



Community Venues Activation Framework 2025-2029

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About this Framework

This framework establishes the principles guiding the activation and management of community venues owned and operated by Council. These include:

- Burnside Ballroom, Town Hall and Corner Room
- Burnside Civic Centre (courtyard, foyer, youth space and exhibition space)
- Burnside Community Centre
- Dulwich Community Centre
- Glenunga Hub
- Pepper Street Arts Centre
- Regal Theatre

The framework does not cover those venues which are owned by Council but operate under a lease or license, or venues designed and utilised for a specific function which include The Shed, Burnside Library and George Bolton Swimming Centre.

This framework implements the priorities of Council's endorsed *Burnside 2030* Strategic Community Plan and the Connected Communities Strategy 2022-2026, with a specific focus on community venues.

This framework suggests opportunities for future activation, facility improvements to better meet community need and to inform resourcing and funding. It does not assess community level provision of venues (i.e. the number and location of community venues to support the current and projected population), which will be addressed in the City Master Plan Community Facilities Layer in the coming years.

This framework has been developed using input gathered in October and November 2024 from a community and stakeholder's survey and workshop, as well as a workshop with Council Members and staff.

The framework is divided into three key parts:

- Guidance that applies to all the community venues
- Venue categories
- Guidance that applies to each venue.

This framework will be delivered through Council's community programming, asset management plans and annual business plan and budget process.

Strategic Alignment

Aligning existing strategies with this Community Venues Framework ensures a coordinated approach that enhances community outcomes, fosters inclusive engagement, and strengthens the delivery of services that reflect local needs and aspirations.

Burnside 2030 Strategic Community Plan

Burnside 2030 articulates Council's vision, goals and priorities that guide decision making over a 10 year period, and represents a vision for the City of Burnside.

Environmental Sustainability Strategy 2024-2028

The Environmental Sustainability Strategy guides Council and the community towards being green, environmentally sustainable and responsible

Recreation and Sport Strategy 2022-2026

The City of Burnside is committed to providing recreational and sporting facilities and programs that support and encourage an active, healthy community.

Connected Communities Strategy 2022-2026

The Connected Communities Strategy provides a blueprint to guide Council's contribution to future community initiatives

Draft Youth Action Plan 2025-2029

The City of Burnside is developing a Youth Action Plan which will help shape the future actions and initiatives to support young people in our community.

Public Health Plan 2020-2025

The Regional Public Health plan address key issues, challenges and opportunities for each of the Eastern Health Authority constituent councils.

Disability Access and Inclusion Plan 2020-2024

The City of Burnside values and embraces the diversity within its community and is committed to ensure people of all abilities are welcome and feel included.

Guidance for all Venues

Principle	Description
1. Engagement and utilisation	Venues are well-attended and community are engaged in programs or delivering activities.
2. Quality and fit for purpose facilities	Venue spaces and equipment are fit for purpose, flexible for a variety of uses, well maintained and provide a comfortable environment to visit.
3. Community need and market demand	Venue activities and spaces remain adaptable to evolving community needs and interests, delivering events and programs that attract strong participation and are highly valued.
4. Safe, accessible and inclusive spaces	Venue facilities and programs are safe, inclusive and accessible to all.
5. Effective communication and marketing	Venue spaces, programs and events are well promoted, and communication materials are accessible and easy to understand.
6. Supportive management and easy to use systems	Venues are supported by helpful staff and volunteers and user-friendly systems.
7. Long term financial viability and sustainability	The venue network strives to maintain a balance between delivering affordable, accessible spaces for the community and managing the financial resources required to sustain the entire venue portfolio.
8. Valued partnerships and collaboration	Venues will continue to play a key role in fostering strong partnerships with all levels of government, community groups, and not-for-profits to enhance programs, accessibility, and community connection.



Dulwich
COMMUNITY CENTRE

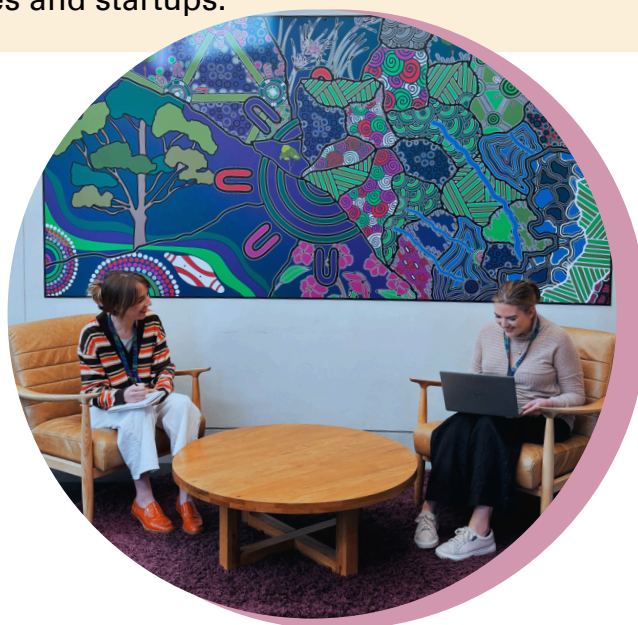
 City of
Burnside

Improvement for all Venues

Opportunity for Improvement	Description
Promotion and marketing	<ul style="list-style-type: none"> • Identify and prioritise improvements to how Council promotes venues and programs to broaden reach. • Drive and coordinate cross-promotion of all venues and activities, including non-Council programs, through other Council centres, notice boards, newsletters, signage, social media, home care services.
Disability access and inclusion	<ul style="list-style-type: none"> • Continue to prioritise the implementation of recommendations from the Accessibility Audit of Council Buildings and Facilities (DAIP). • Explore opportunities to incorporate universal design principles across programs and spaces to enhance accessibility and inclusivity. • Continue to offer programs at varied times to accommodate the diverse needs of the community. • Strengthen partnerships with disability service providers for activities. • Investigate accessible and inclusive marketing and promotional materials that meet the needs of people with disability.
Ongoing engagement	<ul style="list-style-type: none"> • Provide feedback options such as suggestion boxes, online forms and surveys and actively respond to guide venue or program improvements.

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Opportunity for Improvement	Description
Partnerships and Funding Opportunities	<ul style="list-style-type: none"> • Consider partnerships with adjacent Councils to support shared community initiatives. • Seek external funding to support venue activation and programs, enhancing sustainability.
Management resourcing and systems	<ul style="list-style-type: none"> • Review booking and ticketing systems to ensure they are user-friendly and fit for purpose for both customers and staff. • Review how venues are resourced to best support community and commercial activation. • Ensure venue procedures are easy to access and follow for all users and hirers.
Inclusion and diversity	<ul style="list-style-type: none"> • Ensure a balance of programming for people of all ages, genders, and abilities. • Foster meaningful relationships with cultural and community groups to activate available spaces. • Identify opportunities to celebrate our diverse community and cultural heritage.
Local business support	<ul style="list-style-type: none"> • Explore how to best engage and support local business through venue activation. • Explore the feasibility of a business hub to provide shared spaces and support services for local small businesses and startups.



Venue Categories

This framework assigns Council’s owned and managed community venues into two categories: community centres and entertainment venues. Each category has predominant types of uses and facilities.

	Community Centre Venues	Entertainment Venues
Venues	<ul style="list-style-type: none"> • Burnside Civic Centre • Burnside Community Centre • Dulwich Community Centre • Glenunga Hub • Pepper Street Arts Centre 	<ul style="list-style-type: none"> • Burnside Ballroom • Burnside Town Hall • Regal Theatre
Use	<ul style="list-style-type: none"> • Community development, wellbeing and connection • Structured Council and community programs • Community and multicultural groups 	<ul style="list-style-type: none"> • Private hire • Ticketed events • Entertainment and performance • Corporate events
Facilities	<ul style="list-style-type: none"> • Informal meet, sit and relax, tea and coffee areas • Flexible spaces for activities • Meeting rooms • Kitchen and storage • Easy to use flexible audio-visual system • Usually staffed (business hours) 	<ul style="list-style-type: none"> • Ticketing systems • Large spaces (seating, open) • Stage and high-capacity audio-visual system • Bars for refreshment purchase • Kitchen for catering • Furnishings for large events • Larger capacity parking



Burnside Civic Centre

The Civic Centre is home to various services and activities which are fundamental to the ongoing operations of the City of Burnside. The Civic Centre includes the courtyard, foyer, youth space and the exhibition space in the customer service area.

401 Greenhill Road, Tusmore



Role in venue network

- General public seating and space to meet
- Exhibition space
- Venue for major Council events
- Activation which showcases key Council strategies (Youth, DAIP, etc)
- Council administration and the library

Activation and programming

- Essential services (Customer Service, Justice of the Peace, etc.)
- Unstructured meeting areas, public seating
- Art exhibitions
- Youth activities
- Social connection programs (e.g. Chat with a Local)

Current facilities

- Indoor public spaces
- Youth space
- Accessible parking
- Accessible Bathrooms
- Customer Service Desk and Community Information Desk

Current usage

- Various activation levels dependant upon organisational needs

Opportunities

- Enhance the overall environment and offerings to support the space's evolving role as a welcoming hub for informal study, connection, and community engagement (ie. space, seating, cafe, way-finding)
- Review art exhibitions including links to corporate art and public art

[Click here to view the Civic Centre](#)

Burnside Ballroom

The Burnside Ballroom is an elegant state heritage listed venue renowned for its timeless charm and grand atmosphere, making it a sought-after location for various events. Steeped in history, it continues to bring the community together through vibrant cultural and social gatherings.

401 Greenhill Road, Tusmore



Role in venue network

- Hireable space for performances, weddings and corporate functions
- Hirer led wellbeing and performance classes
- Large space for gatherings

Activation and programming

- Well utilised by private hirers for various performing arts, concerts, etc.
- Social gatherings and large cultural celebrations
- Various council programs which require a large space

Current facilities

- Accessible bathrooms
- Bar and service areas on both top and bottom levels
- Kitchen with electric oven, glass washer and fridges
- Stage and modern audio systems

Current usage

- 100 casual hirers on average per year
- 4 regular Council managed community programs
- 50% capacity in 2024

Opportunities

- Develop a concept plan to enhance venue activation in alignment with the Conservation Management Plan (i.e. upgrades to bar, kitchen, storage, etc)
- Retain and celebrate the built heritage in line with the Conservation Management Plan
- Attract new commercial hirers and partnerships to ensure high level of activation
- Increase live performance events (e.g. live music)
- Explore options to maximise corporate or event usage
- Improve way-finding to the Ballroom within the Civic Centre site
- Implement recommendations from the Ballroom Building Code of Australia & Disability Discrimination Act Compliance Audit.

[Click here to view the Burnside Ballroom](#)

Burnside Community Centre

The Burnside Community Centre is a vibrant group of spaces offering inclusive programs, services, and spaces that support wellbeing, learning, and connection for people of all ages. It fosters a welcoming environment where everyone can come together to grow, share, and thrive.

401 Greenhill Road, Tusmore



Role in venue network

- Council managed community development and wellbeing programs
- Spaces for both regular hire by community groups or for casual hire
- Space to meet and connect
- Cultural focus to promote diversity and inclusion

Activation and programming

- Focus on wellbeing and active ageing (Strength for Life and other active programming)
- Education and lifelong learning
- Social programs such as Mahjong, Chess, Snooker
- Home to many community events managed by council

Current facilities

- Various private bookable spaces available
- Public space suitable for both private and council managed activities
- Accessible bathrooms
- Accessible parking

Current usage

- 15 regular private hirers and 120 casual hirers on average per year
- 25 regular Council managed community programs
- 85% capacity in 2024

Opportunities

- Improve promotion of venue and activities available
- Improve way-finding to the Community Centre spaces
- Review the use of the Bill Dean Lounge for unstructured gatherings to meet growing demand
- Review instructions for equipment use and processes

Burnside Town Hall

The Burnside Town Hall is a historic and iconic building that serves as a central gathering place for civic events, community functions, and cultural activities. It stands as a proud symbol of community spirit and local heritage.

401 Greenhill Road, Tusmore



Role in venue network

- Hire space for regular classes, rehearsal space, private activities
- Utilised by council for various programs and activities

Activation and programming

- Limited activity occurs during business hours due to the venue's location above administrative offices
- Suitable for private hirer outside council business hours
- Supports local performance groups such as Burnside Symphony Orchestra and Burnside Youth Concert Band

Current facilities

- Accessible bathrooms
- Elevator access available between entrance level and the main venue

Current usage

- 25 casual hirers per year on average
- 10 regular hirers
- 35% capacity in 2024

Opportunities

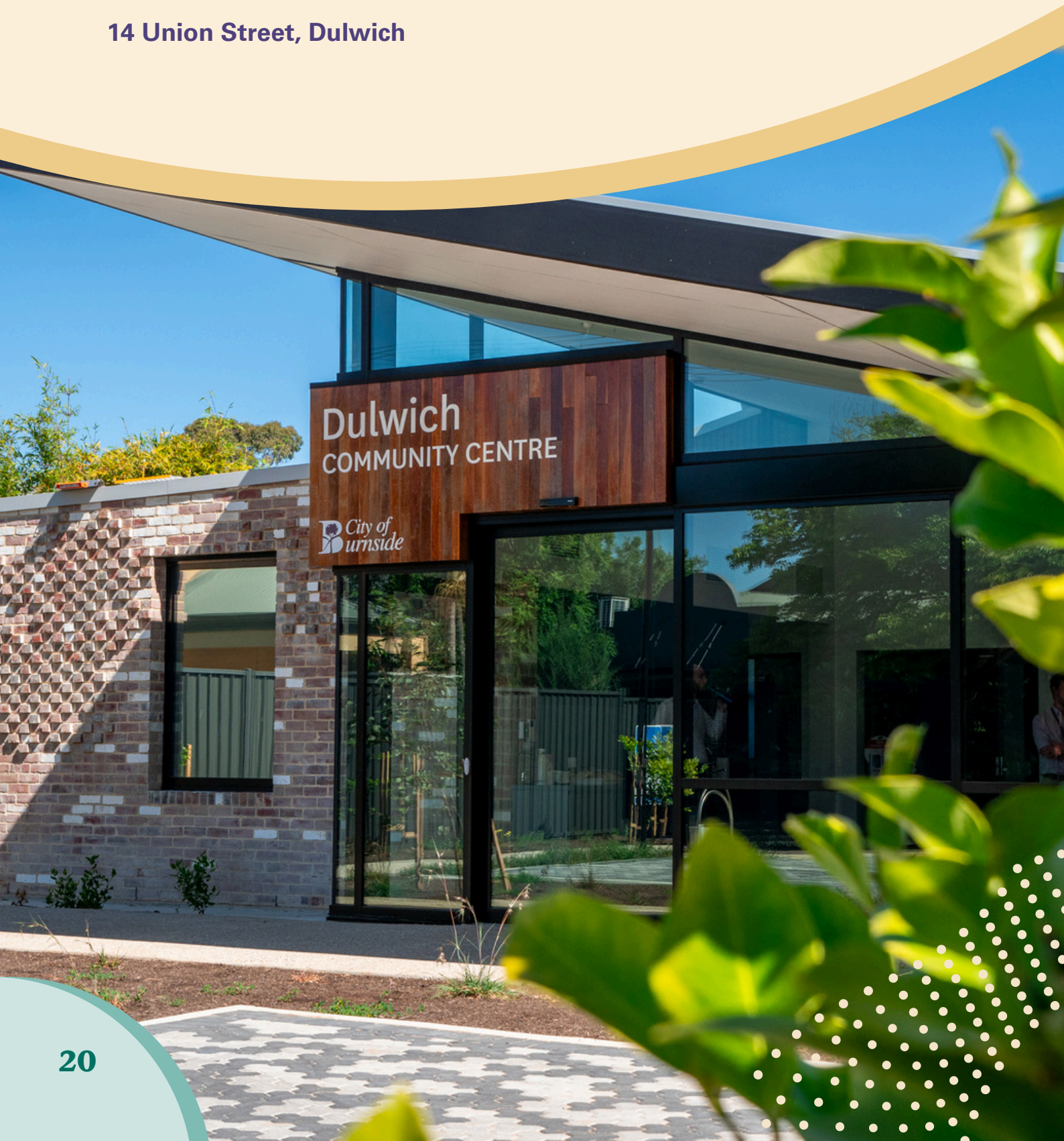
- Develop a concept plan to enhance venue activation and explore alternative uses of the space, taking into consideration the challenges associated with use during business hours
- Explore improvements to audio-visual equipment

[Click here to view the Burnside Town Hall](#)

Dulwich Community Centre

The Dulwich Community Centre is a newly renovated, accessible venue that hosts a variety of programs and activities designed to support those living in the local community. Nestled in a leafy suburban setting, it brings people together in a warm and welcoming environment.

14 Union Street, Dulwich



Role in venue network

- Council managed community development and wellbeing programs
- Space for regular hire by community groups or for casual hire

Activation and programming

- Delivery of programs and services suitable to local community
- Health and wellbeing programs (Yoga, Tai Chi, Pilates)
- Various meetings and small-medium conferences

Current facilities

- Off street parking
- Stage and modern audio-visual equipment
- Kitchenette and foyer area
- Accessible bathrooms

Current usage

- 13 regular hirers and 1 casual hirer on average per week
- 3 regular Council managed programs
- 70% capacity in 2024

Opportunities

- Monitor balance of Council and hirer programs
- Improve signage at venue to promote activities
- Explore management of street parking

[Click here to view the Dulwich Community Centre](#)

Glenunga Hub

The Glenunga Hub is a modern, community-focused facility that provides dynamic spaces for a range of private and public activities. Surrounded by open space, it serves as a multi-purpose venue which meets the needs of community groups, such as local sporting clubs.

70 Conyngham Street, Glenunga



Role in venue network

- Council managed community development and wellbeing programs
- Spaces for regular private hire (e.g. wellbeing classes) or for casual hire (e.g. birthday parties)
- Balance to support local sporting clubs and community groups

Activation and programming

- Highly activated spaces to support local sporting clubs
- Health and wellbeing programs
- Language classes and educational programs
- Workshops, meetings and small conferencing

Current facilities

- Café
- Off street parking
- Accessible bathrooms
- Various spaces with flexible room arrangements
- Family friendly precinct with nearby playground
- Commercial kitchen and bar

Current usage

- 20 regular hirers
- 135 casual hirers per year on average
- 10 regular Council managed community programs
- 85% capacity in 2024

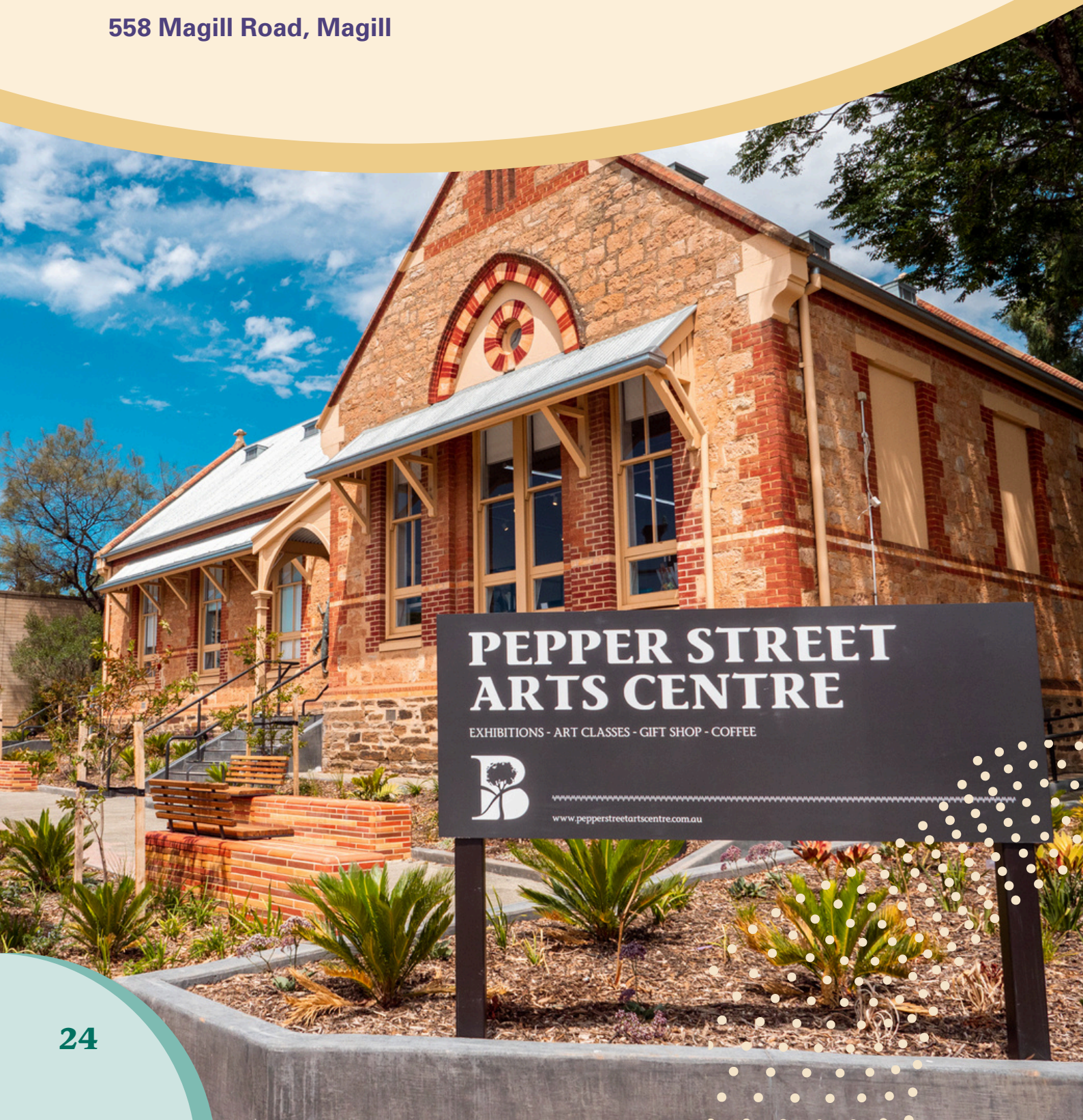
Opportunities

- Support the shared facility and build on community and sporting clubs relationships
- Explore improvements to the operable walls and access doors
- Explore improvements to audio-visual equipment
- Improve way-finding signage from both adjacent roads
- Activate the courtyard through place-making initiatives that foster social connection and enhance amenity

Pepper Street Arts Centre

The Pepper Street Arts Centre is a vibrant creative space that showcases local artists through exhibitions, workshops and events, fostering a strong connection between art and community. With a welcoming gallery, gift shop and on site coffee shop, it invites visitors to connect, create and be inspired.

558 Magill Road, Magill



Role in venue network

- Showcasing local artists through a variety of media
- Art classes and artist demonstrations
- Art Exhibitions (SALA, Fringe, Christmas)
- Coffee shop and lounge
- Art and craft gift shop

Activation and programming

- Hosting art exhibitions each year
- Exhibition launches and events
- Private art classes and workshops and demonstrations

Current facilities

- Accessible parking and bathrooms
- Exhibition space
- Gift shop for art sales
- Coffee shop and adjoining lounge
- Workshop space for hire

Current usage

- 23,000 visitors on average each year
- 11 exhibitions per year
- 85% capacity in 2024

Opportunities

- Consider the development of a master plan to explore enhancements to the site and future utilisation
- Review offerings to attract new audiences by exploring diverse opportunities for engagement and activation
- Enhance collaboration with local businesses and Campbelltown City Council to deepen connections with the Magill Village Precinct
- Ensure operational support delivers efficient and high-quality services
- Review coffee shop
- Improve systems to increase efficiencies (e.g. access cards, point of sale)

Regal Theatre

The Regal Theatre is a much loved heritage theatre that blends classic charm with contemporary entertainment; offering a diverse program of films, live performances and community events. As a cultural landmark, it provides a unique and welcoming experience for all.

275 Kensington Road, Kensington Park



Role in venue network

- Cinema program
- Live events
- Commercial and private hire
- Council programs and events

Activation and programming

- Regular box-office films
- Host for key council events including Citizenship ceremonies
- Private hirer for social, commercial events
- Live music events
- Fringe venue

Current facilities

- 500 seat theatre
- Off street parking
- Candy bar/kiosk

Current usage

- 40 commercial hirers
- 60 community groups and not-for-profit hirers
- 12 Council programs
- 2 regular community programs
- 70% capacity in 2024

Opportunities

- Implement Regal Theatre Precinct Master Plan (2025-2028), ensuring venue accessibility is a priority
- Advocate for government funding to support Masterplan redevelopment
- Explore balance of programming types (e.g. traditional film, live events and private hire)
- Review resourcing to support sustainable operations and adaptable, future-focused venue activation aligned to the Precinct Master Plan.

[Click here to view the Regal Theatre](#)

Contact Us

Email: burnside@burnside.sa.gov.au

Phone: 8366 4200

Address: 401 Greenhill Road, Tusmore SA 5065

Web: www.burnside.sa.gov.au

