

PNCC Multicultural Hub Needs Review



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1.0 Supplementary Report Overview

This supplementary report documents and develops detailed information to inform the need for a Multicultural hub. Key information and learnings are in turn summarised.

The main report discusses the overall community centre and library current and suggested future directions and the basis for this, and also where and how a potential Multicultural hub could complement the future community centre network.

Information Overview and Analysis

2.0 Manawatū Multicultural Council

2.1 Organisation Overview

About

Manawatū Multicultural Council Incorporated was registered with the Charities Services in June 2008 (registration number CC31379). The NZBN number is 9429042698470.

Manawatū Multicultural Council (MMC) is a recognised and established charitable organisation which has been operating within Palmerston North for over 30 years providing an essential point of contact for new migrants, refugees, and newcomers to the City.

The Council operates as a coordinating body for the many different ethnic and cultural groups providing information, activities, and resources to inform re all aspects of New Zealand life and facilitating the forming of social connections.

MMC is based at Hancock Community House, 77 - 85 King Street, Palmerston North.

Mission, Vision and Core Values

Mission: To celebrate, support, and connect the multicultural communities of Manawatū.

Vision: For Manawatū Multicultural Council to be a sustainably funded organisation with a high profile in the Manawatū region, meeting the needs of its members. It will be well respected by other organisations, agencies, and individuals offering programmes and events that support and connects its clients and celebrates the cultural diversity of Palmerston North. The Multicultural Centre will be the first stop for all migrants and refugees to Palmerston North. It will be the first stop for newcomers to Palmerston North and will be an efficiently run centre, having collaborative relationships with strategic partners and community groups.

Core Values:

- We value and celebrate the uniqueness of all cultures represented in our Palmerston North community and their ability to contribute meaningfully
- We believe in the rights of the multicultural community to fair and equal opportunities and to have their voices heard
- We are here to empower individuals and groups by connecting them to people and resources that meet their specific needs
- We value the role of our various stakeholders including our members, staff, volunteers, clients and strategic partners
- We have effective management and governance arrangements
- We act honestly and ethically and are accountable and responsive to our community
- We support the Treaty of Waitangi and the rights of Māori as Tangata Whenua.

Committee Members

The current Committee members are:

- Nina Kirschbaum (President)
- Junaid Hilal (Vice President)
- Marianne Simon
- Angel Kwan
- Rahmat Karimi
- Sreedevi Gorukal
- Febry Suharto.

Organisation Members

As at September 2021, MMC has 54 organisation members, including such groups as the Sikh Community, Manawatū Bengalee Society, Manawatū Muslim Association, and the Manawatū Russian Dance Group.

2.2 Services

(Source: <https://mmcnz.org.nz/services/multicultural-centre/>)

At the Manawatū Multicultural Council (MMC) Centre in Palmerston North there are a range of events, activities and services, whether a person is new to Palmerston North, a migrant, refugee, or you're a long-time resident.

What's on offer?

- If a person want helps and support learning or practising English, attend one of MMC's English conversation groups
- If a person is looking to make new friends, attend one of MMC's social activities
- MMC also offers support, advice, and information about living in New Zealand
- MMC can also advocate on a person's behalf if their language or cultural background makes it difficult for them to communicate with people or organisations.

More specifically, services include:

- English conversation group
- Language and cultural groups
- Computer class
- Welcoming newcomers events
- Social activities
- Community connectors' service
- Meeting room access/bookings

All services at MMC Centre are free for everyone. One does not need to hold a resident visa or citizenship to join English classes and other activities at MMC

2.3 Financial Overview - For Year Ending 30 June 2022

(Source: Charities Services website – Manawatū Multicultural Council Incorporated)

Statement of Financial Performance

STATEMENT OF FINANCIAL PERFORMANCE – FY2021/22 AND FY2020/21		
REVENUE	FY2021/22 (\$)	FY2020/21 (\$)
Revenue from providing goods or services	279,372	129,051
Interest, dividends and other investment revenue	1,300	1,486
Donations, fundraising and other similar revenue	5,705	5,876
Fees, subscriptions and other revenue from members	792	822
Total Revenue	287,170	137,235
EXPENSES	FY2021/22 (\$)	FY2020/21 (\$)
Grants and donations made	1,138	-
Volunteer and employee related costs	152,659	62,093
Costs related to providing goods or services	57,935	25,507
Other expenses	43,715	27,580
Total Expenses	255,447	115,180
Operating surplus (deficit) for the year	31,723	22,055

Statement of Financial Position

STATEMENT OF FINANCIAL POSITION – FY2021/22 AND FY2020/21		
Current Assets	FY2021/22 (\$)	FY2020/21 (\$)
Cash and cash equivalents	594,071	227,305
Trade and other receivables	954	590
Short-term investments	56,394	56,394
Total Current Assets	651,420	284,290
Non-Current Assets		
Property, plant and equipment	14,587	10,650
Long-term investments	33,913	33,913
Total Non-Current Assets	48,500	44,563
TOTAL ASSETS	699,920	328,853
Current Liabilities	FY2021/22 (\$)	FY2020/21 (\$)
Trade and other payables	466,832	127,488
TOTAL LIABILITIES	466,832	127,488
NET ASSETS	233,088	201,365

PNCC Strategic Priority Grant

(Source: Email correspondence from Stephanie Velvin, PNCC regarding MMC grants – 31 October 2023)

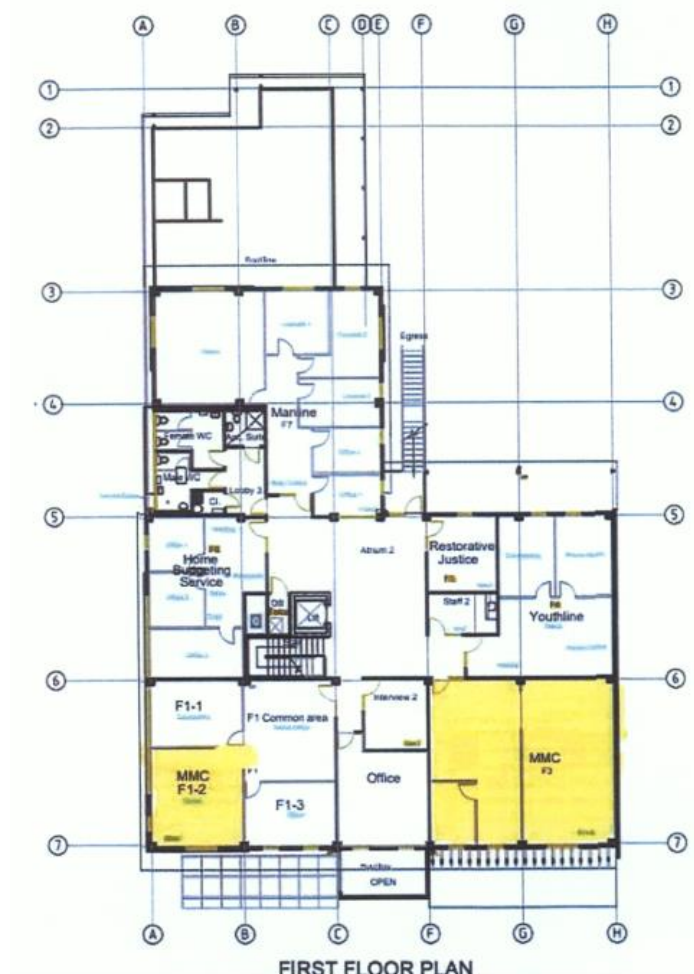
This year MMC are receiving \$68,000 for their Sector Lead (SPG) grant, within a three-year contract to 30 June 2025 (this amount is adjusted annually for inflation).

Current Lease Details

(Source: Email correspondence from Stephanie Velvin, PNCC regarding MMC grants – 31 October 2023)

The lease details for MMC at Hancock House is approximately 119 m² of exclusive space; and approximately 80 m² as a percentage of shared space (as shown in yellow below). The annual lease fee is \$20,936 (GST inclusive), and the basis of future lease fee increase if any is based on annual CPI adjustment, around March. The current lease term is 5 years (until 1 March 2026) and with 5 years RoR to 28 February 2031.

In addition, MMC's share of other lease outgoings at Hancock House are currently \$424.26/month or \$5,091.12 (assumed to be GST inclusive). These monthly breakdown of these outgoings is waste management (\$14.82), electricity (\$285.23), building compliance costs (\$120.53) and recycling (\$3.68).



3.0 Multicultural Hub Survey

3.1 Overview

Palmerston North City Council (PNCC) has just started a process to investigate the feasibility, opportunities, and location for a Multicultural Hub in the city. In 2023, a survey was conducted at the Manawatū Multicultural Council's Annual General Meeting on 25 August 2023. The purpose of the Multicultural hub survey was to capture the views on the needs, opportunities, and aspirations of the community.

There were nine questions in the survey, and a total of 33 responses representing 27 different community groups were received.

Please see Appendix 1 for the Survey Questionnaire.

Then see the next pages for a detailed summary and then analysis of the survey responses.

3.2 Summary of Survey Responses

A summary of the questions and their responses are summarised on the next three pages.

MULTI-CULTURAL HUB SURVEY RESPONSES																					
Community	Q1: Estimated Community Size in Palmerston North					Q2: Large Gatherings Per Year (> 100 people)				Q3: Large Gathering Venue Booking Barriers							Q4: Frequency of small and medium activities				
	1-100	100 - 300	300 - 500	500 - 1,000	> 1,000	None	1-6	7-12	>12	Preferred dates not available	Venues not in accessible location	Venue cost too high	Venue not large enough	Some amenities not available	Not enough parking at venue	None	None/ not stated	Weekly	Monthly	Bi-monthly	Quarterly
Scandinavian Club of Manawatū Incorporated	1					1										1					
Afghan Society			1					1		1		1	1	1							
Bhutanese Society					1			1		1				1	1						
Manawatū Bangalee Society	1						1			1		1		1							
New Zealand Arab Association		1						1		1		1	1								
Palmeirinhos		1					1			1	1			1	1						
Congolese Community	1						1				1		1		1						1
Hola New Zealand		1					1			1		1								1	1
Central Districts Indian Association		1					1			1		1	1	1	1				1		
ELP			1				1			1	1	1	1		1						1
Sindhi Group	1						1			1	1				1	1	1				
Palmerston North Vietnamese Association		1					1					1									1
Tamil Community	1							1								1	1	1	1		
Kerala Association of Palmerston North				1			1			1		1		1						1	
Sri Lankan Community		1					1			1		1	1	1	1					1	
Te Tira Ahu Pae (MUSA)					1			1			1										1
Manawatū Association Rohingya Community		1					1			1							1				
PREMIUM	1							1		1								1			
Palmerston North Multicultural Youth Council	1						1				1	1									1
PAKNZ Friendship		1					1			1	1									1	
Active Learning	1							1				1	1					1			
Global Parents' Support		1						1			1	1								1	
Network of Skilled Migrants Manawatū	1							1		1	1								1		
Philippine Central Association Incorporated			1				1			1		1	1	1					1		
Hong Kong Community	1					1										1	1				
South Korea		1					1			1											1
Manawatū Muslim Association					1			1					1						1		1
TOTAL	10	10	3	1	3	2	15	5	5	17	9	13	9	8	7	4	4	4	6	3	8

MULTI-CULTURAL HUB SURVEY RESPONSES																							
Community	Q5: Description of Community Activities					Q6: Frequency of MMC Room Use							Q7: Existing Venues Fit-for-Purpose										
	Social and community meetings and gatherings	Cultural celebrations/religious	Cooking and dining	Child/adult education and training	Indoor games and sports	None/not stated	Weekly	Monthly	Bi-monthly	Quarterly	Six monthly	Yearly	Not stated	Community Leisure Centre	MMC	Rangiora Community Hall	Youth space	Library	Convention Centre	Awapuni Community Centre	Church	Other Community Hall/Centre	Arena
Scandinavian Club of Manawatu Incorporated	1					1								1									
Afghan Society	1	1	1		1					1				1									
Bhutanese Society	1	1		1			1										1						
Manawatu Bangalee Society	1	1	1							1				1									
New Zealand Arab Association	1	1	1	1	1					1				1									1
Palmeirinhos	1	1		1			1							1	1			1					
Congolese Community	1	1				1													1				
Hola New Zealand	1	1								1					1					1	1		
Central Districts Indian Association	1	1				1								1									1
ELP	1			1						1				1									
Sindhi Group		1										1											1
Palmerston North Vietnamese Association	1	1	1	1								1											1
Tamil Community		1		1		1								1									
Kerala Association of Palmerston North	1	1		1	1					1			1										
Sri Lankan Community	1	1		1		1																	1
Te Tira Ahu Pae (MUSA)	1			1		1							1										
Manawatu Association Rohingya Community		1		1				1															1
PREMIUM	1	1								1													
Palmerston North Multicultural Youth Council	1	1										1					1						
PAKNZ Friendship	1	1				1								1									
Active Learning		1		1			1								1	1							
Global Parents' Support		1	1	1						1							1	1					
Network of Skilled Migrants Manawatu	1	1		1				1					1										
Philippine Central Association Incorporated	1	1		1				1						1									
Hong Kong Community					1	1																	
South Korea		1	1		1	1															1		
Manawatu Muslim Association		1		1		1																	1
TOTAL	18	23	6	15	6	10	3	3	0	4	4	3	4	10	3	1	2	2	1	2	1	6	2

MULTI-CULTURAL HUB SURVEY RESPONSES

Community	Q8: Ideal size for MCH					Q9: Most important amenities for MCH														
	150 – 250	250 – 350	350 - 450	Over 450	Not stated	Not stated	Meeting rooms	Kitchen/ cooking facility	Multipurpose rooms (Education & workshops)	Storage space	Shared office/ desk space	Dining area	Workout & exercise area	Art Gallery/ Exhibition area	Computer lab	Reception area	Kids play area	Community Garden/ outdoor space	Parking spaces	Central City Location
Scandinavian Club of Manawatū Incorporated	1						1	1			1				1				1	
Afghan Society			1				1	1	1	1	1	1	1	1	1	1	1	1	1	1
Bhutanese Society			1				1	1	1	1	1							1		
Manawatū Bangalee Society			1				1	1	1		1	1							1	
New Zealand Arab Association	1						1	1	1											
Palmeirinhos		1					1	1	1								1			
Congolese Community			1					1	1											1
Hola New Zealand	1							1									1		1	
Central Districts Indian Association			1				1	1		1	1				1	1			1	1
ELP		1						1	1											1
Sindhi Group	1							1							1					1
Association	1							1	1											1
Tamil Community					1		1	1	1		1									
Kerala Association of Palmerston North		1					1						1							1
Sri Lankan Community		1						1				1								1
Te Tira Ahu Pae (MUSA)			1						1											1
Manawatū Association Rohingya Community	1					1														
PREMIUM		1					1	1	1											1
Palmerston North Multicultural Youth Council			1				1										1			1
PAKNZ Friendship			1			1														
Active Learning		1					1	1	1	1	1	1	1		1	1	1	1	1	1
Global Parents' Support		1					1	1	1	1	1	1	1		1	1	1	1	1	1
Network of Skilled Migrants Manawatū			1				1	1	1	1	1			1		1				
Philippine Central Association Incorporated	1								1	1	1									
Hong Kong Community		1							1				1							1
South Korea			1						1				1				1			
Manawatū Muslim Association				1		1														
TOTAL	7	8	10	1	1	3	14	18	17	4	5	7	7	2	1	7	8	4	12	11

3.3 Summaries of Estimated Facility Utilisation from Survey

Based on the survey responses, below is the projected annual utilisation for each of the three types of activities, together with examples of the types of events and their current duration. In turn, total days of use per annum are estimated.

Annual Large Indoor Gatherings (>100 people)

ESTIMATED CURRENT NUMBER OF LARGE INDOOR GATHERINGS ANNUALLY (> 100 PEOPLE)			
Estimated Gatherings/Year (as a range)	Range Average Per Year	Number of Communities	Estimated Total Gatherings/Year (#)
None	0	2	0
1 to 6	3	15	45
7 to 12	9	5	45
Over 12	13	5	65
TOTAL			155

Examples of these types of activities are:

- World Refugee Day (5 hours duration)
- MMC Annual Dinner (2 hours)
- Eid Celebration Fun Day (6 hours)
- Songs and Praises (2 hours)
- Kids Market (4 hours).

If one was to then assign an average of 4 hours to each event (note average of above examples is 3.8 hours), then this equates to projected annual utilisation for large indoor gatherings of (155 gatherings x 4 hours =) 620 hours per annum. Note some event preparation and clean up period will apply to these types of large events. So one could reasonably increase this type of event duration by about a third on average (say by another 1.5 hours), so more realistically equates to (155 gatherings x 5.5 hours =) about 852.5 hours per annum.

Annual Small/Medium Activities (10-100 people)

ESTIMATED CURRENT NUMBER OF SMALL/MEDIUM ACTIVITIES ANNUALLY (10 - 100 PEOPLE)			
Frequency	Range Average/Estimate	Number of Communities	Estimated Total Activities/Year (#)
Weekly	48	5	240
Fortnightly	24	0	0
Monthly	11	8	88
Bi-Monthly	6	4	24
Quarterly	4	9	36
None	0	2	0
TOTAL			388

Examples of these types of activities are:

- Monthly Potluck Dinner (2 hours duration)
- Network for Skilled Migrants (2 hours)
- Nigerian National Day Celebration (2 hours)
- Bhutanese Society AGM (2 hours)
- Languages Expo (3 hours).

If one was to then assign an average of 2 hours to each event (note average of above examples is 2.2 hours), then this equates to projected annual utilisation for small/medium activities of (388 activities x 2 hours =) 776 hours. Some of these activities will require some pre-event set up and post-event clean up time. So one could reasonably increase this type of event duration by about one quarter on average (say by another 0.5 hours), so more realistically equates to (155 gatherings x 2.5 hours =) about 970 hours per annum.

Annual Meeting Room Utilisation (10-100 people)

ESTIMATED CURRENT MANAWATU MULTICULTURAL CENTRE MEETING ROOM UTILISATION ANNUALLY (10 - 100 PEOPLE)			
Frequency	Range Average/Estimate	Number of Communities	Estimated Total Activities/Year (#)
Weekly	48	3	144
Fortnightly	24	3	72
Quarterly	4	4	16
Six-Monthly	2	4	8
Annually	1	2	2
Never	0	9	0
TOTAL			242

Examples of these types of activities are:

- Multicultural Playgroup (1 hour duration)
- Cooking Demonstrations (1 hour)
- Art Therapy Workshop (2 hours)
- English Language Class (1 hour)
- Citizen’s Advice Bureau Consumer Workshop (2 hours).

If one was to then assign an average of 1.5 hours to each event (note average of above examples is 1.4 hours), then this equates to projected annual utilisation for small/medium activities of (242 activities x 1.5 hours =) 363 hours. These types of activities should require limited set up and post clean up time and/or could occur within the allocated booking time.

Total Annual Utilisation of Principal Spaces

Below is an annual summary of this total utilisation, with the assumption large gatherings and also than small/medium activities will (principally) take place in a 'main hall' space.

TOTAL PROJECTED ANNUAL UTILISATION BY MULTICULTURAL COMMUNITY, BASED ON SURVEY FINDINGS				
Activity Type	Estimated Annual Activities (#)	Estimated Average Activity Duration (including provision pre-and post-event - Hours)	Total Utilisation Per Annum (Hours)	Total Utilisation Per Annum ('Days', based on an average 6-hour day due to weekday afterwork and weekend timing of nearly all large & small/medium activities)
Large Indoor Gatherings (> 100 people)	155	5.5	853	142
Small/Medium Activities (10 - 100 people)	388	2.5	970	162
TOTAL 'MAIN HALL' USE			1,823	304
Meeting Room Utilisation	242	1.5	363	N/A
TOTAL ANNUAL HOURS BY ALL ACTIVITIES OF MAIN HALL AND MEETING ROOMS COMBINED			2,186	

These estimates show that a main hall space would be used about 1,823 hours per year and for about 304 days, based on an average '6-hour' day due to the weekday afterwork and weekend timing or nearly all large and small/medium activities.

The total meeting room/s use is projected to be about 363 hours per year or for a 46-week year an average of about 8 hours per week – an average of one meeting for each Monday to Thursday weeknight.

Total Annual Visits

Using this same activity information from the survey, and applying a Low and High average visitation for each event type, annual visitation is projected.

TOTAL PROJECTED ANNUAL VISITS BY MULTICULTURAL COMMUNITY, BASED ON SURVEY FINDINGS					
Activity Type	Estimated Annual Activities (#)	Estimated Average Attendance/Visits Per Activity - Low (#)	Estimated Average Visits Per Activity - High (#)	Total Visits Per Annum - Low (#)	Total Visits Per Annum - High (#)
Large Indoor Gatherings (> 100 people)	155	150	200	23,250	31,000
Small/Medium Activities (10 - 100 people)	388	40	60	15,520	23,280
Meeting Room Utilisation	242	8	12	1,936	2,904
TOTAL ANNUAL HOURS BY ALL ACTIVITIES OF MAIN HALL AND MEETING ROOMS COMBINED				40,706	57,184

These estimates also project an annual total facility visitation from these activities ranging from about 40,000 to 60,000 per annum, not counting drop-in visitation due to MMC's other services; or based on a 50-week year, about 800 to 1,200 people per week.

3.4 Other Key Survey Findings

Other key survey findings were:

- From Q3: The top three barriers to venue access for large gatherings in descending order were the preferred dates were not available (about 50% of respondents), the cost was too high, and coming in third equal the venues were not in an accessible location and the venues weren't large enough
- From Q5: The top three types of community activities were cultural celebrations (about 70%), social and community gatherings/meetings (about 50%), and child/adult education and training
- From Q7: The response to 'Which existing venues in Palmerston North best fit the purpose of your community activities?' was the Palmerston North Community Leisure Centre (about 30%)
- From Q8: What do you think the capacity of the hall included in a multicultural hub should be about 60% responded 350 people or less and 40% said 350+
- From Q9: In addition to the hall, the answers to the most important amenities question in descending order were kitchen/cooking facilities (over 50%), the importance of rooms for meetings and education purposes, and the need for a central city location and also parking spaces (each about 33%).

3.5 Core Facility Requirements

The essential facility components and functions identified to meet the needs identified through the consultation, survey, research, and analysis process are summarised in the table below.

FACILITY AND FUNCTIONAL REQUIREMENTS TO MEET NEEDS OF THE MULTICULTURAL COMMUNITY	
Facility Component	Further Explanatory Commentary
Main hall able to cater for gatherings of about 250 – 300 people	Strong demand validated through the survey process with estimated potential main hall use of about 1,800 hours per annum or 300 'days' use
Community commercial kitchen	The importance of a large kitchen, of socialising with food, to often to be able to cook one's own recipes and food on site, etc was reinforced time and time again
A central/CBD location	The consultant and staff team tested many times whether a suburban location could work – a central/CBD location was constantly reinforced, with the reasoning being ease of access for all ethnic communities, by public transport or by car, and who lived throughout the city
Classroom and meetings rooms	A minimum of one 25-person classroom space and two additional 12-person meeting and activity rooms for activities ranging from playgroups to language classes to workshops. Also say two smaller spaces where someone can take a private phone call or say up to 4 people meet
(Welcoming) reception area	
Office space, staff room, and an administration service area e.g., for photocopier, etc	Sufficient work stations for 10 staff (and/or volunteers) plus one manager's office
Accessible ablutions	Adequate toilets for scale of regular event activity. Also say two showers for staff and/or post exercise activities, when people can't go directly home
Adequate storage for administrative, activity, and event-related items	For example: art & craft materials, tables/chairs, AV equipment, etc
Parking available for 35+ cars	Principal event parking requirement after hours but some parking still needed for MMC activities and services during the business day

4.0 Palmy Venues' Current Capacity

(Source: Palmy Venues Manager, John Lynch - October 2023)

From discussion:

- The Arena and PN Conference Centre receive over 3,000 bookings per year - Availability is tight, with a very limited off-peak period from mid-December to mid-January
- The larger facilities have fully operational kitchens run by an external caterer
- A 50% hire discount applies for community groups. For example, the Barber Hall with kitchen charges community groups \$40/hour
- Obviously with kitchens one must meet Health and Safety requirements (e.g., for food preparation) and no glass is allowed on their sites.

SGL Commentary

There is limited spare capacity in Palmy Venues' facilities to meet the needs of the multicultural community. It was noted Palmy Venues' hire prices for community groups were very reasonable. However, many multicultural groups would be seeking to do their own cooking i.e., want access to a kitchen and would want to use a designated commercial caterer.

5.0 Summary of Key Information and Findings

5.1 Key Findings from this Supplementary Report to Date

Manawatū Multicultural Council

Manawatū Multicultural Council (MMC) is a recognised and established charitable organisation which has been operating within Palmerston North for over 30 years providing an essential point of contact for new migrants, refugees, and newcomers to the City.

The Council operates as a coordinating body for the many different ethnic and cultural groups providing information, activities, and resources to inform re all aspects of New Zealand life and facilitating the forming of social connections. Its current membership is about 54 different ethnic organisations.

It's Mission is to: To celebrate, support, and connect the multicultural communities of Manawatū.

MMC is based at Hancock Community House in Palmerston North's CBD. It currently has a five-year lease until 1 March 2026 with a five-year ROR. The current annual lease cost is \$20,936 (GST inclusive) with additional annual lease outgoings of \$5,091 (GST inclusive).

Multicultural Hub Survey and Analysis

A survey about the need for a future multicultural hub was undertaken by PNCC staff at the MMC AGM on 25 August 2023.

There were nine questions in the survey, and a total of 33 responses representing 27 different community groups were received.

This survey's key findings were as follows:

- The total projected annual utilisation for a main hall space, which can potentially cater for events up to 250-300+ people, including both small and medium activities (for 10 to 100 people) and large gatherings (for > 100 people) was significant – an estimated 1,823 hours use per annum; and based on a '6-hour' day due to the weekday afterwork and weekend timing of these activities, **about 304 days per year for this main hall space**
- The total meeting room/s use is projected to be about 363 hours per year or for a 46-week year an average of about 8 hours per week – an average of one meeting for each Monday to Thursday weeknight
- These estimates also project **an annual total facility visitation from these activities ranging from about 40,000 to 60,000 per annum**, not counting drop-in visitation due to MMC's other services; or based on a 50-week year, about 800 to 1,200 people per week
- The top three barriers to venue access for large gatherings in descending order were the preferred dates were not available (about 50% of respondents), the cost was too high, and coming in third equal **the venues were not in an accessible location** and the venues weren't large enough

- In addition to the main hall, the answers to the most important amenities question in descending order were (largely self-catering) kitchen/cooking facilities (over 50% of respondents), the importance of rooms for meetings and education purposes, and ***the need for a central city location*** and also parking spaces (each about 33%).

It's noted some groups expressed a desire to potentially cater for events over 350+ people. Any facility solution should aim to cater for the majority of activity demand, however, a city of 100,000 can only afford to have a restricted number of venues able to cater for 350+ people.

From the survey and analysis of demand, the core facility components also became clear, with the key elements being:

- Main hall able to cater for gatherings of about 250 – 300 people
- Community commercial kitchen
- A central/CBD location with sufficient parking
- Classroom and meetings rooms
- Reception, office, admin servicing, and storage areas
- Accessible and adequate ablutions (principally toilets given the regular scale of event activity).

The other obvious question is, 'Can this need be met from other existing venues?'

From discussion with Palmy Venues, there is currently limited spare capacity at Palmy Venues' facilities to meet the needs of the multicultural community. It was noted Palmy Venues' hire prices for community groups were very reasonable. However, many multicultural groups would be seeking to do their own cooking i.e., want access to a kitchen to self-cater and would not want to use a designated commercial caterer.

In turn, SGL and the Council staff team considered other possible responses to address these facility needs.

5.2 Findings from the Main Report regarding the Future Community Centre Network and the Implications for a Future Multicultural Hub

The findings of the main report relative to the Multicultural Hub are summarised below.

Learnings from Clayton Community Centre, City of Monash, Melbourne

Clayton was a culturally diverse community catering for a large migrant community. Their community centre development approach was to provide a community centre first, to meet the needs of the whole community and also to achieve whole-of-community integration, not a multicultural hub targeted for migrant communities per se.

Often a project can get a label such as a multicultural hub and one can jump to a perceived end goal that one must have one facility catering for all (or the majority of) migrant nationalities, whereas one needs to be very clear on what is the unmet need and what is the best way an existing and future network of facilities in the community, whether public and/or private, can respond to this need. Also, the needs of growing migrant communities can often change quite quickly over time and facility provision solutions must be sufficiently flexible to cater for their changing needs.

Future Multicultural Hub Solution Needs To Play an Important Central City Community Centre Role

The second fundamental guidance from the main report is the importance of planning facilities and services by area/'place', at a neighbourhood, 'Principal Community of Interest', and City level - not just by facility type.

Consequently, considerable time was spent considering the 'Principal Communities of Interest' for Palmerston North and a robust basis to guide the future level of service for libraries and community centres.

In short summary here, the indicative network plan for libraries and community centres for 'Community of Interest D' (effectively the broader city centre catchment) proposes the future community centres servicing this current 18,000 population catchment are the Palmerston North Leisure Centre and the future 'Multicultural Hub Solution', together with the Central Library.

In other words, the 'Multicultural Hub Solution' has an important community centre role to play for this central city catchment community i.e., as per all community centres and applying the Auckland Council definition, to "Enable people to connect and participate in programmes and activities which are designed to reflect local need and place making. The range of activities can include small one-off events, group activities, regular classes, and other initiatives aimed at increasing wellbeing."

As you read this definition, many of a community centre's purposes totally align with the needs identified for Palmerston North's multicultural communities. Therefore, as stated in this section, it is important the future Multicultural Hub Solution is promoted as one of the city's community centres serving the needs of the people in the central city catchment and to also be tailored to specifically respond to the needs of Palmerston North's diverse ethnic and cultural groups, new migrant, and refugee communities.

1 Multicultural Hub Survey Questionnaire

Multicultural Hub Survey

Date: 25 August 2023
Event: Manawatu Multicultural Council Annual General Meeting
Location: Distinction Hotel

Kia ora,

Palmerston North City Council (PNCC) has just started a process to investigate the feasibility, opportunities, and location for a Multicultural Hub in the city. The purpose of this survey is to capture your views on the needs, opportunities, and aspirations of the community you belong to.

Your participation in this survey is valuable and highly appreciated; it will inform the planning and design of this project moving forward.

If you have any questions, please contact Ahmed Obaid ahmed.obaid@pncc.govt.nz

Ngā mihi

Name of your community: _____

1. What is the estimated size of your community in Palmerston North?
(Number of members)

1 – 100	100 – 300	300 – 500	500 – 1000	More than 1000
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2. How many large indoor gatherings or events does your community organise a year?
(More than 100 people)

None	1 – 6	7 – 12	More than 12
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3. What barriers do you face when booking a venue for your large community activities?
(Circle one or more)

None	Preferred dates not available	Venue not in accessible location	Cost to hire venue is high	Venue not big enough	Amenities* not available	Not enough parking at venue
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* Examples of amenities: Kitchen, dining area, projector for display, kids' play area ...etc.

Other barriers (Please list here):

4. How often does your community organise small/ medium activities?
(10 – 100 people)

Weekly	Fortnightly	Monthly	Bi-monthly	Quarterly	None
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5. What best describes your community activities? (circle one or more)

Cultural celebrations	Cooking & Dining	Social & Community Meetings	Religious	Children	Education & training	Indoor Games or Sports
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6. How often do you book the meeting room at MMC for your community activities?

Weekly	Monthly	Quarterly	Twice a year	Once a year	Never
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7. Which existing venues in Palmerston North best fit the purpose of your community activities?

Name of venue/s: _____

8. What do you think the capacity of the hall included in a multicultural hub should be? (Number of people)

150 – 250	250 – 350	350 - 450
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9. In addition to the hall, what are the 3 most important amenities/ services needed for your community activities in a Multicultural Hub? (Circle 3 options)

Meeting rooms	Kitchen/ cooking facility	Multipurpose rooms (Education & workshops)	Storage space	Shared office/ desk space	Dining area	Workout & exercise area
Art Gallery/ Exhibition area	Computer lab	Reception area	Kids play area	Community Garden/ outdoor space	Parking spaces	Central City Location

Additional Comments: