Previous bookings	N/A	The more funding the better the facilities. A consultant is currently reviewing the facility.
Government	JC Lowe Oval	Football and cricket club oval and pavilion.	Burley Road Yarrawonga	24 hours, seven days a week.	Arrange of buildings that can cater for small and large groups. Bookings through Committee of Management	4 sporting clubs		0-99	Moiria Shire Council funds and manages this reserve in partnership with Section 86 Committee of Management. User groups also contribute some funding for maintenance and operational costs	Mulwala	Well maintained, high quality management	Very good	Very good	Approx 4 sporting groups their members and supporters use the facilities throughout the entire year. Also used for functions.	Previous bookings, costs	N/A	
Community Halls	Rowing Club	Rowing	Bort's Road, Yarrawonga	N/A	Unlimited		10%	13-80	N/A	Corowa	N/A	No Waiting list	Need Improvements - i.e. town Water and Sewer. Kitchen is OK		Water and Sewerage problems inhibiting the service. Toilets not accessible for disabled.	N/A	Hall will be available once power, water and sewerage is fixed up.

Yarrawonga Community Services and Facilities Audit																	
HOUSING																	
SERVICE/INDUSTRY TYPE	NAME	SERVICES/FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK	OTHER COMMENTS
Boarding House	RSL Sub Branch	Boarding house for retired veterans	28 Piper Street Yarrawonga	N/A	4x1 bedroom units, 4 rooms for boarders	10		55+ years	RSL funding		Very Good	four units	quite adequate		none	None	
Nursing Homes	Bentleywood - Woods point aged care	Aged Care & Respite Services	75-85 Orr Street Yarrawonga	24 Hours	100 residents - 70 low care, 30 high care 3 full time respite beds	100	30%	70+ years	Commonwealth funding	Yarrawonga	Met all aged care accreditation standards at last assessment	We have an extensive waiting list and will be applying for 30 more funded beds in the next aged care approvals round	Brand new building	Full	None	N/A	N/A
Rental Assistance	Office of Housing	Public Housing, low cost housing, bond loans	YNH Services, 1 Hargrave ct, Yarrawonga 1 hour once per week, also home visits	outreach	3-5 clients at YNH, plus all day home visits 8.30am-5pm by demand	20 per week for 30 weeks	0%	0-99 years	State Govt	Wangaratta and Shepparton	Very Good	Huge waiting list	Adequate		Low income only due to income & asset limit for eligibility. Transport also an issue.	None	Policy change may affect service. The demand is increasing due to less properties and more people.
Rental Assistance	Common Equity Renting (CERC)	Property management & low cost rent cooperative	YNH Services, 1 Hargrave ct, Yarrawonga	5 hours on Tue call for more information 57 431 043	Room booked for 1 day/ week for administration of the organisation	N/A	0	0-99 years	N/A	N/A	Good	4%	YNH Services unable to provide permanent or private office space	260 hours/ year	N/A	None	
Residential Aged Care	Warrina Hostel (private non-profit managed by YDHS)	Low Care Residential Facility	33 Piper sty, Yarrawonga	24 Hours a day	28 low care residents	28	Yes	65+ years	State & Fed	Woods Point Yarrawonga	Passed all accreditations, spot visits included	Yes - people on list not all wanting to enter aged care currently	Upgrading currently	100.00%	None	N/A	N/A
Residential Aged Care	Allawah Hostel (managed by YDHS)	Dementia specific Residential Facility	33 Piper sty, Yarrawonga	25 Hours a day	29 + 1 respite	30	Yes	65+	State & Fed	Cobram	Passed all accreditations, spot visits included	Yes	Yes	100.00%	Diagnosis of dementia		
Residential Aged Care	Karana Hostel (managed by YDHS)	High Care Residential Facility	33 Piper St, Yarrawonga	24 hours, seven days a week.	30 + 1 respite	30	Yes	65+	State & Fed	Woods point	Passed all accreditations, spot visits included	Yes	Brand new building	Full	No		

Yarrawonga Community Services and Facilities Audit

GENERAL COMMUNITY

SERVICE/ INDUSTRY TYPE	NAME	SERVICES/ FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK	OTHER COMMENTS
Community Facility	YNH Services	Neighbourhood House, Adult Education & Training, Centrelink Agency, Tax Help Program, Community Development, Rental space for visiting services/ organisations	1 Hargraves Ct, Yarrawonga	Advertised core office hours 9.30am - 4.00pm, Centrelink (9.30am - 2.30pm), Training and courses run in evenings and on weekends also.	Comfortably host 6 networked computers, training for 12 people, 1 interview, 1 Centrelink client and staff of 3.	14942 - this includes 2737 general inquiries	20%	All - in particular low income, unskilled & or socially isolated people	State and Federal Government + approx 30% Fee for service + NSW Clubs contribution through CDSE (Community Development Support Expenditure	Cobram	Can have trouble finding qualified trainers. Quality of service limited by physical facilities. Courses quality reduced as a result of overcrowding (8 computers available, intake for other courses up to 20). There is no privacy, waiting room, reception area.	Physical facilities limit the number and type of activities/ sessions offered. Groups have ceased meeting as a result of not being able to secure ongoing & or private meeting space e.g. Yarrawonga Tenants group	Inadequate office, storage space, and training facilities. There is no disabled parking or curb access. There is no privacy, safe play area, customer waiting room, reception area, staff room, wet area. There are only 2 toilets. Ideally this facility would support approx 4 EFT's, currently 5.9.	Overcommitted. 260hrs Community Meetings/ yr. Forced to use external venues 570hrs/ yr. Use training and waiting rooms for administration needs.	No disable parking	None. There will be an increasing demand for retraining older workers due to the need for increased level of participation in the workforce	There are distinct periods of peak demand, generally between March and Oct during school terms are the busiest times and that is when the capacity of the house is stretched.
Community Facility	Moira Healthcare Alliance	Shire Reception	100 Belmore St, Yarrawonga	830am - 5pm	N/A	N/A	No	Frail Aged and Disabled	Moira Shire	Cobram	Surveys indicate high quality.	N/A	Adequate	NA	Knowledge	HACC Targets	
Community Facility	Community Health Centre	Community Health Centre (Allied Health Services) & Yarrawonga District Health Service	30 Piper st, Yarrawonga		See individual services	1984 clients received 5798 occasions of service from allied health professionals, plus see individual service client numbers	15.50%	0-99years	YDHS is block funded based on historical throughput. This funding is moved between programs within the service. Increasing population does not necessarily mean an increase in funding	Cobram	High Quality Service - have full accreditation through the Australian Council on Healthcare standards and the Aged Care Standards and Accreditation Agency	Currently the capacity is able to adequately service the direct catchment area.	The Community Health Centre desperately needs to be moved to more suitable facilities. The administrative area also needs funding to be able to move into the old acute building. Funding for the second stage of the master-plan is required for this to occur.	N/A	None	The health industry is continually advancing and transforming.	
Community Group	NEVACC (North East Victorian Area Consultative Committee)	NEVACC recommends projects suitable for e.g. Regional Partnerships Federal Funding that meet the guidelines of the NEVACC Regional Strategic Plan	N/A	N/A	N/A	N/A	N/A	0-99 years	State Government	N/A	N/A	N/A	N/A	N/A	N/A	N/A	See Julies comments
Community Group	Yarrawonga Mulwala Community Forum	Community organisation representing all sectors of the community	Yarrawonga Town Hall	Virtual organisation so members can be contacted anytime	N/A	N/A	N/A	0-99 years	None	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Office space, a town coordinator and a web site are required in Yarrawonga

SERVICE/ INDUSTRY TYPE	NAME	SERVICES/ FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK	OTHER COMMENTS
Community Health	Sandra Heaney Optometrist	Optometric Practise	84 Belmore Street, Yarrawonga	9am - 5pm Monday - Friday	14 full consultation appointments per day and up to 28 on Fridays (2 optometrists)	3,000	20%	0-99 years	Medicare allows for bulk billing for both Vic and NSW residents. Provision of low cost spectacles through pension is available to Victorian residents	Cobram	Excellent quality with latest testing equipment, lens and contact lenses available	Generally we are booked 2- 3 days in advance with emerging appointments always available on day its required	All equipment has been recently updated including office computer system	We are fully booked every day of operation	As we bulk bill customers there is no cost restriction in accessing our service. Wheelchair access is provided.	1 optometrist per 10,000 people	
Community Health	Vision Australia		Based in Shepparton. Home visits in Yarrawonga	By appointment				0-99 years									
Community Health	Yarrawonga Denis Medical Group	Medical care and management	10 Woods Rd Yarrawonga, Yarrawonga Distinct Health Services	M-F 9-6pm Sat 9- 12 When on call Sundays 10-12 All after hours care is facilitated at YDHS	Our books remain open to residents of Yarrawonga and Tourists	39,900 patients were seen by clinic Dr's	6%	0-99 years	Client Fees and Medicare rebate	29 Hume Street Yarrawonga	We have an after hours shared care service in place which provides the town and visitors with high quality medical care	Service is good, we currently have no waiting lists; anyone can be seen daily	excellent building		None. We have excellent access to our building and local public transport at the door	N/A	Hopefully with new government initiatives we will see more doctors trained and entering our clinics and hospitals.
Community Health	Yarrawonga Medical Clinic	General Medical practice	29 Hume St, Yarrawonga	8.30-6 Mon - Fri, 9 12	6-7 Doctors	8000	Yes but don't know how many	0-99 years	Health Insurance Commission - Medicare rebate	10 Woods Rd, Yarrawonga	Excellent but can be limited by number of Doctors available	Attempt to get all clients seen within 1 week	Purpose built - excellent	Limited by # doctors	Are not bulk billing.	N/A	
Community Health	Community Health Centre	Podiatry	30 Piper St, Yarrawonga	Mon - Fri 8.30 - 5.00	All disciplines included in figures.	786 clients 2980 Occ of service	15%	0-99years must be HACC eligible		Cobram							
Community Health	Community Health Centre	Dietetics	30 Piper st, Yarrawonga	Mon - Fri 9am- 5pm check		142 Clients 254 Occ of Service	13%	0-99years		Cobram							
Community Health	Community Health Centre	Occupational Therapy	30 Piper st, Yarrawonga	Mon - Thu 9am- 5pm check		218 Clients 410 Occ of Service	6%	0-99years		Cobram							
Community Health	Community Health Centre	Physiotherapy	30 Piper st, Yarrawonga	Mon - Fri 9am- 5pm check		135 Clients 539 Occ of service	16%	0-99years must be health care card holder/ pensioner		Cobram							
Community Health	Community Health Centre	Health Promotion	30 Piper st, Yarrawonga	Mon - Fri 9am- 5pm check		1974 Hours		0-99years		Cobram							
Community Health	Community Health Centre	Counselling Services including - generalist counsellor, welfare case workers and homeless assistance worker	30 Piper st, Yarrawonga	Various depending on particular service		364 Clients 984 Occ of service	15%	0-99years		Cobram							

SERVICE/ INDUSTRY TYPE	NAME	SERVICES/ FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK	OTHER COMMENTS
Community Health	Community Health Centre - outreach services	Visiting Services - Inebriety, Drug & alcohol counsellor, hearing services, CASA, Diabetes prevention Program - see GV CHS	30 Piper st, Yarrawonga	9am - 5pm Mon - Fri		These services only use a room at the CHC. No stats are kept by CHC on who attends.		0-99years		Cobram							
Community Health	Yarrawonga District Health Service	Inpatient Medical - includes low risk obstetrics, haemodialysis (Mon-Fri)	33 Piper st, Yarrawonga	24 hours, seven days a week.	26 Bed	2222		0-99years		Acute patients - Wangaratta or Metropolitan hospital		Acute facility re-built 2 years ago					
Community Health	Yarrawonga District Health Service	Inpatient Surgical	33 Piper st, Yarrawonga		one operating room	536		0-99years		Cobram		No					
Community Health	Yarrawonga District Health Service	Day stay Unit	33 Piper st, Yarrawonga		5 bed stay units			0-99years		Cobram							
Community Health	Yarrawonga District Health Service	Emergency Dept.	33 Piper st, Yarrawonga	24 hours, seven days a week.		2329		0-99years		Cobram							
Community Health	Yarrawonga District Health Service	Radiography Services	33 Piper st, Yarrawonga	Mon - Fri, limited after hours		2540		0-99years		Cobram							
Community Health	Yarrawonga District Health Service	Palliative Care & District Nursing Service	33 Piper st, Yarrawonga			193 District Nursing clients received 4426 occasions of service		0-99years		Cobram							
Community Service	Carers Support	Support meetings, special events, carer education	YNH Services, 1 Hargraves Ct, Yarrawonga	See YNH Services	Limited by YNH Services staff availability. Meet monthly (comfortable capacity of 12)+ special events	59 on mailing list (average attendance per meeting 18)	20%	16+	State Government	Wangaratta		This service is given priority so there are no waiting lists but times of high demand may impact on other services	See YNH services (General Community/ Community Facility). In particular there are no facilities for prams.	43 hours/ year activities provided to group of on average 18. 240hrs/ year private phone or office support sessions			No disabled parking and no kerb access
Community Service	Regional Information & Advocacy Council (RIAC)	A referral service, information, advocacy, advocate for Aboriginal & Torres Strait Islanders, education and a service to multi cultured people.	190 Benalla Road, Shepparton	9.00-5.00 Mon-Fri	is a large capacity, if a waiting list is going to occur then they make referrals	Not recorded in town format	None	Any age, multi-cultural or disabled person along with families and carers.	Have a number of funding bodies with different requirements under each body.	Woodonga	Very adequate. Nice facilities, equipped with adequate technology to perform duties.	Usually there is no waiting list. Some people may not be aware of the service but they are in the process of educating the community	A public place is used to meet with clients.		None due to the usage of a public place.		
Community Service	Yarrawonga Cancer Support Group	Support to people affected by cancer		Operate from the homes of members	N/A	Less than 10	25%	People affected by cancer	Donations, raffles, cake stalls, etc	Another cancer support group in Yarrawonga and 1 in Cobram	Satisfactory	Satisfactory	N/A	Less than 10 per annum	None	No	A growing population will mean that there is a greater need for groups such as ours

SERVICE/ INDUSTRY TYPE	NAME	SERVICES/ FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK	OTHER COMMENTS
Community Services	Cobram Gateway	Day program services, supported accommodation, respite, out of hours w/e programs	Shire of Corowa, Moirra Shire, Shire of Berrigan, MV Highway, PO Box 33 Cobram VIC 3644	Main Campus Mon - Fri 9.00 - 5.00 Opportunity Shop Mon - Fri 9.30- 4.30 Sat 9.00 - 1.00	50 clients for Main Campus and 20 Volunteers at Opportunity shop	12 clients in Yarrawonga	20%	18-65 years	DHS & Op Shop in Cobram. Is based on client attending service. Not all clients are funded. Open door policy for people with disabilities.	City of Greater Shepparton	Staffing is good but technology needs upgrading	No waiting lists	Main campus is not adequate due to increased numbers. Opportunity shop is adequate.		Possibly distance	State disability service standards	
Community Services	DHS - Youth Justice	Supervise court orders	YNH Services, 1 Hargraves Ct, Yarrawonga + house calls	By appointment	N/A	Don't know	0%	10-18 years but can go to 21 years	State Govt	Wangaratta, Benalla, Shepparton	Good	Have to respond to demand - court order	YNH Services are adequate	N/A	N/A		
Community Services	Moirra Healthcare Alliance	CALD services	100 Belmore St, Yarrawonga	830am - 5pm	N/A	n	n	0-99 (Aged & Disabled)	DHS	Other DHS Regions	Surveys indicate high quality	N/A	N/A	N/A	Service is about this exact issue		
Community Services	St Vincent De Paul Society Victoria Inc	Welfare	Conference Office, 141 Belmore St Yarrawonga	By appointment between 1pm - 3pm Mon to Friday	3-4 interviews daily	Approx 1000 interviews covering families of approx 1200 adults & 1000 kids	Approx 10%	0-99 years		Wangaratta and Cobram	Reasonably adequate. Can have a shortage of volunteers	OK	3-4 Interviews per day	No	No		
Community Services	Volunteer Program	Provide support and on the job training for volunteers	YNH Services, 1 Hargraves Ct, Yarrawonga	9am - 3pm Mon - Fri	Current capacity 1 volunteer at a time. This is limited by space and a lack of coordinator hours	approx. 4000	n/a	18+	CDSE a& State Govt	Not Known	Facilities limited by space & time of support coordination	See YNH Services (General Community/ Community Facility)	Given the current limitations the program is at capacity	None	N/A		
Community Services	Work Options	Injury Management Specialist	YNH Services, 1 Hargraves Ct (8hours/ year), Yarrawonga or home visits	By appointment - generally clients are referred	N/A	10	small %	0-99 years	Paid for by referrer (e.g. insurance companies)	Wangaratta	Very good	No waiting lists	adequate	No	104hrs/ year		
Community Services	Yarrawonga Chamber of Commerce and Yarrawonga Muirala Development	Promotion of Yarrawonga, representation for businesses, business networking, Community Representation, lobbying for improved community facilities	No Fixed address	We meet at least once monthly	N/A	61 Members in Chamber of Commerce	11%	N/A	N/A	Cobram	N/A	No waiting lists	No adequate facility	Transport has improved with a daily bus service to Wangaratta and a town bus but there is still a cost involved with accessing services out of town		Office space for Community Organisations is desperately needed in Yarrawonga	
Community Services	YNH Services	Social & Craft activities	YNH Services, 1 Hargraves Ct, Yarrawonga	1 * half day/ week	6 people per session is ideal	8 people per term	20%	15 years	State Government	Cobram	Inadequate due to lack of space so the group relocated in Oct 2007	There was no waiting list	See YNH services (General Community/ Community Facility). In particular there are inadequate kitchen facilities and access to all abilities resources	90hrs/ year	Needs to be during school hours.	N/A	

SERVICE/INDUSTRY TYPE	NAME	SERVICES/FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK	OTHER COMMENTS
Education	Department of Education and Early Childhood Development. (DEECD)	Full support for Government schools, teachers, students and the wider school community	Arundel Street Benalla	8.15 - 4.36 5 days a week.	Support for all Government schools	N/A	Some students live in NSW	All of Hume regions school communities	Govt. funded	Bendigo	Satisfactory	No. All schools are serviced	Schools receive Govt. funding for general maintenance. Regional Officer Resources Unit covers larger items.	Schools are occupied 5 days a week.	Free transport is available for all students going to their nearest school if the community agrees.	Schools tend to grow to accommodate students. School can close, if numbers drop	
Education	Moirra Healthcare Alliance	Training and Education	Yarrawonga	N/A					MHA	Only Model in Australia -now known as the Moira Model	Recognised with a State Training Award	Students chosen by application	Improving with investment	N/A	None		
Education	Mulwala Public School	Schooling for students Kinder - Year 6	Melbourne Street Mulwala	8.30 - 3.30 - school, 3.30 - 4.30 Tues and Fri after school activities	Education for 85 students	85 students	93%	students - 5 - 12	NSW Dept. of Educational and Training	Yarrawonga	Excellent	Excellent	Good	N/A	Nil	Age 5-12	
Education	Sacred Heart College	Education, Catholic, Co-Ed 7-10	Witt Street PO Box 286 Yarrawonga Vic 3730	8.30 to 4.30	Education 230 Students	Approx. 230		12-17 years	State and Federal funding @ 75%	Wangaratta	Excellent - looking at future planning for possible expanded service	No waiting lists	Good, but a bit tight for yard space.	Full use 5 days/wk	None	Don't know	
Education	Sacred Heart Primary	A quality Catholic education to the families of Yarrawonga and district	Piper Street Yarrawonga	8.30 - 5pm M-F during school time	Education for 360 - 375 students	In the past 12 months our enrolments have increased by 24 students	Yes. 18% of our student population come from NSW	5-11 years	There is never enough funding to cover the needs of our students	Wangaratta and Benalla	We are trying our very best with the funding we obtain to assist all our students	No	Very good	N/A			
Education	Yarrawonga Primary School and Secondary College	Education to 800 students at the Public Primary and Secondary Schools	YPS - Tom Street Yarrawonga, YSC - Pinniger Street Yarrawonga	Officially 9.00 - 3.00. Facilities (particularly at the secondary college) are used outside these hours	Education of students at both levels. Current facilities at YPS are designed to cater for 280 students, current enrolment 406. YSC facilities are inadequate for current enrolment 400.	806 students - YPS: 406, YSC - 400	YPS - 5%, YSC - 10%	Average 12-17 years	Services funded on a model of personnel to credit facilities to provide services at the local level. This is limited by availability of services and regulated via the Dept. of Education	Cobram, Rutherglen, Tungamah, Mulwala	This is variable according to need at the time. In peak need times some services for students and parents are inadequate	Not at the current time	We are currently involved in a process to renew state education facilities in Yarrawonga. Current facilities are based on Years prep-6 and 7-12 on two sites with inadequate buildings	YPS - 406 students, 33 staff and approx. 50 parents/helpers per day, YSC 400 students, 50 staff and approx. 20 parents/helpers per day	None	N/A	Schools are currently attempting to develop a P-12 College in 3 precincts P-4, 5-8 and 9-12. This will involve the potential of state schooling being located on a Greenfield site.
Education	YNH Services	Diverse range of courses for all types of people	YNH Services, 1 Hargraves Ct, Yarrawonga	Day, night, weekend. 7 days/week depending on the program	Ideally 1 training room for 12 people and 6 networked computers	Approx 1800	20%	16+	Fee for service + State and Federal Government + CDSE	Cobram	Lack of tutors can be a problem. Tutors travelling costs can increase the cost of the courses.	Capacity and type of courses offered is limited by facility.	See YNH services (General Community/ Community Facility).	1385 hrs/ year	There are limited facilities for disabled people	Australian Quality Training Framework Regulations	

SERVICE/ INDUSTRY TYPE	NAME	SERVICES/ FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK	OTHER COMMENTS
Government Service	Centrelink Agency	Centrelink functions	YNH Services, 1 Hargraves Ct, Yarrawonga	9.30am - 2.30pm Mon - Fri	1 client at a time. 1 dedicated staff member	6907	20%	0-99years	Federal Government	Cobram	Good. Improvements could be made by having more and better information displays, and more trained staff to back up in busy times	Queuing can occur at times	See YNH Services (General Community/ Community Facility). In particular there is no waiting area or separate self help area. The office is too confined and therefore inefficient. Privacy of discussions and paperwork is an issue.	Average 28 clients/ day	The space is vary confined which makes family visits of people with prams etc difficult	N/A	All Victorian tenants, landlords and people with transactions in VIC. Spend more time focusing on people who are vulnerable and disadvantaged.
Government Service	Consumer Affairs Victoria	Information, consultation, registration, licensing, projects	62-68 Ovens Street, Wangaratta VIC 3677	9.00-5.00 Mon-Fri Wangaratta or once a month at Cobram Community House (10.30-3.30)	As many people who require it.	Not recorded specifically for Yarrawonga	Yes but only people who have something contracted in Victoria.	0-99years	Government department	Cobram	N/A	No waiting lists	Brand new building.	N/A	As the regional office is in Wangaratta people may be limited by distance, no face to face access.	Meet the needs that exist. Provide a mobile service to every LGA in the area.	
Libraries	Goulburn Valley Regional Library	Public Library service	Yarrawonga Library - 26-20 Belmore Street Yarrawonga 3730	Tuesday to Friday 10.00am to 5.30pm, Saturday 9.00am to 12	N/A	3,084 members; 39,652 library visits in 2006/07	10.20%	0-99 years	Local Government, State Government	Mulwala	Current service and facility both good	Service good and well utilized by public. A busy library	Building is good quality. Library has a great location in main street	39,652 visits in 2006/07 year. 66,767 loans in 2006/07 year	None		
Religion	Church of Christ	Christian Church Service and Outreach Meeting Personal Need of Community	11 Orr Street Yarrawonga	Sunday am & pm, various mid-week meetings	120 people approx. and counting - funerals more	250 including visitors plus many more counting funerals and weddings	20%	0-99 years	Donation	Numurkah	Satisfactory	No waiting lists	Adequate	Varies greatly 1 - 200 people 2 - 5 times per week	None	No	Sadly too many retiring here are only lovers of leisure and pleasure
Religion	Presbyterian Church	Church services, Sunday School, Outreach to aged care homes, and visiting people in their homes/hospital	C/- Malcol Browning 57443093 (Session Clerk) PO Box 162 Yarra 3730	8am to 10pm	N/A	N/A	20%	0-99 years	Church Income - collection, fund raising and donations	Other churches and combined churches Yarra/Mul	N/A	N/A	N/A	Lack of communication	N/A		
Religion	Sacred Heart Parish, Yarrawonga	Worship, education, pastoral care, community support	Witt Street Yarrawonga. Church, old convent, meeting room and 2 schools	N/A	N/A	Average weekends (Sat night/Sun morning) Attendance at mass - 400 (incl Tung with 40 attending) Sacred Heart Primary School - 360 Sacred Heart College (Yrs 7 -10) -241	15-20%	0-99years	Funding effects provision of educational services	Cobram or Wangaratta	We are about fostering community, helping people to support one another, making people feel welcome etc. We tough peoples lives in their highs and lows, births, deaths, sickness, marriages, anniversaries and in their need.	The growth in Yarrawonga has put pressure on our schools. We are in the process of planning new facilities for the future requirements.	Church - Parish facilities are adequate. Schools are inadequate - need to expand beyond present sites.	The old convent & meeting room are regularly used for parish meetings, social functions, hospitality after weddings, funerals etc, used by our schools during school hours and community orgs.	Not answered	N/A	

SERVICE/INDUSTRY TYPE	NAME	SERVICES/FACILITIES PROVIDED	LOCATION	OPENING HOURS	SERVICE CAPACITY	2007 CLIENT NUMBERS	% CLIENTS NSW	SERVICE AGE COHORT (ABS Census)	FUNDING SOURCE	NEAREST EQUIVALENT SERVICE	SERVICE QUALITY	ADEQUACY OF CAPACITY (waiting lists)	ADEQUACY OF FACILITIES	2007 UPTAKE RATE	FACTORS AFFECTING ACCESS TO SERVICE	INDUSTRY BENCHMARK	OTHER COMMENTS
Religion	Yarrawonga Regional Uniting Church	Worship, weddings, funerals, community and welfare support	Cnr Tom and Piper Street Yarrawonga	9.30 - 10.30ish Worship on Sundays and weekday services at the various aged car facilities. Funerals are catered for if required	160 in church plus another 100 in the hall	220 clients	15 - 20%	0-99 years	Self funded	Cobram	Very good	Adequate	Adequate	Hall used by 5 - 30 people 7 days per week	no restrictions		
Religion & Community development	Anglicare Victoria (Hume Region)	Community development through the Diocese of Wangaratta in partnership with the Anglican churches and service providers.	Co-ordinated from the Regional office in Wangaratta.	9.30 - 4.00 Mon - Fri Wangaratta an emergency relief service 10-12 and a financial counselling 11.30-3.30 thus.	Anything is negotiable and we respond to service needs and gaps in consultation and collaboration with local service providers and faith groups.	100-150 children and 40 volunteers per quarter.	Yes	All ages pending need in NE Vic and SW NSW	Very little government support in Hume Region, most funds come from church, trusts and via fundraising.	Anglicare has services through the state and is a affiliate of Anglicare Australia.	Through the participation and input of local communities and parishes and through the continuing requests for support and donations received.	Our financial counsellor has a very high demand for service. Try to put strategies in place to not have waiting lists.	We are currently growing and have outgrown our facilities.		None so far as we take our services to the people who want them in partnership with local service providers and parishes	We provide services to meet the needs of the communities who request them.	
Sport & Fitness	Yarrawonga Sun Country Dance, Squash & Fitness Centre	Squash courts and competitions and dancing	10 Benella Road, Yarrawonga	Tues 3.30-9.30pm Thurs 6.30-9.00pm Flexible	Unlimited	50 Dancing 40 Squash players	40%	Male and Female from the age of 4+	Private enterprise	Dance - Mulwala Squash - Corowa	N/A	No waiting list so adequate	Dance - very adequate Squash - adequate	2 evenings per week with 80 people each night	None	N/A	
Sport & Fitness	Focus Well-being & Fitness Centre	Gym, Personal Training, Pilates, Circuit Classes, Remedial Therapist	24 Belmore Street, Yarrawonga	Mon-Thurs 6am-8pm Fri 6am - 7pm Sat/Sun 8-12		684	150	14-20 = 115 20-30 = 110 30-40 = 224 40-50 = 120 50-60 = 65 60plus = 50	Private	Club Barooga or Wangaratta YMCA		none	excellent, all new equipment, able to cater for young and older people. Building getting too small	business only started Sept 2006	Building getting too small		
Tourism	Visitor Information Centre	Market, promote, provide information in Yarrawonga	1 Truine Parade/ Belmore Street Yarrawonga	Mon -Sun 9.00am - 5.00pm	Not applicable	2006 had about 60,000 in the centre	N/A	Local, regional, all states all people	19% Moira Shire, Moira Tourism and Corowa Shire from memberships, commissions and accom	Cobram/ Corowa	Quality of staff is high (45 volunteers)	Suitable accommodation during peak times looking at marketing to promote even more	Looking into refurbishment as building is out of date and tired looking	Used 24/7 only day closed is Christmas day	Lack of adequate parking.	N/A	





Attachment 2:

POSSIBLE FUNDING SOURCES

Possible Funding Sources

The following list outlines the funding opportunities for implementing the Community Hub recommendations:

Australian Government

- Regional Partnerships Programme
- Community Services Funding through the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)

Victorian Government

- Department of Premier and Cabinet/ Municipal Association of Victoria – Rural Economic Development Opportunities Fund
- Department of Education and Early Childhood Development – Building Futures Program
- Department of Human Services
- Community Support Fund
- Community Facilities Fund
- Victorian Community Support – Building Community Infrastructure
- Victorian Community Support – Strengthening Communities
- Modernising Neighbourhood Houses (not currently available)
- Community Facility Funding Program – Major Facilities (Closing March 2008)



Attachment 3:

YARRAWONGA COMMUNITY FACILITIES -
CURRENT SERVICE PROVISION 2007

Yarrowonga Community Facilities – Current Service Provision 2007

Service Name or Type	Identified Gaps	Adequacy of Services	Other
EARLY YEARS:			
Maternal and Child Health Care	Need more nurses to operate an optimum level	No waiting lists presently, but will be constrained if demand increase	
Yarrowonga Pre-School and Occasional Care Centre	High demand for occasional care, at full capacity	Waiting lists	
Mulwala Pre-School		Currently have 1 - 2 vacancies	Higher fees because of State Government funding program
ABC Learning Centre Yarrowonga Central (Family Day Care)	At capacity	Waiting lists	There is another ABC Learning Centre in Yarrowonga, but information regarding this facility was not forthcoming in the audit
YOUTH:			
Youth support services (Uniting Care Cutting Edge, NESAY, GMLLEN)	Require branch operations of youth support services	Adequate but offered as outreach services from neighbouring towns	Increasing young population in Yarrowonga
FAMILY:			
Counselling – various forms	Generally at capacity, with referrals exceeding resources (with the exception of gamblers help). There is a demand for more branch counselling operations in Yarrowonga, rather than outreach programs. Bereavement counselling in Yarrowonga is considered inadequate	There are waiting lists, often referrals are responded to via a GP rather than specialist.	Majority of services are offered outreaching from neighbouring towns. Overall, service quality is considered good, considering resources and demands.
Accommodation and Support	Shortage of voluntary staff	Generally adequate	
AGED & DISABILITY:			
Disabled Respite Services	There is a need for disabled respite care in the community, high demand	Need to expand facilities. NDS is particularly constrained and actively seeking to expand its facilities.	Nearest alternatives are in Wangaratta and Wodonga on a rotational basis

Service Name or Type	Identified Gaps	Adequacy of Services	Other
Residential Aged Care	YDHS residential care facilities operate on 100% occupancy rates. Woods Point Aged Care is currently at capacity	Adequate	Local transit buses have helped increase service access Bentlywood-Woods Point is applying for 30 more funded beds in the next aged care approvals round
Home and Community Care	Funding limitations	Adequate	Pressure expected to increase with population growth
Community Transport (community car)	Demand is higher than capacity	Adequate but cannot meet demand	RAV (ambulance) is available for those with a higher level of medical need
GENERAL COMMUNITY			
Libraries	There is an identified lack of book variety available to service users.	New facilities, good patronage	
Schools	Some DEECD secondary school sites have inadequate facilities. Identified funding gaps with catholic Primary School.	Both primary and secondary DEECD schools are exceeding capacity. Pressures are expected to increase with population growth.	Both primary and secondary DEECD schools are presently in a process of renewing education facilities, including P-12 college.
Education and Training/Community Services:	See libraries and schools above.	Sacred Heart Primary and College report adequate facilities. YNH Services is currently exceeding capacity in their current location and requires new facilities as a matter of urgency. Meeting space for community groups is of high demand, and some groups have ceased to meet as a result of meeting space limitations.	
YNH Services:	Employment advice and training/education for young people.		
<ul style="list-style-type: none"> • Centrelink • Accredited Training Facility • Adult education • Community education (social and interest courses) 	Centrelink is anticipated to require its own facility by 2030 (rather than an agency) based on population growth.	Temporary training annexe being planned	

Service Name or Type	Identified Gaps	Adequacy of Services	Other
<ul style="list-style-type: none"> Information & Referrals Reference Material 		at School campus to meet some of the demand in the short term.	
MHA:		Centrelink is at capacity	
<ul style="list-style-type: none"> Vocational training 			
Health Services			
<ul style="list-style-type: none"> YDHS CHC (part of YDHS) MHA Support groups and self-help GPs 	<p>Mental health services and counselling have large waiting lists. There is an identified need for permanent counselling rather than outreach services in Yarrowonga.</p> <p>Growing population to increase the need for support groups and self-help.</p> <p>Lack of funding to enable work on the second stage of YDHS master plan redevelopment (facilities).</p> <p>No bulk billing means high consultation costs and limited number of full-time GPs.</p>	<p>The CHC and its administrative functions are currently inadequately housed, and urgently requires new facilities in order to operate effectively.</p> <p>YDHS Master Plan outlines required redevelopment at existing Hospital site, including the relocation of CHC to old acute ward of Hospital in (currently empty).</p> <p>MHA is at capacity in its current location.</p> <p>GPs take overflow referrals from specialised services such as counselling support.</p>	<p>Population growth is anticipated to increase demand for health services</p> <p>Where bulk billing is available this removes the cost barrier for patients/clients to access these services.</p>
Integrated Primary Mental Health Service	At capacity, staffing capacity	Four week waiting list	The cost of a GP visit is a restriction to access to the service
Churches	None identified	Adequate	
Emergency Services:	Limited equipment, extraordinary shifts.	Volunteers are an issue. More police staff & vehicles required.	Victoria Police are currently building new premises. Adequate for now but as population grows and diversifies demands will increase and change.
<ul style="list-style-type: none"> CFA/Yarrowonga Fire Brigade Victoria Police Yarrowonga SES RAV 	<p>Ambulance Staff</p> <p>Ambulance facility is inadequate</p>	<p>Additional support available regionally but limited in protracted and multi task events</p> <p>RAV requires more staff and expanded facilities to cope wit increasing demand</p>	<p>RAV will require new facilities</p>



Attachment 4: PROJECT PARTICIPANTS

Project Participants

YGMS Steering Committee:

- Cr Jessie McCallum, Moira Shire Council
- Cr Kevin Bourke, Moira Shire Council
- Kaye Thomson, Moira Shire Council
- Sally Rice, Moira Shire Council
- Kade Dillon, Moira Healthcare Alliance
- Bronwyn Irvine, Yarrowonga District Health Service
- Kathy Van Driel, Yarrowonga District Health Service
- Pauline Wilson, Yarrowonga -Mulwala Community Forum
- Heather Kelly, YNH Services
- Julie Guest, NEVACC
- Deidre Poll, YMD Inc
- Merinda March, United Care Cutting Edge
- Damien Keel, Yarrowonga Primary School
- Tony Andison, Yarrowonga Primary School
- Scott Dellar, Yarrowonga Secondary College
- Gary Barton, Victorian Police
- Steve Bohan, Sacred Heart Catholic Church
- Kate Kerkin, Coomes Consulting
- Emma Shepherdson, Coomes Consulting

**Recipients of Services Audit Survey and Invitation to Services Planning
Workshop:**

GROUP NAME	ADDRESS	POSTAL	TOWN	P/C	PHONE
Childcare					
Family Day Care	Cnr Queen Street & Station Street		Cobram	3644	58719222
Stories for Children	Belmore St				57 441 380
Yarrawonga Pre School & Occasional Care	Cnr Orr & Hume St	PO Box 322	Yarrawonga	3730	5744 3016
ABC Yarrawonga	69-71 Telford St		Yarrawonga	3730	5743 3501
Mulwala Pre School		PO Box 29	Mulwala	2647	5744 1028
Department of Education and Early Childhood Development (DEECD)					
Out of school hours Care		PO Box 203	Yarrawonga	3730	418175237
Community Groups/ Committees					
Yarrawonga Mulwala Development Inc		PO Box 423	Yarrawonga	3730	5744 2419
Yarrawonga Mulwala Chamber of Commerce	88 Belmore St	PO Box 235	Yarrawonga	3730	57442884
Yarrawonga Eastern Foreshore Committee		PO Box 163	Yarrawonga	3730	5743 1091
Yarrawonga Shire Hall Committee		PO Box 609	Yarrawonga	3730	57431500
Vic Park Committee of Management		RMB 1095	Yarrawonga	3730	5744 1874
Yarrawonga Mulwala Swimming Club		PO Box 72	Yarrawonga	3730	5744 1725
Yarrawonga Rowing Club	Botts Rd		Yarrawonga	3730	0419 874 719
Girl Guides	Cnr Hume & McNally St		Yarrawonga	3730	57 431 466
CWA	21 Hovell St		Yarrawonga	3730	57 487 152
NEVACC			Yarrawonga	3730	0417 144 822
JC Lowe Oval					5871 9222
Yarrawonga Mulwala Community Forum					
Education					
Yarrawonga Primary School		PO Box 203	Yarrawonga	3730	5744 3104
Sacred Heart Primary School		PO Box 199	Yarrawonga	3730	5744 3339
Mulwala Public School	Melbourne St		Mulwala	2647	5744 3462
Yarrawonga Secondary College		PO Box 39	Yarrawonga	3730	57441751
Sacred Heart Secondary College	Witt St		Yarrawonga	3730	5744 3258
Emergency Services					
Yarrawonga Urban Fire brigade/ CFA		PO Box 54	Yarrawonga	3730	5744 3588
Victoria Police	22 Irvine Parade		Yarrawonga	3730	5744 3641
Ambulance	8 Fiona Dr		Yarrawonga	3730	0438 431 807
SES	cnr Woods & Dunlop St	PO Box 395	Yarrawonga	3730	0438443933
Employment					
Hume Employment Services	5/19 Piper St		Yarrawonga	3730	5744 3388
Goulburn Murray Local Learning and Employment Network (GM LLEN)	139 Maude St		Shepparton	3630	5821 2255
Worktrainers Employment Service	20a Orr St		Yarrawonga	3730	5744 2960
Health					
Yarrawonga Maternal & Child Health Centre	87-97 Orr Street	Po Box 578	Cobram	3644	57443296
Department of Human Services					
Yarrawonga Community Health Centre	30 Piper St		Yarrawonga	3730	57438500
Integrated Primary Mental Health Service	76 Ovens St	PO Box	Wangaratta	3677	5722 2677

GROUP NAME	ADDRESS	POSTAL	TOWN	P/C	PHONE
		1225			
Moira Healthcare Alliance	Shop 4/ 127 Belmore St	PO Box 376	Yarrawonga	3730	5743 3200
Yarrawonga Denis Medical Group	10 Woods Rd		Yarrawonga	3730	5744 1777
Yarrawonga Medical Clinic	29 Hume St	5744 3115	Yarrawonga	3730	5744 3155
Family Care			Shepparton	3630	
Upper Murray Family Care Inc	36-38 Mackay St		Wangaratta	3677	5723 4000
Ovens and King CHC					
North East Health - Aged Psych Services					57221784
GV Health Rural Health Team Centre					5832 2322
GV Community Health Service	399 Wyndham St		Shepparton	3630	5823 3200
Yarrawonga & District Health Service	33 Piper St		Yarrawonga	3730	5743 8111
District Nursing Service	33 Piper St		Yarrawonga	3730	5743 8198
Centrelink					
Moira Shire Council Immunisation Department	Cnr Queen Street & Station Street		Cobram	3644	5871 9222
Vision Victoria					58313555
Vision Australia					
Sandra Heaney Optometrist	84 Belmore St		Yarrawonga	3730	5744 2126
Hume Palliative Care Consultancy	PO Box 224		Wangaratta	3676	5723 2000
NE Health Wangaratta	PO Box 386		Wangaratta	3676	5722 0111
Northern Disability Services		PO Box 212	Numurkah		58622641
Libraries					
Yarrawonga Library	Belmore St		Yarrawonga	3730	5744 1380
Yarrawonga Mulwala Toy Library		PO Box 177	Yarrawonga	3730	5743 1828
Accommodation					
RSL House	28 Piper St		Yarrawonga	3730	5744 2125
Villamaria	190 Benalla Road		Shepparton	3630	5832 8409
Warrina Hostel	31 Piper St (cnr Hume)	33 Piper St	Yarrawonga	3730	5744 1203
Woods Point Aged Care	75-85 Orr Street		Yarrawonga	3730	5744 3400
Allawah Special Care Hostel	42 Hume St	33 Piper St	Yarrawonga	3730	57448111
Karana (High Care Facility)	33 Piper St		Yarrawonga	3730	5743 8198
Spiritual Organisations					
Church of Christ	11 Orr St		Yarrawonga	3730	57442485
Anglicare					
Yarrawonga Regional Uniting Church	Cnr Tom & Piper Sts		Yarrawonga	3730	5744 3029
Anglican Parish of Yarrawonga	Cnr Piper & Lynch Sts		Yarrawonga	3730	5744 3045
Presbyterian Church	47 Orr St		Yarrawonga	3730	5744 3093
Sacred Heart Catholic Church	Cnr Witt & Murphy St		Yarrawonga	3730	57443030
Community Services					
Yarrawonga-Mulwala Carer Support Group	C/- YNH Services	PO Box 308	Yarrawonga	3730	57443911
Yarrawonga Arthritis Self Help Group		PO Box 602	Yarrawonga	3730	57438500
Consumer Affairs Victoria (CAV)	62-68 Ovens Street		Wangaratta	3677	5723 6400
NE Support and action for Youth (NESAY)	22 Rowan Street		Wangaratta	3677	5721 7006
Cobram Gateway Services	MV Hwy	P.O Box 33	Cobram	3644	5872 2420
Regional Information and Advocacy Council (RIAC)	190 Benella Road		Shepparton	3630	5822 1 944
Al-Anon	William Street		Cobram	3644	5871 2769

GROUP NAME	ADDRESS	POSTAL	TOWN	P/C	PHONE
Alcoholics Anonymous	C/- CHC		Yarrawonga	3730	57432362
Grief Support Group	C/- YNH Services		Yarrawonga	3730	57438500
Yarrawonga Cancer Support Group	C/- 9 Havenstock Drive		Yarrawonga	3730	57443193
Yarrawonga Old People's Welfare Committee	C/- Yarrawonga Hospital		Yarrawonga	3730	
GV Health - Regional Specialist Bereavement Counsellor					
Yarrawonga Senior Citizens' Centre	23 Hovell St		Yarrawonga	3730	5744 2339
Uniting Care Cutting Edge	10 Pine St		Yarrawonga	3730	5862 3490
Parkinson's Group	30 Piper St		Yarrawonga	3730	
GV Health - Financial Counselling	C/- YNH Services		Yarrawonga	3730	58622948
Alzheimer's Australia Vic	168 High St		Rutherglen	3685	
Yarrawonga Neighbour House		PO Box 308	Yarrawonga	3730	57443911
DHS Youth Justice					
Yarrawonga Sun Country Dance, Squash and Fitness Centre	10 Benella Rd		Yarrawonga	3730	57 432 177
Focus Wellbeing Fitness Centre	24 Belmore St		Yarrawonga	3730	57 432 800
Work Options					
Tax Help					
Transport					
HACC Community Car	C/- CHC		Yarrawonga		
Thompson Bus Lines	5 Acacia St		Yarrawonga	3730	5744 3111
V-Line					1800 800 120
Tourism					
Yarrawonga/ Mulwala Visitor Information Centre	Irvine Parade	PO Box 190	Yarrawonga	3730	5744 1989
Volunteer Organisations					
St Vincent de Paul	141 Belmore St		Yarrawonga	3730	57443083

