

## Current State

Two community facilities in Darebin

Hire Facilities and limited programming for the community and creative sector

## Future State

Two cultural precincts in Darebin driven by a unified and strong vision serving the Creative Sector and community through a mix of programming, activations, collaborations and partnerships

Northcote Town Hall Arts Centre

### Reactive Service

Hall For Hire + Limited Arts Programming

- Building drives the service – focus on facility management & venue management
- Bookings and Invoicing core business
- Affordability of the services and flow on impact on visitation, participation and hire uptake
- Lack of identified value streams and functions creates waste and duplication
- Customer satisfaction and experience varied
- Service standards and expectations unclear
- Limited engagement or activation of the precinct

#### Interim Measures since 2016

- Transformation and focus on team culture and continuous improvement
- Testing and adaption of ideas and innovations

Darebin Arts Centre

### Reactive Service

Hall For Hire + Limited Arts Programming

- Building drives the service – focus on facility management & venue management
- Bookings and Invoicing core business
- Affordability of the services and flow on impact on visitation, participation and hire uptake
- Lack of identified value streams and functions creates waste and duplication
- Customer satisfaction and experience varied
- Service standards and expectations unclear
- Limited engagement or activation of the precinct

#### Interim Measures since 2016

- Transformation and focus on team culture and continuous improvement
- Testing and adaption of ideas and innovations

Review  
Intended  
Outcomes

Value

Alignment

Process

People

Northcote Town Hall Arts Centre  
Darebin Arts Centre

Vision & Curatorial  
Making Framework

Value-Driven Purpose

Shared goals, unified and streamlined services to the community across two precincts

Service  
Development &  
Excellence

Centrality of Artists and Creative Sector drives transformation:

- Arts Programming
- Residencies
- Festival Partnership
- Proactive Space Provision

Capability  
Development &  
Agility

- Workforce/Service
- Integration and Alignment
- Cross Functional
- Engaged
- Outward Facing

Cultural Enablers

Intermediaries & Support Structures  
Innovation, Collaboration & Partnership