



Community Services Hub – Frequently Asked Questions

What is a Community Services Hub?

A Community Services Hub is a place where members of the public can come to access multiple types of community or health related services. This might be, for example, counselling or foster kids/families services, a support group/organisation for a particular disease, a foodbank or it might be complementary allied health services. The idea is that a person can access multiple services in one place, easily be cross-referred from other co-located services or from RUC and can come to a place which is engaging and welcoming. There is a desire in the sector to provide more of these types of multi-disciplinary hubs as it meets community needs better. A Hub can also provide the flexibility that organisations with limited term funding (for example annual or three yearly) can readily sign up and have the flexibility they need.

The practical concept is like a serviced office. There would be a common reception who manages appointments and room bookings (like is done in a radiology clinic), offices, group therapy rooms and meeting rooms. All this and related services are covered by the rental cost. Tenants could sign up for full time use of offices or on a sessional basis if they only need a certain number of slots per week. In addition, tenants could rent larger rooms from the church on an ad-hoc basis.

How does the Hub relate to the Hospitality Project to expand the kitchen and build new toilets?

They are separate projects, but the Hub project would necessitate an upgrade of our toilets to make them compliant, so the Hub does rely on the Hospitality project taking place first. Only the Hospitality Project has been approved to proceed past concept (investigation) stage.



Community Services Hub – Frequently Asked Questions

Why is RUC considering building the Hub??

*RUC's vision is to **be at the heart of the community**. That is something greater than our physical location. It assumes a commitment to serve our community, in line with the biblical imperative to care for the marginalised in society, and with the Uniting Church's focus 'acting with God alongside the oppressed, the hurt and the poor.' It is our call to bring the Kingdom of God to our community.*

UnitingCare Community, which is already co-located with us, has indicated they need more space and that they plan to grow services in this area. It is important for them and for the Uniting Church that they stay connected to RUC rather than move to another location to ensure they keep their mission focus.

The statistics also show that Redcliffe is an area of disadvantage across several indicators and service providers currently struggle to find suitable space and often end up being located in less than ideal situations, for staff and clients. These things, along with discussions with UnitingCare Community and other providers in the area, prove that there is a need.

RUC has underutilised land which is close to public transport, we have skilled and experienced people to oversee the project and we have financial resources. There is a need, there is a call, we should consider how we can meet this need to the Glory of God, being good stewards of what we have.

In addition to the Community Services Hub, RUC wants to ensure that any space created is a multi-use environment which provides benefit to the church and to our local neighbours. To provide that, a café and potentially op shop (not run by RUC but by a charity that is looking for new space) is also being considered as part of the plan. We want to build relationships and networks as part of this project that enable us to be salt and light in the world.



Community Services Hub – Frequently Asked Questions

What are the benefits to RUC?

The Hub will

- *provide a place for intergenerational connection*
- *free up space currently used by other groups so we have more available for our use and more flexibility for multiple groups to be using the premises at the same time*
- *provide volunteering or work/training opportunities for our members*
- *connect us more closely with local residents and the Redcliffe community*
- *provide soft entry points for people to explore RUC and Christianity*
- *provide an income stream*

How will it be financed?

The Plan is that the Hub project will be self-funding through rent. We don't plan to be fundraising from our members. In addition, the HUB will provide an income stream for the church once fully operational.

In terms of funding the building, there are several different options being considered [rental, grants, borrowing against RUCF.] The PCG will work, with assistance from Synod, to develop a financial analysis including advantages and disadvantages, which will form part of the final decision-making process.



Community Services Hub – Frequently Asked Questions

What has been committed to?

The only commitment at this stage is to proceed through the Concept stage. In project management terms, this establishes the conceptual view and general definition of a project.

This starting point is critical because it is essential for those who will deliver the project, those who will use the outcome of a project, and those who have a stake in the project to reach agreement on its concept and definition prior to a final decision to proceed.

At the end of this phase there will be a go/no-go decision point where a number of questions will need to have been answered to ensure that it is a feasible initiative and to ensure that the congregation, Church Council, Presbytery and Synod all support the project. Only at this point will there be enough information available to make this decision.

What sorts of services will be provided and by whom?

That has yet to be decided. UnitingCare Community, who already provide services from our premises, will be an anchor tenant. Other groups who have expressed interest include Aftercare [mental health], Kidney Support Network [Op Shop], El Shaddai [Food bank], Wesley Mission [Disability Supported accommodation], Department of Communities [Support Services for new mums or emergency youth accommodation.] We will ensure all services providers align with the goals and values of the Uniting Church, and are wanting to partner.



Community Services Hub – Frequently Asked Questions

Why is the PCG called a Project Control Group? What is its role and authority?

The term 'Project Control Group' is a standard project management/governance term. The responsibilities of the PCG are to oversee the planning and delivery of various RUC capital development projects including, but not limited to, the Hospitality Project and the Hub Project. The PCG is the key body within RUC's governance structure, reports to Church Council, and is responsible for the activities associated with the project that are essential to the ensuring the delivery of the project outputs and the attainment of project outcomes. Synod requires us to have a PCG which has appropriately qualified and experience people to oversee the project as part of their Project Governance requirements.

The PCG does not have decision making authority but oversees and monitors the project, makes recommendations and provides reporting to the congregation, church council, presbytery and synod.

The members of the PCG bring a range of relevant experience and skills, they are:

- *Greg Adsett*
- *Kathy Campbell – Chair*
- *Paul Clark*
- *Stan Ellidge*
- *Tony Hunter*
- *Mark Millard*
- *Graham Olling*
- *Cynthia Paternott*



Community Services Hub – Frequently Asked Questions

What will RUC's role be?

RUC will, in legal and financial terms, be the landlord. However, the vision includes RUC being connected with the community who use the facilities, which includes the staff working there, the people who come for services and the visitors to the café or other retail services on the premises. Our vision is to create a community that honours God and serves others. It will be incumbent on current and future leaders to hold that vision at the forefront of the HUB.

What is the process and the timing?

Stage One – Concept:

- *consultation with the congregation, presbytery, synod, potential partners/tenants and other stakeholder;*
- *initial design and planning to allow detailed feasibility to be assessed*
- *understanding council and synod requirements*
- *commencing the initial synod and council processes to ensure that official requirements can be met if the decision is made to proceed with the Hub*

Church Council has approved some funds for this stage. A part-time project manager may need to be appointed to assist us with this phase.

Where can I get more information?

- *RUC Website*
- *Notice Board in Hall*
- *PCG Members*
- *Church Council Members*
- *Monthly updates in newsletter (following each PCG)*

How do I get involved?

Contact one of the PCG members and let them know what skills and expertise you have and the time you have available.

**Additional questions you would like answered should be emailed to
redcliffeuc@dovenetq.net.au**