



City of  
**Ipswich**

**IPSWICH  
CITY  
COUNCIL**

**AGENDA**

*of the*

**COMMUNITIES COMMITTEE**

**Held in the Council Chambers  
2<sup>nd</sup> floor – Council Administration Building  
45 Roderick Street  
IPSWICH QLD 4305**

On Tuesday, 13 August 2019

At 10.30 am or within any period of time up to a maximum of 10 minutes after the conclusion of the Growth and Infrastructure Committee.

<b><u>MEMBERS OF THE COMMUNITIES COMMITTEE</u></b>	
Interim Administrator Greg Chemello ( <b>Chairperson</b> )	

## COMMUNITIES COMMITTEE AGENDA

*10.30 am or within any period of time up to a maximum of  
10 minutes after the conclusion of the Growth and Infrastructure  
Committee on **Tuesday, 13 August 2019**  
Council Chambers*

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\*\* Item includes confidential papers

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**COMMUNITIES COMMITTEE NO. 8**

**13 AUGUST 2019**

AGENDA

1. **COMMUNITY DONATION REQUEST EXCEEDING \$15,000**

This is a report concerning approval of a community donation request from Festival of Learning Limited, which exceeds \$15,000.00. The current Community Donations Program Procedure states that:

*"The maximum funding which may be allocated to an organisation in any one financial year is \$15,000 unless approved by Council resolution."*

**RECOMMENDATION**

That the Interim Administrator of Ipswich City Council resolve:

That Council approve a donation of \$33,187.87 to Festival of Learning Limited towards costs associated with the Festival of Learning project in Greater Springfield, in October 2019, subject to the provision of a finalised risk management plan approved by Council's People and Culture Branch.

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2. **COMMUNITY DONATIONS REPORT**

This is a report by the Community Grants Coordinator dated 5 July 2019 providing detail about the year to date allocation of community donations, as at 30 June 2019 (Attachment 1), and providing a summary of these community donations by recipient type (Attachment 2).

**RECOMMENDATION**

That the report be received and the contents noted.

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3. **QUOTE CONSIDERATION PLAN REPORT - STUDIOSTY PTY LTD**

This is a report concerning the Quote or Tender Consideration Plan for Studiostry Pty Ltd.

Council's Library and Customer Services Branch is committed to offering online access to resources that cater to the literacy and lifelong learning needs of the Ipswich Community utilising the on-demand online study help services provided by Studiostry Pty Ltd.



A Quote or Tender Consideration Plan has been prepared for adoption by council for a provider which have been identified as sole or unique supplier.

#### RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That Council (Interim Administrator of Ipswich City Council) resolve to prepare a Quote or Tender Consideration Plan for on-demand online study help services in accordance with section 230(1)(a) of the *Local Government Regulation 2012*.
- B. That Council (Interim Administrator of Ipswich City Council) resolve to adopt the Quote or Tender Consideration Plan for on-demand online study help services as outlined in the report by the Library Content Development and Fulfilment Coordinator dated 9 July 2019 in accordance with section 230(1)(b) of the *Local Government Regulation 2012*.
- C. That Council (Interim Administrator of Ipswich City Council) resolve to enter into a contract with Studiosity Pty Ltd for on-demand online study help services on the terms described in the report by the Library Content Development and Fulfilment Coordinator dated 9 July 2019.
- D. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract with Studiosity Pty Ltd to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.

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#### 4. VIVA CRIBB BURSARY 2019–2020

This is a report concerning the announcement of the *2019 Viva Cribb Bursary* winners.

#### RECOMMENDATION

That the report be received and the contents noted.

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#### 5. REDBANK PLAINS COMMUNITY CENTRE SOCIAL IMPACT ASSESSMENT: SIX MONTH STUDY RESULTS

This is a report concerning the Redbank Plains Community Centre (the Community Centre) Social Impact Assessment.

The Redbank Plains Community Centre opened in May 2018, is co-funded by Ipswich City Council and the Queensland State Government, and managed by Multicultural Australia Ltd. Council, in partnership with Multicultural Australia Ltd, is

undertaking a multi-year social impact assessment, to track the social impact of the Community Centre over time.

A baseline study was conducted over June and July 2018 and a report compiled detailing the outcomes of this baseline study (see Attachment 1). A six-month study was then conducted over December and January 2019 and a report compiled detailing the outcomes of this six-month study (see Attachment 2).

While it would not be expected that significant change has occurred within the six months since the Community Centre opened, the six-month study includes comparison to the baseline study results. Of note is that the findings from the six-month study indicate that those community members who have visited and engaged with the Community Centre feel more welcome in the community (59% compared to 45%) and also have a more positive view of cultural diversity (75% compared to 52%), than those who have not visited or engaged with the Community Centre.

#### RECOMMENDATION

That the report be received and the contents noted.

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#### 6. \*\*EXTENSION TO 15-16-226 ANIMAL MANAGEMENT SERVICES

This is a report concerning the potential use of provisions of the *Local Government Regulation* 2012 to extend the Animal Management Services contract. By resolution this may enable Ipswich City Council (Council) to make adjustments to the 15-16-226 Animal Management Services contract, which could assist Council in mitigating the risk associated with a penalty clause included by the current supplier.

#### RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

That the Chief Executive Officer be authorised to administer contract variations for Animal Management Services, Contract No. 15-16-226 and to do any other acts necessary to implement Council's decision in accordance with section 13(3)(c) of the *Local Government Act 2009*.

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**\*\* Item includes confidential papers**

and any other items as considered necessary.

Doc ID No: A5623899

ITEM: 1  
SUBJECT: COMMUNITY DONATION REQUEST EXCEEDING \$15,000  
AUTHOR: COMMUNITY GRANTS COORDINATOR  
DATE: 26 JUNE 2019

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### **EXECUTIVE SUMMARY**

This is a report concerning approval of a community donation request from Festival of Learning Limited, which exceeds \$15,000.00. The current Community Donations Program Procedure states that:

*"The maximum funding which may be allocated to an organisation in any one financial year is \$15,000 unless approved by Council resolution."*

### **RECOMMENDATION/S**

**That the Interim Administrator of Ipswich City Council resolve:**

**That Council approve a donation of \$33,187.87 to Festival of Learning Limited towards costs associated with the Festival of Learning project in Greater Springfield, in October 2019, subject to the provision of a finalised risk management plan approved by Council's People and Culture Branch.**

### **RELATED PARTIES**

The Chairperson of the Festival of Learning Limited's Executive Team is Dr Richard Eden, the Executive General Manager, Education and Smart City, for Springfield City Group Pty Ltd. Dr Richard Eden is also the Chairperson of the Learning Coalition (a coalition of 11 schools (both public and private)) whose role is to collectively host the Festival of Learning 2019. Dr Eden is also the primary contact person for the community donation application.

### **ADVANCE IPSWICH THEME LINKAGE**

Caring for the Community and Listening, Leading and Financial Management.

### **PURPOSE OF REPORT/BACKGROUND**

Through the provision of community donations, Ipswich City Council seeks to support the role of community organisations and recognise the significant role they play in developing and delivering initiatives that encourage participation in community life, foster social cohesion, celebrate diversity, and contribute to a vibrant, healthy and sustainable city.

The Community Donations Program allows for funds to be allocated to not-for-profit community organisations for community purposes and supports community organisations to deliver initiatives that address identified local community needs.

A community donation application has been received from Festival of Learning Limited, which was established in February 2019 and is a not for profit entity formed for the purposes of managing the Festival of Learning 2019, and to keep this function separate from other entities (eg schools or Springfield City Group). The Springfield City Group Pty Ltd has insured Festival of Learning 2019 with a \$50M public liability insurance.

Festival of Learning Limited's purpose is to promote the Festival of Learning 2019 which will be hosted by a coalition of 11 schools (both public and private) (the Learning Coalition) to progress Greater Springfield as a Learning City through cooperation, the exchanging of information and best practice methods and through working together on opportunities for collective benefit. The first initiative of the Learning Coalition is to deliver the inaugural biennial Festival of Learning 2019 across Greater Springfield to raise awareness of the Learning Coalition and to celebrate the contribution education providers make to Greater Springfield. The Learning Coalition manages its funds through Festival of Learning Limited.

The Festival of Learning 2019 will take place from 21 October to 26 October 2019 and will include 50 events held at 11 schools, (both public and private), the University of Southern Queensland, TAFE Queensland Springfield Campus and other learning providers within the Greater Springfield area. The event will culminate in two whole of community events on Friday and Saturday at Robelle Domain.

The Festival of Learning 2019 is limited to the Greater Springfield region. Whilst specifically designed for the Greater Springfield community, the event organisers anticipate the Festival of Learning will also attract attention from a range of stakeholders across the education sector, both within the wider Ipswich region but also from SEQ. The geographically connected coalition of schools are also members of further reaching networks and educational systems.

The applicant has advised that the Festival of Learning 2019 will operate completely under a sponsorship/grant model and that to date, \$125,000 in sponsorship has been confirmed, with others under consideration. Other organisations are supplying 'in kind' support. The Learning Coalition is actively seeking additional sponsorship from local business and educational suppliers.

A draft program of the Festival of Learning 2019 will be published in late July. To date over 30 events have applied for registration. The Festival of Learning 2019 will include a broad range of hosted and connected events and activities across Greater Springfield including events within schools focussed on robotics and drones, nature play, and events for teachers and the wider community to participate in. Most are multi-school events (i.e. events with multiple schools and their communities participating). Workshops include Embedding Indigenous Knowledge, a Shark Tank like pitching competition for entrepreneurial students, music talent competition for students and a finale celebration in Robelle Domain.

Each of the event owners are responsible for their individual events, but a professional event coordinating company is being engaged to oversee the delivery of the whole Festival of Learning 2019 calendar, to ensure quality and branding etc are standardised and to promote the program and opportunity in a professional manner.

The Festival of Learning 2019 will engage the community (whom are mostly parents of school age children) and the applicant advises that this is not an Open Day or Fair at the schools, rather these are learning and collaboration specific events to bind the community, raise awareness and a sense of belonging.

On Monday 21 October 2019, the Opening Ceremony will be part of a creative and critical thinking professional learning event for over 400 teachers across the schools in the new Community Hall in Springfield Central.

This community donation request represents approximately 25% of the expected Festival of Learning 2019 proposed budget. The Learning Coalition has developed:

- A sponsorship pack with various sponsorship levels and benefits associated with each level. The sponsorship collateral has been customised and sent out to over 50 local Springfield businesses and educational suppliers
- A Learning Coalition brochure
- A Learning Coalition and Festival of Learning website

The community donation application received includes an estimated reach of 30,000 people.

#### **FINANCIAL/RESOURCE IMPLICATIONS**

The Festival of Learning 2019 has sought a community donation of \$55,000 which is estimated to account for approximately 25% of the total budget which is \$212,500. Other funding is expected to come from sponsors, schools and other supporters.

The community donation is sought specifically to support the following costs:

- Sound and lighting
- Provision of waste bins from Ipswich Waste
- Eventbrite services agreement to provide a branded landing page
- Advertising at Orion Springfield

The application included a comprehensive listing of advertising options and costs from Orion Springfield. The applicant has advised that they have not yet confirmed their final advertising strategy, but anticipate a maximum spend of \$10,000 for advertising at Orion Springfield.

Based on the quotes provided, the total amount eligible for consideration under the Community Donations Program is \$44,250.50.

## **RISK MANAGEMENT IMPLICATIONS**

In line with advice from Council's People and Culture Branch, applications for community donations must also include a risk management plan. Festival of Learning Limited has provided a plan, however it will need to be updated once all events are confirmed, and if successful in their funding application, funds will not be released until a finalised risk management plan has been provided and approved by Council's People and Culture Branch.

Festival of Learning Limited has considered a reputational risk to the Learning Coalition if there are poor attendance numbers at the Festival of Learning 2019. To mitigate this risk, the organisers have outlined that they will undertake the following:

- A highly effective communications/promotions program commencing months earlier for the event to ensure high community awareness. The event will be promoted and advertised through a variety of channels.
- Incentives to attend have been built into the program such as competitions and prizes etc.
- Schools will be encouraged to use their channels to promote the event but with consistent, clear messages supplied by the Communications/Engagement Manager.
- A booking/registration platform and associated online presence that is appealing and highly efficient (Eventbrite) will be live at least 6 weeks prior to the event.
- A media launch closer to the event.

In line with the Community Donations Program terms and conditions, donations are provided without expectation of reciprocated benefits. That is, no benefit is to be received in return for the provision of any donation (financial or otherwise) by Ipswich City Council.

## **LEGAL/POLICY BASIS**

This report and its recommendations are consistent with the following legislative provisions: *Local Government Act 2009 and Local Government Regulation 2012.*

## **COMMUNITY AND OTHER CONSULTATION**

The contents of this report did not require any community consultation.

## **CONCLUSION**

Applications for funding through the Community Donations Program are assessed in accordance with the eligibility criteria and assessment process outlined in the Community Donations Policy, associated Procedure and Administrative Guidelines. In line with this process, the application was independently assessed by two Council staff (the Community Engagement Manager and the Community Development Coordinator), against the weighted criteria outlined in the Procedure.

The application scored 77 and therefore recommended funding is 75% of the eligible amount sought.

Josie Berry  
**COMMUNITY GRANTS COORDINATOR**

I concur with the recommendations contained in this report.

Abbey Richards  
**COMMUNITY DEVELOPMENT MANAGER**

I concur with the recommendations contained in this report.

Ben Pole  
**GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT**

***“Together, we proudly enhance the quality of life for our community”***

Doc ID No: A5645053

ITEM: 2  
SUBJECT: COMMUNITY DONATIONS REPORT  
AUTHOR: COMMUNITY GRANTS COORDINATOR  
DATE: 5 JULY 2019

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### **EXECUTIVE SUMMARY**

This is a report by the Community Grants Coordinator dated 5 July 2019 providing detail about the year to date allocation of community donations, as at 30 June 2019 (Attachment 1), and providing a summary of these community donations by recipient type (Attachment 2).

### **RECOMMENDATION/S**

**That the report be received and the contents noted.**

### **RELATED PARTIES**

There are no known related party matters associated with this report.

### **ADVANCE IPSWICH THEME LINKAGE**

Caring for the Community and Listening, Leading and Financial Management.

### **PURPOSE OF REPORT/BACKGROUND**

Through the provision of community donations, Ipswich City Council seeks to support the role of community organisations and recognise the significant role they play in developing and delivering initiatives that encourage participation in community life, foster social cohesion, celebrate diversity, and contribute to a vibrant, healthy and sustainable city.

The Community Donations Program allows for funds to be allocated to not-for-profit community organisations for community purposes and supports community organisations to deliver initiatives that address identified local community needs.

### **Management and Coordination of the Community Donations Program**

The Community Engagement Branch manages the receipt, assessment and allocation of funding applications received through the Community Donations Program in accordance with the Community Donations Policy and associated Administrative Guidelines.



## **FINANCIAL/RESOURCE IMPLICATIONS**

Within the Community Engagement Branch, the Community Grants Team is responsible for the management and coordination of Council's Community Donations Program and Community Grants and In-Kind Assistance Program. The Community Grants Team is a team of two (2) full-time staff.

Funding for the provision of community donations is contained within the Community Engagement Branch 2018-2019 financial year budget.

There are no additional resourcing or budget implications associated with this report.

## **RISK MANAGEMENT IMPLICATIONS**

There are no risk management implications associated with this report.

## **LEGAL/POLICY BASIS**

This report and its recommendations are consistent with the following legislative provisions: *Local Government Act 2009 and Local Government Regulation 2012*.

Specifically, section 109 of the *Local Government Act 2009* provides local governments with the ability to utilise discretionary funds in accordance with the requirements prescribed under the *Local Government Regulation 2012*.

Section 202 of the *Local Government Regulation 2012* prescribes a number of requirements for –

- a) a local government for making discretionary funds available; and
- b) a councillor for using discretionary funds.

**Discretionary funds allocated are required to be publically reported under section 202 of the Local Government Regulation 2012.**

## **COMMUNITY AND OTHER CONSULTATION**





The contents of this report did not require any community consultation.

## **CONCLUSION**

Applications for funding through the Community Donations Program are assessed in accordance with the eligibility criteria and assessment process outlined in the Community Donations Policy and associated Administrative Guidelines.

This report provides detail about the allocation of community donations for the 2018-2019 financial year up to 30 June 2019 (Attachment 1), and provides a summary of these community donations by recipient type (Attachment 2).

**ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS**

1.	Community Donations Report June 2019  
2.	Community Donations Recipient Type  

Josie Berry

**COMMUNITY GRANTS COORDINATOR**

I concur with the recommendations contained in this report.

Abbey Richards

**COMMUNITY DEVELOPMENT MANAGER**

I concur with the recommendations contained in this report.

Ben Pole

**GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT**

***“Together, we proudly enhance the quality of life for our community”***

Item 2 / Attachment 1.

Community Donations Register

Year	Mayor/Division	Approval Date	Recipient	Purpose of Funding	Funded Amount
2018	Citywide	3/07/2018	Bremer State High School	2018 Instrumental Music Tour	\$500.00
2018	Division 1	3/07/2018	Bremer State High School	2018 Instrumental Music Tour	\$500.00
2018	Division 10	3/07/2018	Mount Marrow State School P&C Association	Year 6 Graduation Books	\$198.00
2018	Division 10	3/07/2018	Purga Elders and Descendants Aboriginal Corporation	Mowing for Fireworks Safety	\$550.00
2018	Division 10	3/07/2018	Artisan's Co-op Rosewood Ltd	Set-Up Costs for Not-For-Profit Co-op	\$500.00
2018	Division 2	3/07/2018	Kruger State School P&C	Kruger's Got Talent Fundraising Event	\$2,000.00
2018	Division 4	3/07/2018	Blackstone Girl Guides	Guide Trip to Bundaberg	\$3,990.00
2018	Division 9	3/07/2018	Springfield Malayalee Association Inc	Organisation's Website Annual Maintenance Expenses	\$250.00
2018	Citywide	17/07/2018	Ipswich Junior Grammar School	Bright Sparks Program	\$2,500.00
2018	Citywide	17/07/2018	Redbank Plains Bears JRLFC	Laurie Spinner Shield U11s Townsville	\$250.00
2018	Citywide	17/07/2018	VITAL ProJeX	Culture Change Program - Rosewood State High School	\$500.00
2018	Division 1	17/07/2018	VITAL ProJeX	Culture Change Program - Rosewood State High School	\$250.00
2018	Division 10	17/07/2018	VITAL ProJeX	Culture Change Program - Rosewood State High School	\$750.00
2018	Division 2	17/07/2018	Goodna Community Association	Goodna Jacaranda Festival 2018	\$4,000.00
2018	Division 2	17/07/2018	Redbank Plains Bears JRLFC	Laurie Spinner Shield U11s Townsville	\$200.00
2018	Division 2	17/07/2018	Ipswich State High School	Met West State Championships - Rugby Union	\$900.00
2018	Division 3	17/07/2018	Redbank Plains Bears JRLFC	Laurie Spinner Shield U11s Townsville	\$300.00
2018	Division 5	17/07/2018	Tivoli State School P&C	Driveways for Drop off / Pick up Zone	\$10,000.00
2018	Division 7	17/07/2018	Raceview Congregational Kindergarten	Shade for Playground	\$500.00
2018	Division 7	17/07/2018	VITAL ProJeX	Culture Change Program - Rosewood State High School	\$500.00
2018	Division 9	17/07/2018	Redbank Plains Bears JRLFC	Laurie Spinner Shield U11s Townsville	\$250.00
2018	Division 9	17/07/2018	Western Pride Football Club	Purchase of practice equipment	\$5,000.00
2018	Division 5	18/07/2018	Rivers of Life Christian Church	WHS Upgrade Community Sign	\$930.00
2018	Division 6	18/07/2018	Jubilee Ranger Guides	Jubilee Rangers' Great Victorian Adventure	\$1,000.00
2018	Division 9	23/07/2018	LiveCity Church	Redbank Plains Community Christmas Carols	\$14,995.00
2018	Division 1	25/07/2018	Springfield Christian Family Church Limited	Community Funday - in Support of Anti-bullying	\$500.00
2018	Division 9	25/07/2018	Springfield Christian Family Church Limited	Community Funday - in Support of Anti-bullying	\$500.00
2018	Citywide	1/08/2018	Cure Brain Cancer Foundation	Walk4brain Cancer 2018	\$500.00
2018	Citywide	1/08/2018	Tivoli Social Enterprises Limited	Ipswich Community Christmas Spectacular	\$5,000.00
2018	Division 1	1/08/2018	Cure Brain Cancer Foundation	Walk4brain Cancer 2018	\$250.00
2018	Division 10	1/08/2018	Cure Brain Cancer Foundation	Walk4brain Cancer 2018	\$400.00
2018	Division 2	1/08/2018	Cure Brain Cancer Foundation	Walk4brain Cancer 2018	\$250.00
2018	Division 2	1/08/2018	Shiloh Church (Shiloh Christian Family Centre)	Western Gateway Christmas Carols	\$10,000.00
2018	Division 3	1/08/2018	Cure Brain Cancer Foundation	Walk4brain Cancer 2018	\$1,000.00
2018	Division 4	1/08/2018	Cure Brain Cancer Foundation	Walk4brain Cancer 2018	\$500.00
2018	Division 5	1/08/2018	Cure Brain Cancer Foundation	Walk4brain Cancer 2018	\$500.00
2018	Division 5	1/08/2018	Tivoli Social Enterprises Limited	Ipswich Community Christmas Spectacular	\$10,000.00
2018	Division 6	1/08/2018	Cure Brain Cancer Foundation	Walk4brain Cancer 2018	\$100.00
2018	Division 6	1/08/2018	No. 225 Squadron - Australian Air Force Cadets	Radio Replacement	\$1,741.00
2018	Division 7	1/08/2018	Cure Brain Cancer Foundation	Walk4brain Cancer 2018	\$1,050.00
2018	Division 8	1/08/2018	Cure Brain Cancer Foundation	Walk4brain Cancer 2018	\$200.00
2018	Division 9	1/08/2018	Cure Brain Cancer Foundation	Walk4brain Cancer 2018	\$250.00
2018	Citywide	8/08/2018	Apprenticeships Queensland Limited	Apprenticeships Queensland 2018 Awards Night	\$1,500.00
2018	Citywide	8/08/2018	Riverview Neighbourhood House Ass Inc	Springfield Mini Show Day	\$250.00
2018	Citywide	8/08/2018	Ipswich West State School P&C Association	Native Stingless Bees	\$998.00
2018	Citywide	8/08/2018	Sudanese-Australian Lost Boys and Girls of South Sudan (SALBAGOSS)	Homework Club and Other activities	\$500.00
2018	Division 1	8/08/2018	Riverview Neighbourhood House Ass Inc	Springfield Mini Show Day	\$250.00

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2018	Division 1	8/08/2018 Springfield Light Tower	ANZAC Day	\$3,000.00
2018	Division 10	8/08/2018 St Vincent de Paul Society Queensland	Pilgrimage walk of the Ipswich Catholic Community	\$250.00
2018	Division 2	8/08/2018 Riverview Neighbourhood House Ass Inc	Springfield Mini Show Day	\$250.00
2018	Division 2	8/08/2018 Sudanese-Australian Lost Boys and Girls of South Sudan (SALBAGOSS)	Homework Club and other activities	\$500.00
2018	Division 3	8/08/2018 Riverview Neighbourhood House Ass Inc	Springfield Mini Show Day	\$650.00
2018	Division 5	8/08/2018 Apprenticeships Queensland Limited	Apprenticeships Queensland 2018 Awards Night	\$1,000.00
2018	Division 5	8/08/2018 Riverview Neighbourhood House Ass Inc	Springfield Mini Show Day	\$250.00
2018	Division 5	8/08/2018 Sudanese-Australian Lost Boys and Girls of South Sudan (SALBAGOSS)	Homework Club and other activities	\$250.00
2018	Division 7	8/08/2018 Sudanese-Australian Lost Boys and Girls of South Sudan (SALBAGOSS)	Homework Club and other activities	\$200.00
2018	Division 8	8/08/2018 Leichhardt Baptist Church	Painting of Church Ministry Centre	\$4,000.00
2018	Division 8	8/08/2018 Ipswich Arts Foundation Trust	Fundraising for the Collection Growth	\$10,000.00
2018	Division 9	8/08/2018 Springfield Light Tower	ANZAC Day	\$1,582.50
2018	Citywide	15/08/2018 Greater Springfield Combined Churches	2018 Christmas Carols at Robelle Domain	\$500.00
2018	Citywide	15/08/2018 Ipswich Musical Theatre Company	Production of Strictly Ballroom	\$1,000.00
2018	Division 1	15/08/2018 Greater Springfield Combined Churches	2018 Christmas Carols at Robelle Domain	\$5,000.00
2018	Division 1	15/08/2018 Ipswich Musical Theatre Company	Production of Strictly Ballroom	\$500.00
2018	Division 10	15/08/2018 Greater Springfield Combined Churches	2018 Christmas Carols at Robelle Domain	\$400.00
2018	Division 10	15/08/2018 Ipswich Musical Theatre Company	Production of Strictly Ballroom	\$1,000.00
2018	Division 2	15/08/2018 Greater Springfield Combined Churches	2018 Christmas Carols at Robelle Domain	\$2,000.00
2018	Division 2	15/08/2018 Ipswich Musical Theatre Company	Production of Strictly Ballroom	\$200.00
2018	Division 3	15/08/2018 Occasionals Vigoro Club	Junior development program	\$805.88
2018	Division 3	15/08/2018 Ipswich Musical Theatre Company	Production of Strictly Ballroom	\$1,500.00
2018	Division 4	15/08/2018 Raceview State School P&C Association	Catchbox Microphone	\$740.00
2018	Division 4	15/08/2018 Ipswich Musical Theatre Company	Production of Strictly Ballroom	\$2,000.00
2018	Division 5	15/08/2018 Greater Springfield Combined Churches	2018 Christmas Carols at Robelle Domain	\$500.00
2018	Division 5	15/08/2018 Ipswich Musical Theatre Company	Production of Strictly Ballroom	\$1,000.00
2018	Division 7	15/08/2018 Riverview Neighbourhood House Ass Inc	Springfield Mini Show Day	\$250.00
2018	Division 7	15/08/2018 Ipswich Musical Theatre Company	Production of Strictly Ballroom	\$1,000.00
2018	Division 8	15/08/2018 Music Heritage Group Ipswich Inc.	Festival Gala 2019	\$5,000.00
2018	Division 8	15/08/2018 Leichhardt Community Group Inc.	Community Resources	\$11,000.00
2018	Division 8	15/08/2018 Greater Springfield Combined Churches	2018 Christmas Carols at Robelle Domain	\$250.00
2018	Division 8	15/08/2018 Ipswich Musical Theatre Company	Production of Strictly Ballroom	\$2,000.00
2018	Division 9	15/08/2018 Friends Of Lakes Cultural Association Inc	Cultural and Sporting Activities	\$2,000.00
2018	Division 9	15/08/2018 Riverview Neighbourhood House Ass Inc	Springfield Mini Show Day	\$100.00
2018	Division 9	15/08/2018 Greater Springfield Combined Churches	2018 Christmas Carols at Robelle Domain	\$1,000.00
2018	Division 9	15/08/2018 Ipswich Musical Theatre Company	Production of Strictly Ballroom	\$500.00
2018	Division 6	20/08/2018 Western Pride Football Club	Junior Strip	\$5,000.00
2018	Division 3	21/08/2018 Riverview State School	African Nations Cultural Group	\$251.00
2018	Division 9	21/08/2018 Springfield Central State School P&C Assoc	Moving Forward Project	\$3,935.00
2018	Citywide	22/08/2018 Brisbane Super Kings Cricket Club Inc	Multicultural T20 Tournament	\$250.00
2018	Citywide	22/08/2018 Goodna Little Athletics	Line Marker	\$200.00
2018	Citywide	22/08/2018 Ipswich Veteran & Vintage Vehicle Club Inc	2018 Swap Meet	\$996.00
2018	Division 1	22/08/2018 Goodna Little Athletics	Line Marker	\$300.00
2018	Division 10	22/08/2018 Lions Club of Rosewood Inc.	Lions Club of Rosewood Christmas Street Carnival 2018	\$2,838.00
2018	Division 2	22/08/2018 Goodna Little Athletics	Line Marker	\$905.00
2018	Division 2	22/08/2018 Gales Residents Committee Inc	Christmas on Karina	\$1,737.11
2018	Division 3	22/08/2018 Dinmore Bushrats Soccer & Sports Club Inc.	R2R Return to Riverview Family Fun Day	\$1,425.00
2018	Division 3	22/08/2018 Goodna Little Athletics	Line Marker	\$200.00
2018	Division 4	22/08/2018 Rotary Club of Booval (Ipswich) Inc.	Footprints in the Park Program	\$4,000.00
2018	Division 5	22/08/2018 Goodna Little Athletics	Line Marker	\$200.00

Item 2 / Attachment 1.

2018	Division 7	22/08/2018	Goodna Little Athletics	Line Marker	\$200.00
2018	Division 9	22/08/2018	Springfield Lakes Nature Care INC	Detect & protect	\$1,388.00
2018	Division 9	22/08/2018	Goodna Little Athletics	Line Marker	\$200.00
2018	Citywide	28/08/2018	Harvest Rain Christian Care Limited	Ipswich Christmas Day Community Dinner	\$2,000.00
2018	Citywide	28/08/2018	White Rock Warriors Inc	Capital purchase	\$500.00
2018	Citywide	28/08/2018	Riverview Neighbourhood House Ass Inc	Community Shed	\$1,000.00
2018	Division 2	28/08/2018	White Rock Warriors Inc	Capital purchase	\$3,500.00
2018	Division 3	28/08/2018	Riverview Neighbourhood House Ass Inc	Community Shed	\$11,000.00
2018	Division 3	28/08/2018	Redbank Plains State High School	2018 Mystery Tour	\$350.00
2018	Division 4	28/08/2018	Brothers Football Club Ipswich Inc	Ladies Football Program	\$5,101.60
2018	Division 5	28/08/2018	Harvest Rain Christian Care Limited	Ipswich Christmas Day Community Dinner	\$2,000.00
2018	Division 5	28/08/2018	Riverview Neighbourhood House Ass Inc	Community Shed	\$500.00
2018	Division 6	28/08/2018	Rugby League Ipswich	Rugby League Ipswich Grand Final	\$5,000.00
2018	Division 7	28/08/2018	Music Heritage Group Ipswich Inc.	Festival Gala 2019	\$3,000.00
2018	Division 9	28/08/2018	White Rock Warriors Inc	Capital purchase	\$2,000.00
2018	Division 9	28/08/2018	Music Heritage Group Ipswich Inc.	Festival Gala 2019	\$3,000.00
2018	Citywide	22/09/2018	St Mary's College Ipswich P&F	St Mary's College 2018 Gala Dinner	\$5,000.00
2018	Citywide	22/09/2018	Riverview State School	Indigenous Cultural Garden	\$4,305.00
2018	Division 1	22/09/2018	Springfield Lakes State School P&C	Springfield Lakes State School Spring Fair	\$4,009.00
2018	Division 2	22/09/2018	Goodna Community Assoc Inc.	Goodna Jacaranda Festival	\$7,500.00
2018	Division 3	22/09/2018	Ipswich Genealogical Society Inc	Sanding and Sealing Ramp and Deck of Brigg House	\$570.00
2018	Division 3	22/09/2018	Riverview State School	Indigenous Cultural Garden	\$8,000.00
2018	Division 3	22/09/2018	Redbank Primary P&C	Garden Club - Garden Sprinklers	\$1,108.00
2018	Division 4	22/09/2018	Ipswich Cycling Club	State Mountain Bike Championships	\$2,871.75
2018	Division 4	22/09/2018	ICYS Ipswich Community Youth Service Inc.	Ipswich & West Moreton Region Child Protection Week Symposium	\$2,000.00
2018	Division 4	22/09/2018	ArtsConnect Ipswich Inc	Connecting with Community	\$772.50
2018	Division 4	22/09/2018	Silkstone Baptist Church	Community Birthday Party Event	\$750.00
2018	Division 5	22/09/2018	St Edmund's Old Boys Assoc	St Edmund's Old Boys Golf Day	\$300.00
2018	Division 6	22/09/2018	Jets Rugby League Club Inc	Jets Junior Development Program	\$5,000.00
2018	Division 7	22/09/2018	Jets Rugby League Club Inc	Jets Junior Ballboy Program	\$554.00
2018	Division 7	22/09/2018	Ipswich Grammar School Junior School Parent Support Group	2018 Colour Fun Run	\$675.00
2018	Division 9	22/09/2018	Redbank Plains State High School P&C	Canoeing / Camping	\$2,357.85
2018	Division 3	13/10/2018	Riverview State School	Graduation	\$1,125.00
2018	Division 7	13/10/2018	Ipswich Hospice Care Inc	Adopt A Room	\$15,000.00
2018	Division 7	13/10/2018	Raceview Congregational Fellowship Inc	Upgrade of External Security Lighting	\$372.75
2018	Division 10	13/10/2018	Marburg & District Agricultural & Industrial Assoc Inc	Marburg Show Schoolwork Section	\$562.50
2018	Citywide	13/10/2018	Blair State School Parents and Citizens Assoc	Blair Arts Showcase and End of Year Concert	\$2,565.00
2018	Division 4	13/10/2018	Y-Care (South East Queensland) Inc	Year 12 Graduation -Formal	\$2,000.00
2018	Citywide	16/10/2018	Western Pride Football Club	Assistance with loss of club house facilities	\$5,929.50
2018	Division 6	24/10/2018	Ipswich Triathlon Club Inc.	Volunteer Training, Equipment & Training Camp	\$2,050.00
2018	Division 4	16/11/2018	Ipswich & District Lapidary Club Inc	Annual Gem Show	\$191.25
2018	Division 2	21/11/2018	Goodna Street Life Inc	Goodna Street Life Carols in The Park	\$1,650.00
2018	Division 6	21/11/2018	St Joseph's North Ipswich P & F Association	School Christmas Carols	\$1,075.00
2018	Division 10	21/11/2018	Rosewood Masonic Lodge	Commemorative Plaque and Storage Cabinet	\$206.25
2018	Division 1	21/11/2018	Goodna-Springfield Combined Probus Club Inc	10th Birthday Celebration	\$375.00
2018	Citywide	21/11/2018	CRI Network Ltd	Religious Instruction in State Primary Schools	\$6,855.00
2018	Division 3	21/11/2018	Collingwood Park Primary P&C Association	2018 School Year Book	\$500.00
2018	Division 3	26/11/2018	Ipswich Community Care Fund	Volunteer Xmas luncheon	\$459.25
2018	Division 5	26/11/2018	Able Australia	Community Seniors Christmas Party	\$785.77

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2018	Division 4	26/11/2018	Queensland Pathways State College	Holiday Engagement Program	\$1,750.50
2018	Citywide	26/11/2018	Football Queensland	Football for All' Project	\$2,377.00
2018	Division 10	10/12/2018	Purga Elders & Descendants Aboriginal Corporation	Purga Christmas Party	\$2,250.00
2018	Citywide	10/12/2018	The Salvation Army	Salvation Army Red Shield Appeal	\$6,000.00
2018	Division 9	10/12/2018	Friends of Lakes Cultural Association Inc	Christmas and New Year Celebration	\$350.00
2018	Division 2	10/12/2018	St Vincent de Paul Society Queensland	Goodna Homework Club and African Women's Sewing Group	\$1,125.00
2018	Division 5	15/12/2018	Ipswich Model Band Inc.	Advancing the Ipswich Model Band	\$4,869.00
2019	Division 7	7/01/2019	St Edmund's College	Confraternity Rugby League Carnival	\$900.00
2019	Division 7	7/01/2019	Ipswich and West Moreton Bmx Club Inc	To provide infrastructure for event patrons	\$1,165.65
2019	Citywide	10/01/2019	Queensland Tamil Mandram Inc	Pongal Festival Queensland 2019	\$4,201.19
2019	Division 9	7/02/2019	Collingwood Park Power JAFc	Medical supplies	\$959.53
2019	Division 9	7/02/2019	Together We are Powerful	Clean Up Australia Day	\$446.23
2019	Division 2	7/02/2019	GoodnaYouth Services Inc	Youth workshop and space	\$5,565.39
2019	Division 7	15/02/2019	Ipswich Community Alliance Network INC	Tools & amenities for meeting the community	\$3,711.90
2019	Division 4	15/02/2019	Queensland Independent Cat Council Inc	Australlan Style 3 ring All Breed Cat Show and Golden Oldies	\$195.00
2019	Division 4	15/02/2019	Vision Christian Family	Family Funday	\$2,000.00
2019	Division 10	15/02/2019	Rosewood Equestrian Group Inc	Fundraising Murder Mystery Dinner	\$3,970.50
2019	Division 9	15/02/2019	Multicultural Australia Ltd	Redbank Plains Empower Me Program	\$750.00
2019	Division 10	5/03/2019	Swifts Rugby League Club Inc.	NRL Masters	\$1,125.00
2019	Citywide	5/03/2019	Ipswich North Rotary Club Inc	Police and Emergency Services Awards	\$1,500.00
2019	Division 2	5/03/2019	Congo Konexion Inc.	Congolese Women Celebration	\$5,015.64
2019	Division 5	5/03/2019	United Bowls Club Inc.	Ladies Invitation Fours	\$750.00
2019	Division 5	5/03/2019	Booval 50's and Over Club Inc	Booval 50's & Over Club Bus trips to other Seniors Clubs	\$1,650.00
2019	Division 7	5/03/2019	Zonta Club of Ipswich	2019 International Women's Day Celebrations and Community Hubs Vc	\$3,800.00
2019	Division 9	5/03/2019	Lanka Lions Australia Inc	Sri Lankan New year Festival - 2019	\$2,625.00
2019	Citywide	15/03/2019	Souths Diamondbacks Aboriginal Corperation	Stan Alberts Shields	\$3,932.25
2019	Division 10	15/03/2019	Rosewood RSL Sub Branch Inc.	Anzac Day Event Programs	\$152.50
2019	Division 7	20/03/2019	Naval association of Australia, Ipswich & West Moreton sub branch	Welfare trip- Ballina	\$250.00
2019	Division 3	20/03/2019	Redbank Plains RSL Sub Branch	Anzac Day Dawn and Comemmorative services	\$966.75
2019	Division 9	20/03/2019	Friends of Lakes Cultural Association Inc	EASTER AND VISHU CULTURAL PARTY	\$400.00
2019	Division 2	20/03/2019	Goodna Rugby Union Club Inc	Purchase of Uniform	\$3,191.76
2019	Division 7	1/04/2019	Ipswich RSL Sub Branch	ANZAC Day Commemoration	\$1,125.00
2019	Division 7	1/04/2019	IPSWICH AND WEST MORETON BMX CLUB INC	Hosting 2019 BMXA National Series Round 3	\$7,766.74
2019	Citywide	11/04/2019	Queensland Council of Unions Ipswich Labour Day Committee	Ipswich Labour Day Celebrations	\$1,057.80
2019	Division 7	11/04/2019	Apprenticeships Queensland	Building futures 2019	\$3,750.00
2019	Division 7	12/04/2019	Life Without Barriers	Foster and Kinship Care Week Appreciation Event	\$1,485.00
2019	Division 7	12/04/2019	Apprenticeships Queensland Limited	2019 Apprentice and trainee Awards Night	\$1,250.00
2019	Division 7	12/04/2019	Silkstone State School P&C	Silkstone Under the Stars	\$2,700.00
2019	Citywide	16/04/2019	Ipswich District Teacher-Librarian Network	StoryArts Festival Ipswich	\$45,547.00
2019	Division 10	10/05/2019	Rosewood A & H Assoc	Rosewood Show	\$1,420.00
2019	Division 2	10/05/2019	ST FRANCIS XAVIER PARISH SCHOOL P & F ASSOCIATION	St Francis Xavier School 2019 Fete	\$8,786.25
2019	Division 4	10/05/2019	Raceview State School P & C Association	Sunshine Coast School Netball Competition	\$2,079.00
2019	Division 9	10/05/2019	Congolese United for Peace and Reconciliation in Australia (CUPRA)	Congolese Lunch and Consultation Day	\$3,190.55
2019	Division 7	16/05/2019	Ipswich Assist	Streetlinks	\$1,965.00
2019	Division 1	16/05/2019	St. Andrew's Anglican Church, Springfield	The Alpha Course and The Marriage Course	\$1,485.00
2019	Division 7	20/05/2019	Ipswich Little Theatre Society Inc	One Act Play Festival 2019	\$945.38
2019	Citywide	21/05/2019	Queensland Pioneer Steam Railway Co-op LTD	Relocation of Locomotive 761 to Ipswich	\$10,000.00
2019	Division 10	21/05/2019	Queensland Pioneer Steam Railway Co-op LTD	Relocation of Locomotive 761 to Ipswich	\$11,000.00

**Item 2 / Attachment 1.**

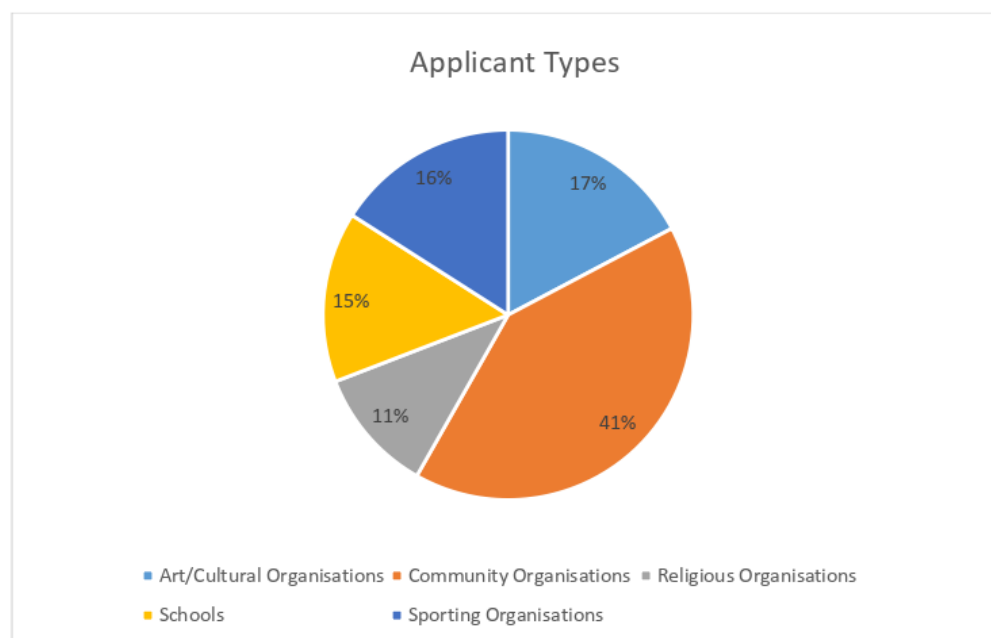
2019 Division 8	27/05/2019 Churchill State School	Grade 6 School Camp	\$900.00
2019 Citywide	27/05/2019 Down Syndrome Queensland	Step Up for Down Syndrome Queensland	\$3,750.00
2019 Division 7	27/05/2019 IPSWICH AND WEST MORETON BMX CLUB INC	2019 BMXSQ Championships	\$983.70
2019 Division 7	27/05/2019 St Edmunds College - Skool 2 Skoolies	Skool 2 Skoolies Charity Ride	\$3,720.00
2019 Division 5	27/05/2019 Legacy Club of Ipswich Inc.	Ipswich Legacy 90th Anniversary Breakfast	\$5,500.00
2019 Division 7	30/05/2019 BREMER SHS	Bremer SHS Instrumental Music Tour	\$750.00
2019 Division 7	30/05/2019 Ipswich Kindergarten Association Inc	Wellbeing workshop for families: "Building Resilience in Families"	\$588.75
2019 Division 7	7/06/2019 BREMER SHS	Pantomime - The Nutcracker	\$1,500.00
2019 Division 8	7/06/2019 The Allison Baden-Clay Foundation	Strive To Be Kind Event	\$5,000.00
2019 Division 3	7/06/2019 Collingwood Park State School	NAIDOC Education Week	\$1,000.00
			<b>\$497,373.42</b>

### Categorised Recipient Types

Council approved community donations totalling \$488,534 to various community groups during the period 1 July 2018 to 31 May 2019.

Recipients of Council community donations have been categorised into applicant types as outlined below:

- Art/Cultural Organisations \$ 84,334
- Community Organisations \$205,624
- Religious Organisations \$ 53,398
- Schools \$ 76,120
- Sporting Organisations \$ 77,897





Doc ID No: A5651176

ITEM: 3

SUBJECT: QUOTE CONSIDERATION PLAN REPORT - STUDIOSTY PTY LTD

AUTHOR: LIBRARY CONTENT DEVELOPMENT AND FULFILMENT COORDINATOR

DATE: 9 JULY 2019

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### EXECUTIVE SUMMARY

This is a report concerning the Quote or Tender Consideration Plan for Studiosity Pty Ltd.

Council's Library and Customer Services Branch is committed to offering online access to resources that cater to the literacy and lifelong learning needs of the Ipswich Community utilising the on-demand online study help services provided by Studiosity Pty Ltd.

A Quote or Tender Consideration Plan has been prepared for adoption by council for a provider which have been identified as sole or unique supplier.

### RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. **That Council (Interim Administrator of Ipswich City Council) resolve to prepare a Quote or Tender Consideration Plan for on-demand online study help services in accordance with section 230(1)(a) of the *Local Government Regulation 2012*.**
- B. **That Council (Interim Administrator of Ipswich City Council) resolve to adopt the Quote or Tender Consideration Plan for on-demand online study help services as outlined in the report by the Library Content Development and Fulfilment Coordinator dated 9 July 2019 in accordance with section 230(1)(b) of the *Local Government Regulation 2012*.**
- C. **That Council (Interim Administrator of Ipswich City Council) resolve to enter into a contract with Studiosity Pty Ltd for on-demand online study help services on the terms described in the report by the Library Content Development and Fulfilment Coordinator dated 9 July 2019.**
- D. **That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract with Studiosity Pty Ltd to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.**

## **RELATED PARTIES**

Studiosity Pty Ltd

Jack Goodman, Executive Chairman and Founder

Lisa McIntyre, Non-Executive Director

David Vaux, Non-Executive Director

Michael Larsen, Chief Executive Officer

Karen Markell, Chief Financial Officer

Chris Fitzpatrick, General Manager

## **ADVANCE IPSWICH THEME LINKAGE**

Caring for the community

## **PURPOSE OF REPORT/BACKGROUND**

Council's Library and Customer Services Branch is committed to offering online access to resources that cater to the literacy and lifelong learning needs of the Ipswich Community.

Ipswich Libraries' Content Development and Fulfilment Statement outlines strategies for developing and managing Ipswich Libraries' collection, including a digital collection of downloadable and online resources.

Studiosity Pty Ltd provides on-demand online study help services for which there is no comparable alternatives in the market.

The on-demand online study help services provided by Studiosity are the best available to Ipswich Libraries members based on the following features:

- Available 24/7, 365 days
- All core subjects are available 24/7
- Sign in via Ipswich Libraries membership card number and password
- One-to-one learning experiences
- Guarantee turnaround timeframes
- Australian based customer support, based on Australian Eastern Standard Time
- Specialists overseen by a Chief Academic Officer, a recognised Australian university sector leader.

As per *Local Government Regulation 2012* Section 230, a Quote or Tender Consideration Plan is prepared for adoption by council for providers which have been identified as sole or unique suppliers.

#### **FINANCIAL/RESOURCE IMPLICATIONS**

There are no resourcing or budgeting implications. The operational costs associated with the proposed Contract has been allocated within the Library and Customer Services Branch's 2019/2020 operational budget.

#### **RISK MANAGEMENT IMPLICATIONS**

The risk of not approving the recommendation is appropriate online study help will not be provided for Ipswich Libraries members.

#### **LEGAL/POLICY BASIS**

This report and its recommendations are consistent with the following legislative provisions:  
*Not Applicable*

#### **COMMUNITY AND OTHER CONSULTATION**


Not Applicable

#### **CONCLUSION**

Council's Library and Customer Services Branch is committed to offering online access to resources that cater to the literacy and lifelong learning needs of the Ipswich Community utilising the on-demand online study help services provided by Studiosity Pty Ltd.

A Quote or Tender Consideration Plan has been prepared for adoption by council for a provider which have been identified as sole or unique supplier.

#### **ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS**

1.	Quote Consideration Plan - Studiosity Pty Ltd 
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Jodie Washington

**LIBRARY CONTENT DEVELOPMENT AND FULFILMENT COORDINATOR**

I concur with the recommendations contained in this report.

Matt Pascoe

**LIBRARY BUSINESS SERVICES MANAGER**

I concur with the recommendations contained in this report.

Sylvia Swalling

**LIBRARIES AND CUSTOMER SERVICES MANAGER**

I concur with the recommendations contained in this report.

Ben Pole

**GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT**

***“Together, we proudly enhance the quality of life for our community”***

QUOTE CONSIDERATION PLAN:

**1 – The Objectives of Studiosity Pty Ltd:**

To provide Ipswich Libraries members with on-demand online study help facilitated by subject specialists 24 hours, 7 days a week, 365 days per year.

**2 – How the objectives are to be achieved:**

Library members can access Studiosity using their Ipswich Libraries membership number and password via the Learn>Homework Help menu on the Ipswich Libraries website.

**3 – How the achievement of the objectives will be measured:**

Studiosity Pty Ltd will provide monthly reports to Ipswich Libraries outlining usage and user satisfaction.

**4 – Any alternative ways of achieving the objectives, and why the alternative ways were not adopted:**

Studiosity Pty Ltd provides on-demand online study help services for which there is no comparable alternatives in the current market.

The on-demand online study help services provided by Studiosity are the best available to Ipswich Libraries members based on the following features:

- Available 24/7, 365 days
- Sign in via Ipswich Libraries membership number and password
- All core subjects are available 24/7
- One-to-one learning experiences
- Guarantee turnaround timeframes
- Australian based customer support, based on Australian Eastern Standard Time
- Specialists overseen by a Chief Academic Officer, a recognised Australian university sector leader.

**5 – The proposed terms of the contract for the goods or services:**

Council intends to enter into a contract for 2019/20 for 18,000 minutes of support for Ipswich Libraries members for a total cost of \$31,150 (excl. GST).

**6 – A risk analysis of the market from which the goods or services are to be obtained:**

While there are alternative online study help providers available in the market that offer a fee for service model, we have been unable to identify any similar services that are able to meet our basic Library membership authentication requirements.

Proceeding with a vendor that does not meet our system authentication requirements means that Council would encounter significant difficulty enabling that the service is appropriately available to Library service users. For the same reason Council would also encounter difficulty in being able to report reliably on service uptake and general usage.

Doc ID No: A5675263

ITEM: 4  
SUBJECT: VIVA CRIBB BURSARY 2019-2020  
AUTHOR: LIBRARY CONTENT DEVELOPMENT AND FULFILMENT COORDINATOR  
DATE: 22 JULY 2019

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### EXECUTIVE SUMMARY

This is a report concerning the announcement of the *2019 Viva Cribb Bursary* winners.

### RECOMMENDATION/S

**That the report be received and the contents noted.**

### RELATED PARTIES

- Greg Cook, bursary winner
- Sandra Parish, author
- Shirley Byrne, author and bursary winner

### ADVANCE IPSWICH THEME LINKAGE

Caring for the community

### PURPOSE OF REPORT/BACKGROUND

*Viva Cribb Bursary* publications contribute to the *Picture Ipswich* archive, which is maintained as a core component of Ipswich Libraries digital services collection.

The 2019 Viva Cribb Bursary winners are:

#### **Greg Cook:**

Greg Cook, and writer Sandra Parish, are working on a history of the Cook family: 'One Could Always Find a Cook from Ipswich to the Condamine'.

Bursary award: \$2,000

#### **Shirley Byrne:**

Shirley Byrne's project is a history of the Top of Town: 'Top of Town Revitalisation: A Dream Come True'

Bursary award: \$3,000

#### **FINANCIAL/RESOURCE IMPLICATIONS**

Funding for the Viva Cribb bursary has been allocated through the Library and Customer Services Branch budget - DEL00056-30.01.

#### **RISK MANAGEMENT IMPLICATIONS**

Not applicable

#### **LEGAL/POLICY BASIS**

This report and its recommendations are consistent with the following legislative provisions:  
*Not Applicable*

#### **COMMUNITY AND OTHER CONSULTATION**

A judging panel consisting of two Ipswich City Council Officers (Library Digital Archivist and Principal Officer, Urban Design and Heritage Conservation), and two community members of the Heritage Monuments Advisory Committee, review and evaluate all bursary applications, and provide recommendations to the Library and Customer Services Branch Manager.

#### **CONCLUSION**

The issuing of the 2019 *Viva Cribb Bursary* ensures a diversity of local history stories are accessible and discoverable to the local and wider community through Ipswich Libraries.

Jodie Washington

**LIBRARY CONTENT DEVELOPMENT AND FULFILMENT COORDINATOR**

I concur with the recommendations contained in this report.

Matt Pascoe

**LIBRARY BUSINESS SERVICES MANAGER**

I concur with the recommendations contained in this report.

Sylvia Swalling

**LIBRARIES AND CUSTOMER SERVICES MANAGER**

I concur with the recommendations contained in this report.

Ben Pole

**GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT**

***“Together, we proudly enhance the quality of life for our community”***



Doc ID No: A5667842

ITEM: 5

SUBJECT: REDBANK PLAINS COMMUNITY CENTRE SOCIAL IMPACT ASSESSMENT: SIX MONTH STUDY RESULTS

AUTHOR: COMMUNITY RESEARCH OFFICER

DATE: 17 JULY 2019

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### **EXECUTIVE SUMMARY**

This is a report concerning the Redbank Plains Community Centre (the Community Centre) Social Impact Assessment.

The Redbank Plains Community Centre opened in May 2018, is co-funded by Ipswich City Council and the Queensland State Government, and managed by Multicultural Australia Ltd. Council, in partnership with Multicultural Australia Ltd, is undertaking a multi-year social impact assessment, to track the social impact of the Community Centre over time.

A baseline study was conducted over June and July 2018 and a report compiled detailing the outcomes of this baseline study (see Attachment 1). A six-month study was then conducted over December and January 2019 and a report compiled detailing the outcomes of this six-month study (see Attachment 2).

While it would not be expected that significant change has occurred within the six months since the Community Centre opened, the six-month study includes comparison to the baseline study results. Of note is that the findings from the six-month study indicate that those community members who have visited and engaged with the Community Centre feel more welcome in the community (59% compared to 45%) and also have a more positive view of cultural diversity (75% compared to 52%), than those who have not visited or engaged with the Community Centre.

### **RECOMMENDATION/S**

**That the report be received and the contents noted.**

### **RELATED PARTIES**

Multicultural Australia Ltd.

### **ADVANCE IPSWICH THEME LINKAGE**

Caring for the community.

## PURPOSE OF REPORT/BACKGROUND

The purpose of this report is to share the results of the ongoing Social Impact Assessment being conducted at the Community Centre. The data collected in the Social Impact Assessment not only tracks the impact of the Community Centre, but provides an evidence base for the establishment of future community centres and similar Council initiatives.

Assessing the impact of a community centre goes beyond assessing the impact of individual programs that are run out of a community centre. Rather, the impact of a community centre lies in its contribution to place-based community development. This involves strengthening local capacity (economic, social, physical), developing bridging and bonding social capital (such as community consultation, celebrations, procedures for helping people in need), and contributing to the development of social norms and building social cohesion within a geographic area.

Extensive research was undertaken in order to understand the impacts of community and neighbourhood centres, which revealed key impacts and indicators against which the social impact of the Community Centre could be measured:

Impact	Indicators
<b>Social cohesion and social capital</b>	<ul style="list-style-type: none"> <li>- People from different demographics are engaging with centre activities</li> <li>- Self-assessments of improved cross-cultural linkages</li> <li>- Centre is considered culturally safe</li> <li>- Community is considered safe</li> <li>- Centre is accessible to all</li> <li>- Collaboration between community groups is fostered</li> </ul>
<b>Community capacity</b>	<ul style="list-style-type: none"> <li>- Education, employment, skills, literacy improve</li> <li>- Community is organising events</li> <li>- The community centre is linking with community organisations and providing facilities for organisations</li> <li>- Rates of volunteering and volunteering opportunities improve</li> </ul>
<b>Community needs: health, nutrition and wellbeing</b>	<ul style="list-style-type: none"> <li>- Quantification of activities</li> <li>- Health services considered valuable</li> <li>- Self-assessments of health and wellbeing</li> <li>- Centre is considered a safe place to access health services</li> </ul>
<b>Community needs: local economic development</b>	<ul style="list-style-type: none"> <li>- Centre contributes to local economy</li> <li>- Centre provides opportunities for businesses</li> <li>- Increased opportunities for employment and income</li> </ul>
<b>Place-based community development</b>	<ul style="list-style-type: none"> <li>- Community centre recognised as a community hub</li> <li>- Community has the capacity to self-organise</li> <li>- Greater sense of safety</li> <li>- Connections with Traditional Owners</li> <li>- Community centre as a 'third place'</li> <li>- Centre considered a safe place to organise collectively</li> </ul>

The above key impacts and indicators were then integrated into the design of the overall social impact assessment.

Following a baseline study conducted in June and July of 2018, a six-month study was conducted in December 2018 and January 2019. The six-month study included a community survey, with 125 participants, and a focus group at the Community Centre, including eight community members, two Community Centre staff and Council's Community Research Officer. Key findings from the study include:

- There are ongoing challenges in Redbank Plains around a lack of social cohesion, including between cultural groups, issues around financial pressures and food insecurity, lack of public transport and crime and safety.
- Key community strengths include the value of diversity, community growth and affordable housing.
- Those community members who have engaged with the Community Centre feel more welcome in the community (59% compared to 45%) and have a more positive view of diversity (75% compared to 52%), than those who have not visited or engaged with the Community Centre.

Study results have been shared with the community via a series of posters displayed at the Community Centre. The six-month study report will also be made available to the community. Twelve month data is currently being analysed for reporting later this year. Following that the next study interval will be mid-2020.

#### **FINANCIAL/RESOURCE IMPLICATIONS**

There are no financial/resource implications.

#### **RISK MANAGEMENT IMPLICATIONS**

There are no risks associated with this report being received and noted.

#### **LEGAL/POLICY BASIS**

This report and its recommendations are consistent with the following legislative provisions:  
*Not Applicable.*

#### **COMMUNITY AND OTHER CONSULTATION**

The Social Impact Assessment involves ongoing community engagement. The six-month study included a community survey, and a focus group hosted at the Community Centre. Results have been shared via a series of posters displayed at the Community Centre, and via the publication of this report. Twelve-month data has been collected for analysis and further surveys and focus groups will be conducted in 2020 and 2021.



#### **CONCLUSION**

The Redbank Plains Community Centre Social Impact Assessment is tracking ongoing strengths and challenges in the Redbank Plains community. The data collected in the Social

Impact Assessment not only tracks the impact of the Community Centre, but provides an evidence base for the establishment of future community centres and similar Council initiatives. This six-month study will also inform ongoing programming and community support delivered at the Community Centre.

Furthermore, while there is a wealth of literature assessing individual programs run out of community centres, there is less literature assessing the impact of community centres in a holistic way and, based on the literature review undertaken, no published assessments that have tracked community centres from inception. It is anticipated that this social impact assessment of the Community Centre will be a unique piece of research within the development sector.

#### **ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS**

1.	Redbank Plains Community Centre Social Impact Assessment - Baseline Study Results 
2.	Redbank Plains Community Centre Social Impact Assessment - Six-Month Study Results 

Amy MacMahon

**COMMUNITY RESEARCH OFFICER**

I concur with the recommendations contained in this report.

Danni Jansen

**COORDINATOR, COMMUNITY RESEARCH AND ENGAGEMENT**

I concur with the recommendations contained in this report.

Abbey Richards

**COMMUNITY DEVELOPMENT MANAGER**

I concur with the recommendations contained in this report.

Ben Pole

**GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT**

***“Together, we proudly enhance the quality of life for our community”***

# Redbank Plains Community Centre:

2018 Baseline Study Results

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Measuring the Social Impact of the Redbank  
Plains Community Centre: Baseline Study Results  
was developed in August 2018 in partnership  
with Multicultural Development Australia



# Disclaimer

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# Acknowledgements

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- Ipswich City Council Community Engagement Branch staff for helping to collect survey responses; and
- The many people of Redbank Plains, including service providers, who provided their insights, knowledge and expertise via surveys and a focus group.

# Background

In 2016, Ipswich City Council (Council) engaged in a three-month long community assessment of the Redbank Plains community, in response to a number of social changes happening in the area. The assessment found that the community was fragmented and lacking in social connections, in part as a result of fragmented urban development, major roads splitting the community and rapid population growth. Socio-economic conditions, including lack of local jobs, transport, activities for youth and specialist services were also noted. Rapid growth in high density new housing developments, including homes with affordable rents, had attracted large numbers of low to middle income families to the area, including migrant families. Tensions between new and old residents had emerged. However, opportunities for community development were also noted, given the presence of community leadership, active residents and two new primary schools.

The assessment identified a community centre as an option to facilitate informal social gatherings and place-based community building. The Redbank Plains Community Centre (the Community Centre) opened in May 2018. In line with Council's Community Centre Operating Model Policy, Council has partnered with Multicultural Development Australia (MDA) who will manage the daily operations of the Community Centre.

Council, in partnership with MDA, will be engaging in a multi-year social impact assessment, to track the impact of the Community Centre over time. The following document discusses the outcomes of a baseline study that included two surveys and a focus group, administered in June and July 2018. This data will form a baseline against which future monitoring of results will be assessed. The social impact assessment will not only track the impact of the Community Centre, but provide an evidence base for the establishment of future community centres and Council initiatives.





# Assessments of community centres as a tool for community development

While there is a wealth of literature assessing individual programs run out of community centres, there is less literature assessing the impact of community centres in a holistic way, and based on this literature review, no published assessments that have tracked community centres from inception. The following review outlines literature from Australia, assessing the impact of community centres and neighbourhood houses.

Assessing the impact of a community centre needs to go beyond assessing the impact of individual programs that are run out of the centre. Rather, the impact of a community centre lies in its contribution to place-based community development. This involves strengthening local capacity (economic, social, physical), developing bridging and bonding social capital (such as community consultation, celebrations, procedures for helping people in need), and contributing to the development of social norms and building social cohesion within a geographic area.

Community centres and neighbourhood houses offer an opportunity for neighbourhood-based models of community development, whereby communities are given the space and resources to initiate activities that address local needs (Ollis et al, 2017). This includes both giving people the opportunity to respond to local issues, and giving residents greater self-reliance and control over decisions in their communities (Matarrita-Cascante & Brennan, 2012).

Centres provide local-level infrastructure capable of responding to many issues and opportunities (WECH, 2011). Community centres can also function as 'third places' social settings, outside of home or work, that provide a space to foster relationships and activities, and within which the community can establish identities and social norms (Jefferes et al., 2009).

Key functions of community centres include:

- Providing direct services, including providing information, adult education, health services, volunteer opportunities, community meals, emergency relief, child care and environmental programs (ANHCA, 2017).
- Acting as inclusive entry points for referral to other services, and building linkages to other services, organisations and institutions (Izmir et al., 2009).
- Developing social capital and social inclusion (WECH, 2011).
- Building community capacity to organise collectively to "influence the provision of services, facilities and activities to their community", by building trust, respect and engagement (WECH, 2011).
- Place-based community development and developing a community identity of place.

Izmir, Katz and Bruce's (2009) study built on the results of a nationwide survey and a literature review to assess the capacity for community centres to improve the wellbeing of children, families and communities. The study found that:

- Community centres enhance the wellbeing of children, families and communities through the direct provision of services – such as parenting programs, youth development, information and referrals – which improve employment, improve mental health of children and adults, and improve engagement in community services.
- Community centres are effective at reaching disadvantaged communities, and helping to engage these groups in supports and services.
- Neighbourhood centres provide a focal point for volunteers, and volunteers deliver much of community centres' services.
- Community centres work to build social capital, by promoting supportive relationships, building local networks, building trust in communities, providing pathways to volunteering, and facilitating community decision making.
- Community centres are able to target services to the specific needs of their communities, due to their intimate understanding of the local context.
- Community centres are able to be more flexible in the delivery of services, which leads to greater levels of participation.

West End Community House's (2011) study on Brisbane-based community centres and neighbourhood houses used qualitative interviews, surveys and workshops to examine the impact of community centres, with a particular focus on disaster relief. The study found that:

- Community centres are responsive to local needs and issues using grassroots engagement to identify need, and build local capacity.
- Centres run a wide range of activities, unique to local contexts.
- Centres helped to build social cohesion and inclusion.
- Centres act as local hubs and points of referral, and provide an accessible point to connect with other services (eg, Centrelink, GP, mental health services, legal services).
- Centres help to facilitate community involvement in local planning.

- Centres provide resources, services and support before, during and after natural disasters.
- Centres facilitate volunteering and provide a focal point for volunteers.

The Association of Neighbourhood Houses and Learning Centres (2014) assessment of neighbourhood houses in Victoria examined the benefits that neighbourhood houses deliver to individuals, communities and governments. Using a survey that went out to neighbourhood house clients, the study found that:

- While Neighbourhood House clients were diverse, neighbourhood houses were effective at engaging disadvantaged people and those at risk of social isolation, including people with disability, older persons and people with concession cards.
- The most commonly noted benefit of neighbourhood houses was the building of community connections and reducing social isolation.
- Most people were attending neighbourhood houses to attend classes, take part in social groups, exercise classes and playgroups.
- Neighbourhood Houses play an important role in engaging younger people (aged 20-29) experiencing disadvantage or social isolation.

Whyte's (2017) assessment of the Morwell Neighbourhood House in the Latrobe Valley used in-depth qualitative interviews and staff diaries to assess the impacts of the neighbourhood house during the fires at the Hazelwood coal mine. The study found that:

- The neighbourhood house played a crucial role in disseminating information to the community, advocating for the community and seeking answers to community concerns.
- The neighbourhood house facilitated social connections with other communities suffering natural disasters.
- The neighbourhood house facilitated community consultation and engagement with broader political processes.
- These outcomes were underpinned by a strong community development approach that focused on empowering the community to create the community they want to live in, and giving community members control over changes in the community.

# Social Impact assessment

Council, in partnership with MDA, are undertaking a multi-year assessment of the social impact of the Community Centre. The purpose is to not only track the impact of the community centre, but to feed into centre planning and programming, and to provide an evidence base for the establishment of future community centres. Drawing on the above literature, the assessment focuses on the following key impacts and associated indicators:

Impact	Indicators
<b>Social cohesion and social capital</b>	<ul style="list-style-type: none"> <li>• People from different demographics are engaging with centre activities</li> <li>• Self-assessments of improved cross-cultural linkages</li> <li>• Centre is considered culturally safe</li> <li>• Community is considered safe</li> <li>• Centre is accessible to all</li> <li>• Collaboration between community groups is fostered</li> </ul>
<b>Community capacity</b>	<ul style="list-style-type: none"> <li>• Education, employment, skills, literacy improve</li> <li>• Community is organising events</li> <li>• The community centre is linking with community organisations and providing facilities for organisations</li> <li>• Rates of volunteering and volunteering opportunities improve</li> </ul>
<b>Community needs: health, nutrition and wellbeing</b>	<ul style="list-style-type: none"> <li>• Quantification of activities</li> <li>• Health services considered valuable</li> <li>• Self-assessments of health and wellbeing</li> <li>• Centre is considered a safe place to access health services</li> </ul>
<b>Community needs: local economic development</b>	<ul style="list-style-type: none"> <li>• Centre contributes to local economy</li> <li>• Centre provides opportunities for businesses</li> <li>• Increased opportunities for employment and income</li> </ul>
<b>Place-based community development</b>	<ul style="list-style-type: none"> <li>• Community centre recognised as a community hub</li> <li>• Community has the capacity to self-organise</li> <li>• Greater sense of safety</li> <li>• Connections with Traditional Owners</li> <li>• Community centre as a 'third place'</li> <li>• Centre considered a safe place to organise collectively</li> </ul>

## Methodology

The key indicators have been integrated into the design of the overall social impact assessment which commenced with a baseline study that has consisted of:

- A community survey (see Appendix A), completed by 116 people in June 2018. Responses were gathered online and in-person, using a range of methods, including approaching people at the community centre, sharing flyers via letterboxes, on social media and emails. This survey included questions on:
  - Key demographics
  - Community strengths
  - Community challenges
  - Perceptions on safety and community cohesion
  - Ambitions and goals for the community centre
- A survey for services providers (see Appendix B), which 13 organisations completed, with questions on:
  - Gaps and strengths in the Redbank Plains community
  - Services they would like to offer
  - Resources required

- A focus group involving 5 community members and the centre coordinator from MDA, held in July 2018. The focus group gathered feedback on:
  - Survey findings
  - Elaboration on key findings
  - Feedback on key strengths and challenges

The ongoing social impact assessment will also include:

- Ongoing surveying and focus groups at 6 months, 12 months, 2 years and 3 years; and
- Ongoing tracking of activity and attendance at the community centre by MDA.



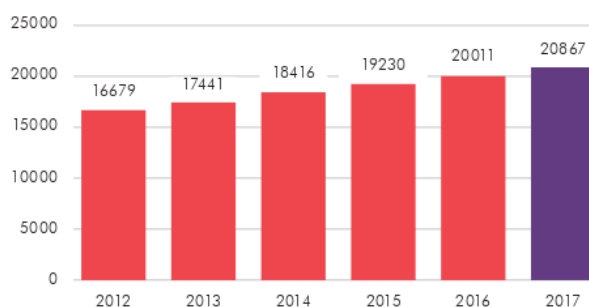
# Redbank Plains demographics

## Population growth

The following section outlines Australian Bureau of Statistics (ABS) demographics data drawn from the 2016 Census.

Source: Australian Bureau of Statistics, Regional Population Growth, Australia (3218.0).  
Compiled and presented by .id the population experts.

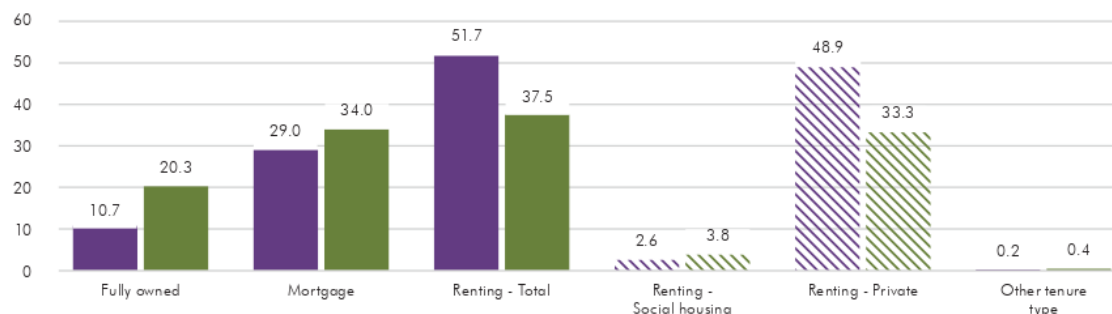
**Estimated Resident Population, 2012 - 2017**



## Housing

Over 51% per cent of households in Redbank Plains are renting.

**% Housing, 2016**



Source: Australian Bureau of Statistics, Census of Population and Housing 2016.  
Compiled and presented by .id, the population experts. Excludes 'not stated'.

■ Redbank Plains % ■ City of Ipswich %

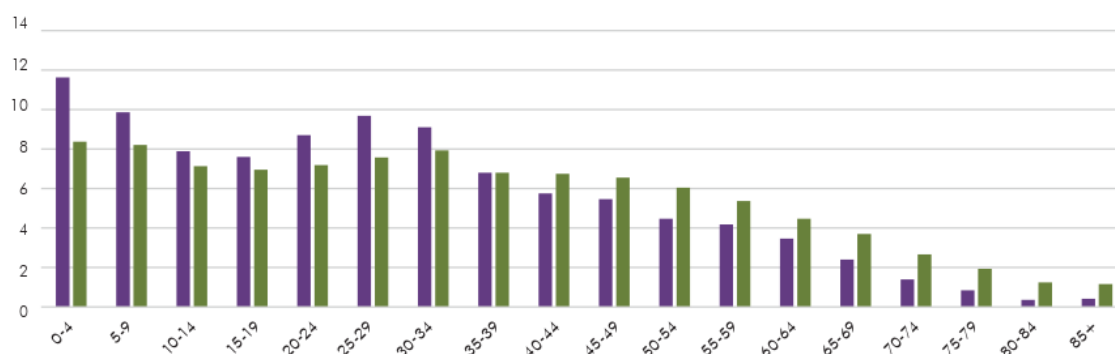


## Age

Census data reflects that Redbank Plains is a young community, with a greater proportion of people aged 34 and younger than the rest of the Ipswich population.

64% of residents in Redbank Plains are aged 34 or younger, compared to 53% for Ipswich.

% Age, 2016



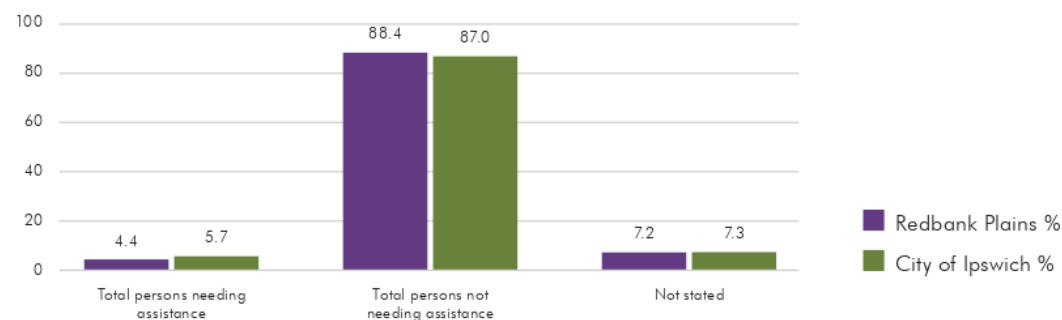
Source: Australian Bureau of Statistics, Census of Population and Housing 2016 (Usual residence) Compiled by .id, the population experts.

Redbank Plains % City of Ipswich %

## Assistance with core activities

4.4% of people identify as needing assistance with core activities, slightly lower than the 5.7% for the broader City of Ipswich.

% Need for assistance with core activities, 2016

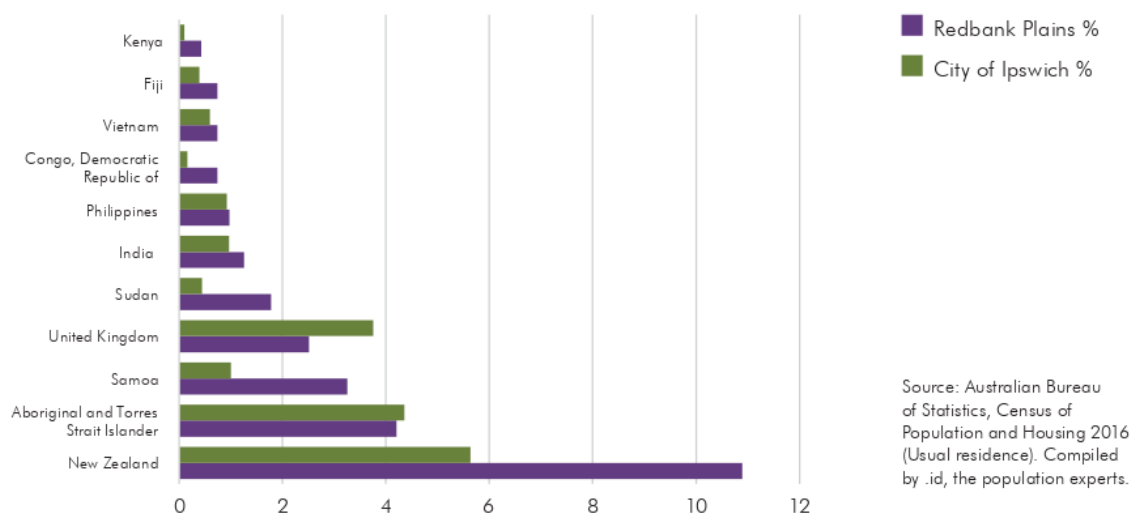


## Diversity

While 70% of the population are born in Australia, 30% of the Redbank Plains community are born overseas. There are significant Aboriginal and Torres Strait Islander (4.2%), Samoan (3.2%), Sudanese (1.8%) and New Zealand (10.9%) communities. Over 21.4% of people

speak a language other than English at home (profile.id, 2017). The below table combines country of birth data with data on the Aboriginal and Torres Strait Islander community.

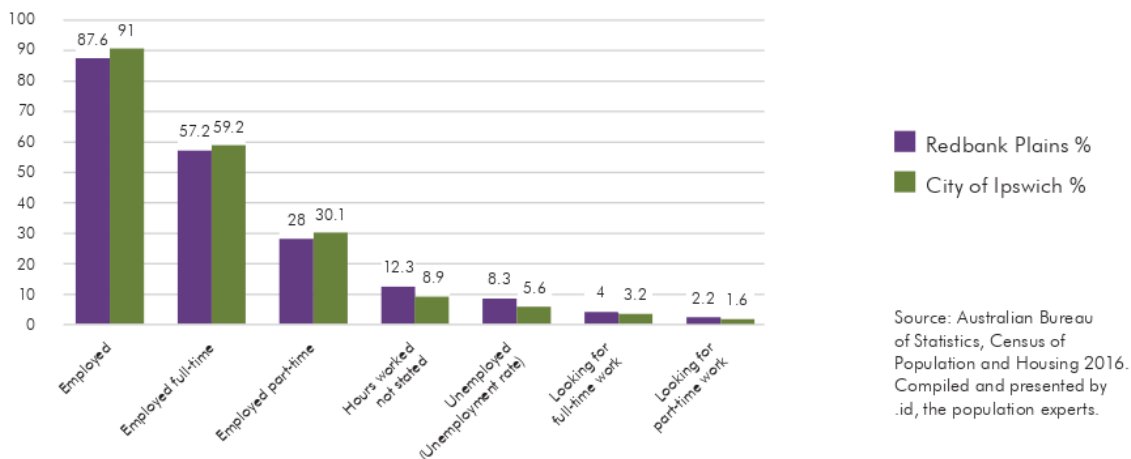
% ATSI population and people born overseas, 2016



## Employment

The community has seen an increase in the unemployment rate, currently at 12.3% (profile.id, 2016), above the broader rate of 8.9% for the City of Ipswich, and an increase in people looking for full-time or part-time work.

% Employment status, 2016



## Qualifications

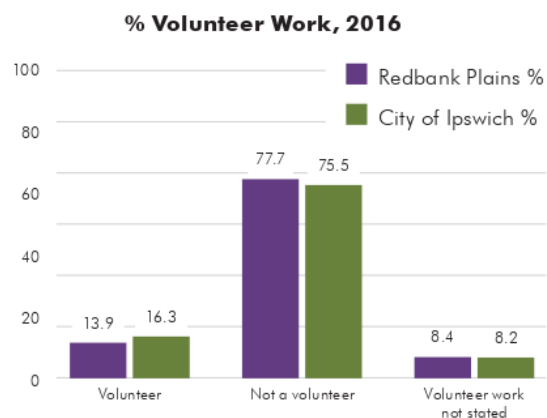
The community has seen an increase in the number of people with technical qualifications, and an increase in the number of people who have attended university (profile.id, 2016).



## Volunteering

13.9% of people in Redbank Plains engage in volunteer work, in comparison to 16.3% for Ipswich and 18.8% for Queensland.

Source: Australian Bureau of Statistics, Census of Population and Housing, 2016 (Usual residence data). Compiled by .id, the population experts.



## SEIFA Index

The ABS reports that Redbank Plains has a SEIFA Index of 917.8, lower than the 961.0 for the broader City of Ipswich. <sup>1</sup>

<sup>1</sup> Note that a lower SEIFA Index score indicates a higher level of disadvantage.



# Study respondents

The following section outlines demographic data for survey respondents. Please note that while the survey aimed to include the voices of as many Redbank Plains residents as possible, the survey respondents are not statistically representative of the Redbank Plains community. This section includes some comparison to census data where appropriate.

## Suburb of residence

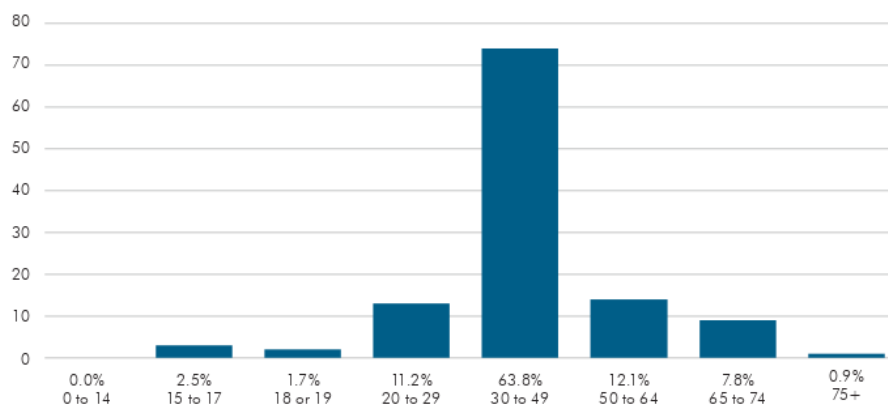
The majority of respondents (86%) resided in Redbank Plains, while 14% lived in nearby suburbs or elsewhere.

What Suburb Do You Live In?		
Redbank Plains	100	86.0%
Goodna	7	6.0%
Collingwood Park	4	3.5%
Other	5	4.5%
<b>Total</b>	<b>116</b>	<b>100%</b>

## Age of respondents

The majority of survey respondents (63%) were aged between 30 and 49. This is less representative of the broader Redbank Plains community, where 26.7% of people are aged 30 to 49.

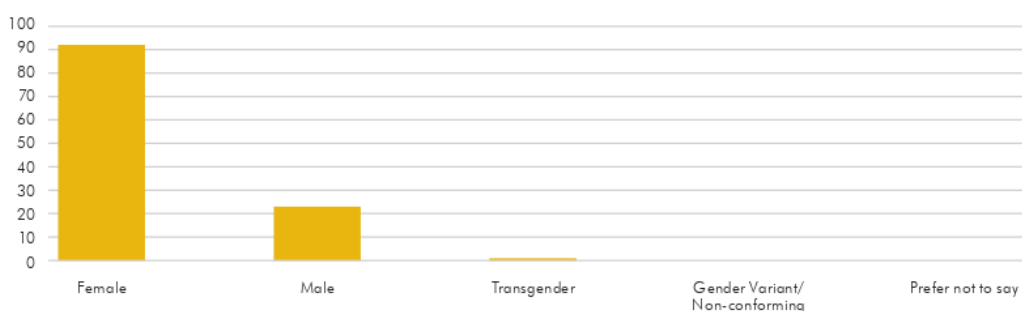
How old are you? (Respondents = 116)



## Gender

The majority of survey respondents (79%) identified as female. Census data indicates that 50.7 per cent of people in Redbank Plains are women.

**What is your gender? (Respondents = 116)**

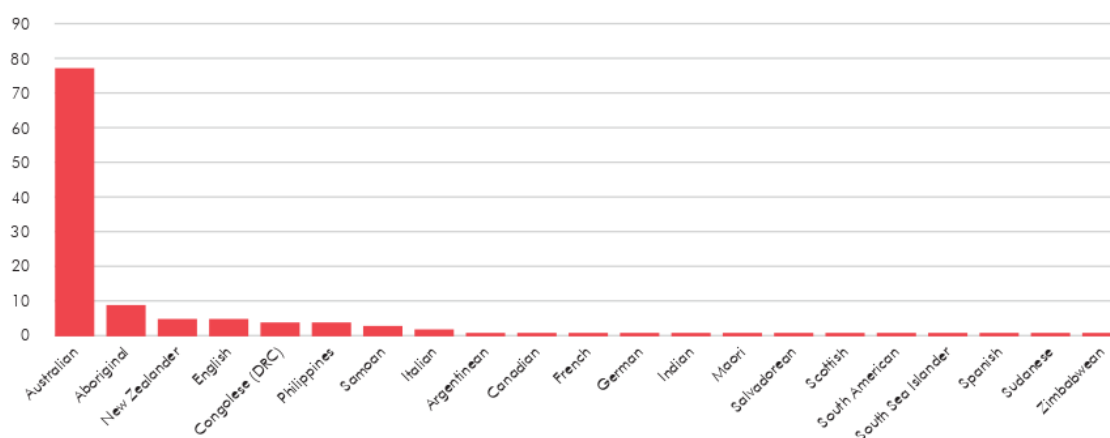


## Cultural background

Most respondents (66%) identified their cultural background as Australian, 7% identified as Aboriginal, 4% identified as New Zealander, 4% as English, and 3% as Congolese. In comparison to census data, the survey respondents group was less reflective of the cultural make up of Redbank Plains, 11% of whom are born in

New Zealand, 4% identify as Aboriginal and Torres Strait Islander, 3% born in Samoa, and around 2% are born in Sudan. This data reflects the multicultural nature of the Redbank Plains community. Note that some respondents selected more than one cultural background.

**What is your cultural background? (Respondents = 116)**

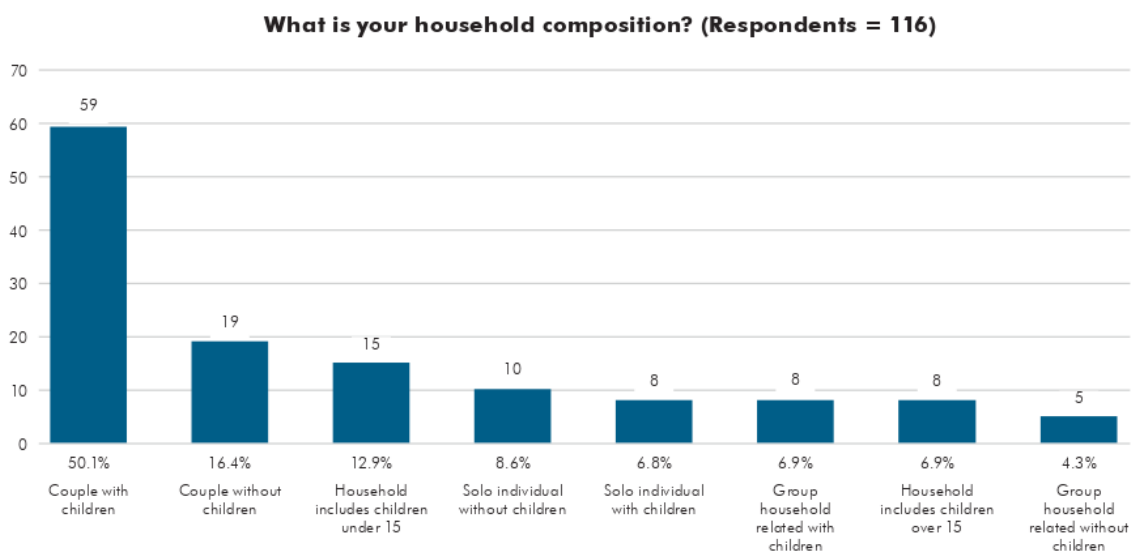


## Housing status

51% of survey respondents indicated that they were owner occupiers, while 46% are renting. Drawing from focus group feedback, the high proportion of renters in the area is in part a reflection of the wide availability of rental properties in new development areas, which have been purchased and leased by investors from outside of the area.

## Household composition

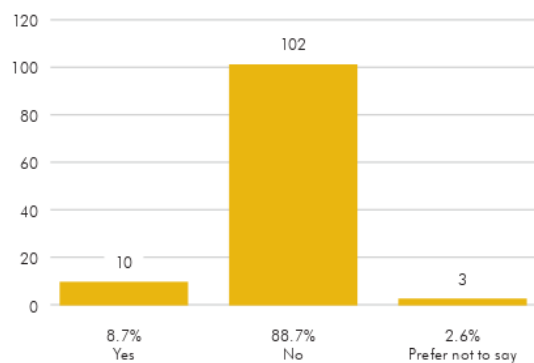
Survey respondents were mostly from households that included a mix of adults and children, again reflective of the young age profile in the area. Note that some respondents selected more than one option for this question.



## Disability

The majority of respondents (88.7%) did not identify as having a disability. This broadly aligns with census data, which indicates that 4.4% of people in Redbank Plains need assistance with core activities.

**Do you identify as having a disability?**  
(Respondents = 115)

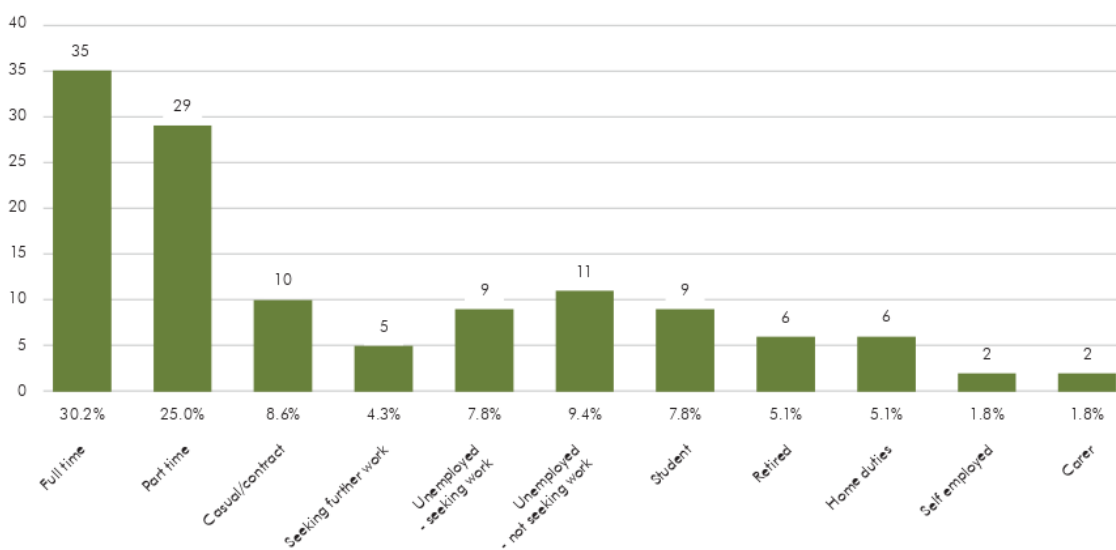


## Employment status

While around 66% of respondents indicated that they were engaged in some kind of employment (full time, part time, contract, self-employed). Around 12% indicated that they were seeking work, or seeking further work.

Note that some respondents selected more than one option. Census data indicates that Redbank Plains has an unemployment rate of 12.3%.

**What is your employment status? (Respondents = 116)**

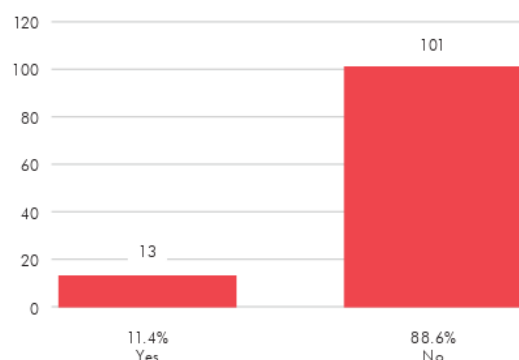


## Local business

Respondents were asked if they own or ran a small business in Redbank Plains or Ipswich, with a view to establishing ways in which the Community Centre might assist with local economic development and economic empowerment. Around 11% of respondents indicated that they owned or ran a small business, including:

- Cleaning business
- Auto maintenance
- Home maintenance
- Removals
- Entertainment
- Child care
- Party planning
- Education and training

**Do you run/own a small business in Redbank Plains/Ipswich? (Respondents = 114)**

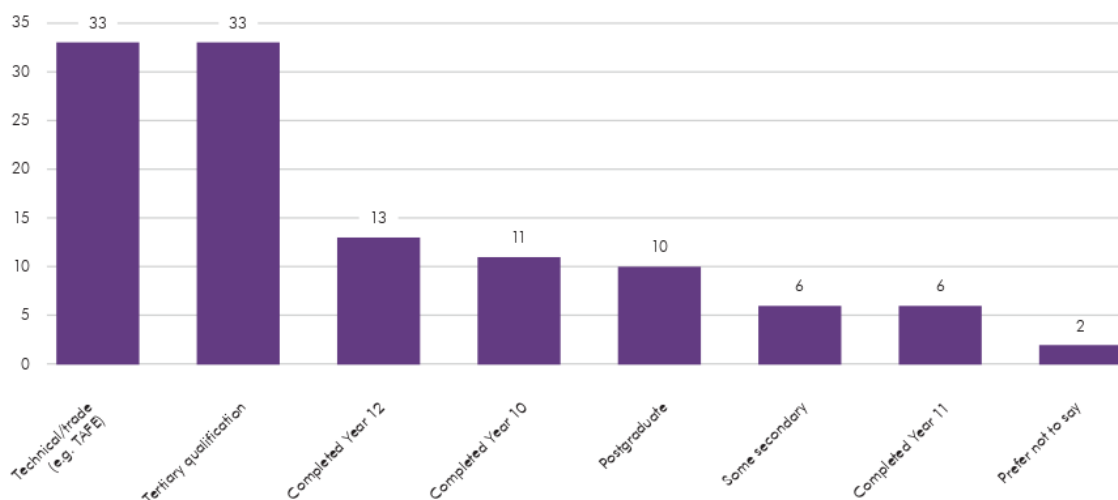


## Education

The majority of respondents (57%) reported having either technical or trade qualifications or tertiary qualifications. Census data indicates that 41.0% of the population aged

15 and over hold educational qualifications, and 49.1% had no qualifications, compared with 45.0% and 44.9% respectively for the City of Ipswich.

**What is the highest level of formal education you have completed or are completing? (Respondents = 114)**



# Baseline study results

The following section outlines key characteristics of the community, including strengths, challenges and key trends. The Redbank Plains community is a rapidly growing community, facing a range of challenges associated with community cohesion, engagement, and perceptions of safety and sense of community. However, strengths lie in community diversity, good local schools, housing affordability and emerging community spirit.

## Rapid growth

Census data reflects the significant increase in population that has occurred over the past decade. Focus group feedback suggested that this was the result of significant property development that had occurred in the area, with more developments in the pipeline, likely to lead to further population increase. Qualitative feedback suggested that this is seen as both a positive and a negative.

Positive comments included:

*"It is rapidly changing for the positive".*

*"New development, new businesses, growing population".*

However, there were some critical comments, and the rapid growth in the community can in part explain the emergence of social and cultural conflict in the area. Comments included:

*"Out of control development, this has led to a large transient population. Dense population numbers leads to social problems. Traffic chaos".*

*"Block division with houses too close to fit too many people in the one area".*

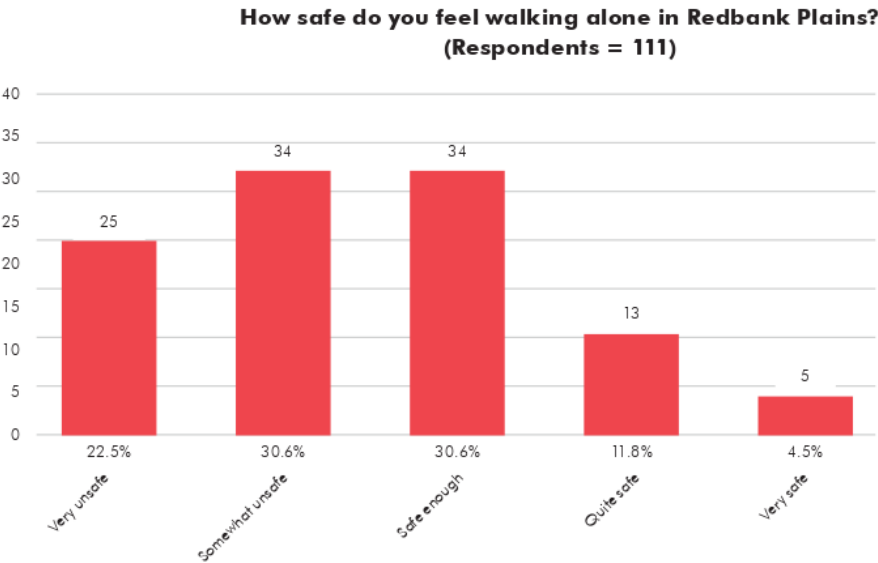
*"Too many developments, not enough services".*

These findings suggest the need for the provision of targeted services in the area. In addition, there is a need to provide a space for community and relationship building in a rapidly growing community. These should be key goals for the Community Centre. Beyond this, consideration of proactive urban and social planning is suggested, taking into consideration the impacts of density and the need for social infrastructure.

# Perceptions of safety

As a measure of community cohesion, respondents were asked to indicate their perceptions of safety when walking around the neighbourhood alone. Over half (around 53%) indicated that they felt somewhat unsafe

or very unsafe walking alone in Redbank Plains. Focus group feedback suggested that the distinction between day time and night time was an important aspect not captured in this question.



Focus group feedback, and qualitative responses, reflected widespread concern regarding safety and crime that centred on one incident of violence, with comments including,

*"It's not safe to walk my dog at night".*

*"Needing vigilance when out exercising. Seems there have been isolated attacks on people so that is my main concern because I love walking and I don't go anymore as I don't feel safe and it seems to be young people targeting us".*

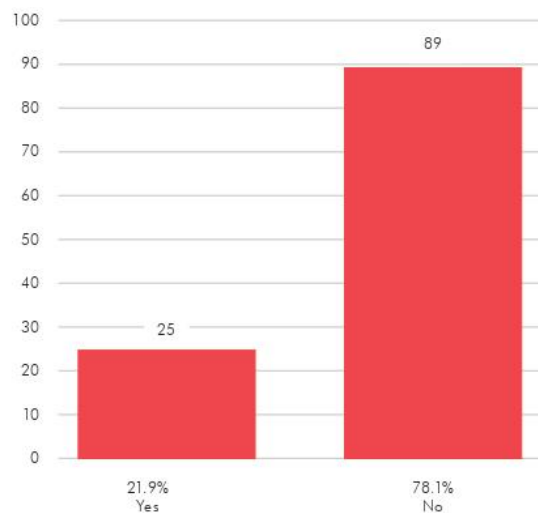
Concern around the lack of police response was contributing to feelings of unsafety. However, focus group feedback suggested that many claims of crime go unreported, calling into question the validity of these claims. This suggests that there are pervasive community perceptions regarding crime. As such, there is work to be done to address the underlying causes of these perceptions, including community building.

## Engagement in community meetings

As a measure of community capacity, respondents were asked if they had taken part in any community meetings in the past 12 months. Almost 22% of respondents indicated that they have been involved with community meetings. These findings do demonstrate that there is an existing network of community groups that can be fostered and supported, including:

- P&Cs
- Town Square management
- Library
- Neighbourhood Watch
- Church
- Community Champions Meeting
- Council meetings
- CUPRA
- Congolese community
- ACCESS
- St Vincent de Paul
- Riverview community centre
- Councillor meetings
- Community Hub

**Have you taken part in any community meetings in the past 12 months?**  
(Respondents = 113)





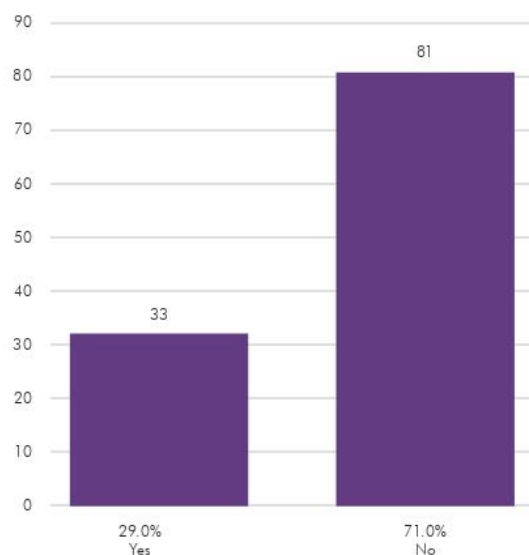
## Volunteering

As a measure of community capacity, respondents were asked if they had volunteered or assisted with any community groups in the past 12 months. Levels of volunteering among respondents was at around 29%.

Again, this suggests that there is a network that can be fostered, and engaged with, in an effort to encourage community cohesion. For those community members who indicated that they had volunteered in the past 12 months, organisations included:

- Schools
- Community Hub
- Aged Care
- Church Groups
- Sports (netball, soccer)
- Hospital
- JP Signing
- Fire Service
- Op Shop
- Food Banks
- CUPRA
- Exercise Groups
- P&C and P&F
- Family Support Service
- Library
- Neighbourhood Watch
- Community Champions
- ACCESS
- Riverview Community Centre

**Have you volunteered in the community or assisted with community groups in the past 12 months? (Respondents = 114)**

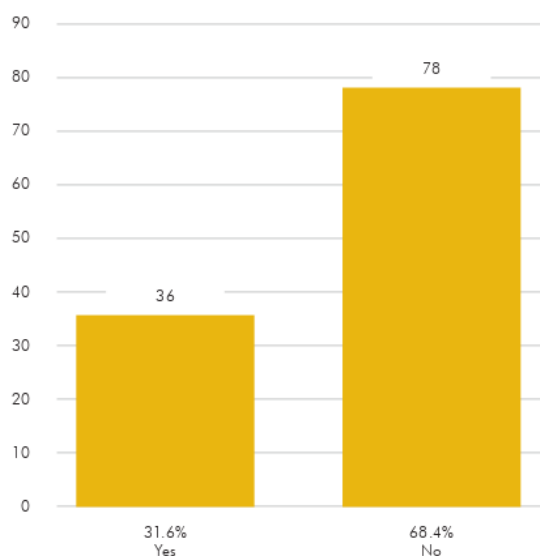


## Involvement in community groups

In order to gauge existing levels of community engagement and cohesion, respondents were asked if they were members in community groups. This was interpreted broadly to include community facebook groups. Almost 32% of respondents indicated that they were involved in community groups, which included:

- Goodna Neighbourhood Centre
- Church Groups
- P&C
- White Rock Warriors
- Kambu
- Mums and Bubs groups and playgroups
- Amberley Defence Families
- Neighbourhood Watch
- CUPRA
- Congolese community
- Facebook groups: Redbank Plains Mummies group; Buy, Swap and Sell; Neighbourhood Watch; Sanctuary Estate Group; Fernbrooke Ridge Community Page
- Logan City Community Cadets
- Dance group
- Hymba Yumba Aboriginal School
- Samoan community
- Community Hubs

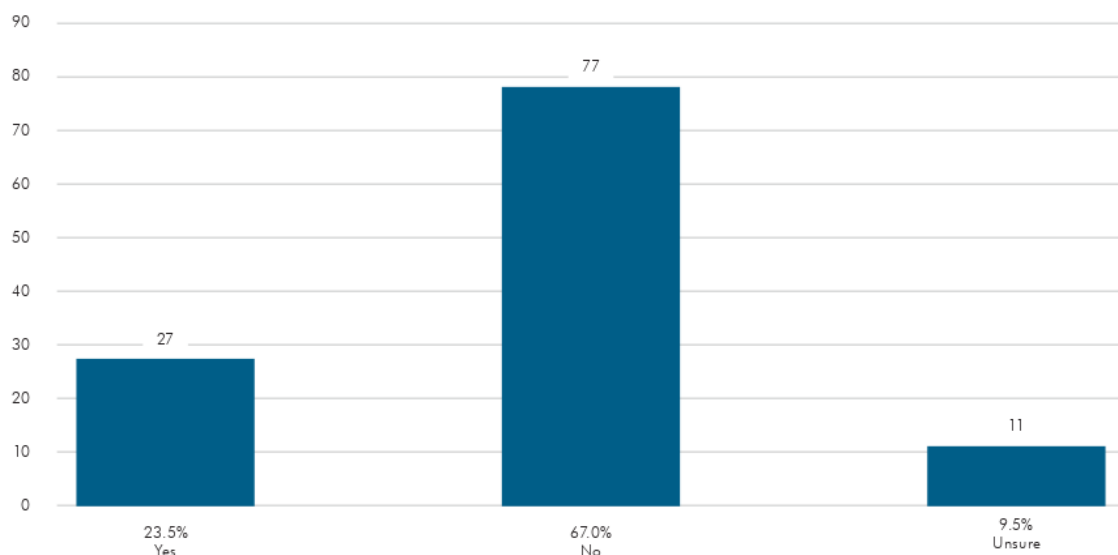
### Are you a member of any community groups? (Respondents = 114)



## Connections between cultural groups

In order to gauge existing levels of community cohesion and social capital, particularly regarding multicultural communities, respondents were asked if they have any connections with cultural groups other than their own. Almost 70% of respondents said they have no connections to cultural groups other than their own.

**Do you have any connections to cultural groups or communities other than your own in the Redbank Plains area?**  
(Respondents = 115)



Qualitative responses on this theme included:

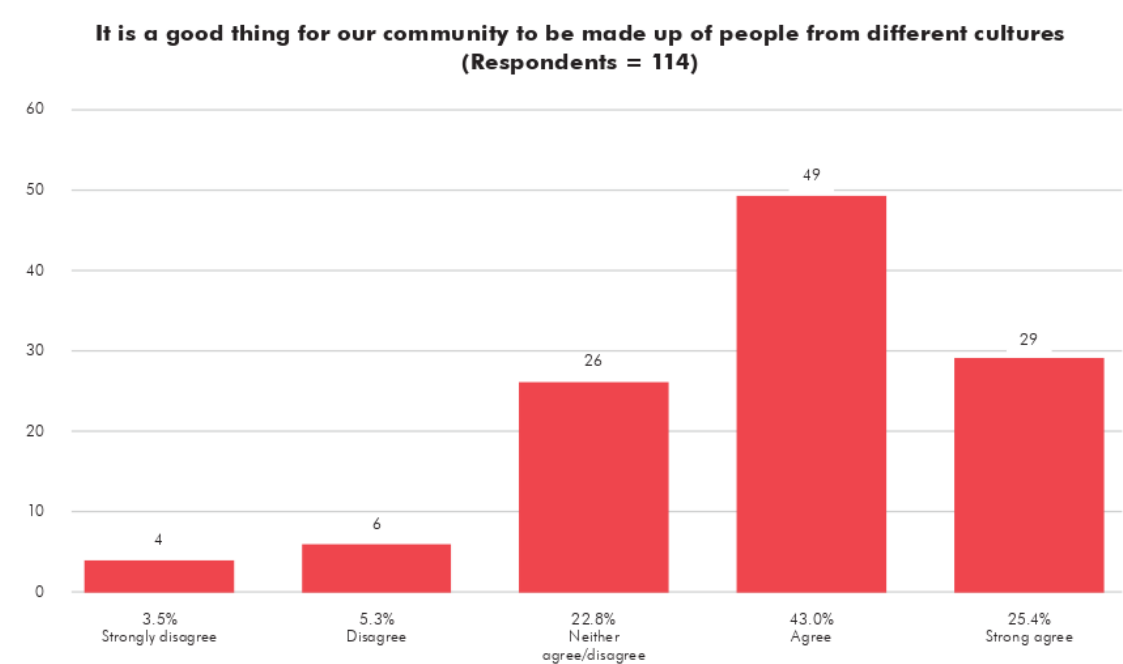
*"Sometimes I want to talk to other people but don't know if they would feel comfortable".*

*"We need to learn about each other and ... live harmoniously together. We need to not be scared of each other".*

Valuing diversity

Respondents were asked to rate their level of agreement with the statement “It is a good thing for our community to be made up of people from different cultures”.

Around 68% of respondents agreed or strongly agreed that it is a good thing for our community to be made up of people from different cultures.



Qualitative comments included:

*“A diverse cultural presence is a wonderful thing if it is all in the best interests of everyone. Diversity in cultures from around the world”.*

*“[Our] Depth of multiculturalism [is a community strength]”.*

*“[We are facing] Victimisation, discrimination, small minded people”.*

*“Effectively engaging all cultures [is a challenge]”.*

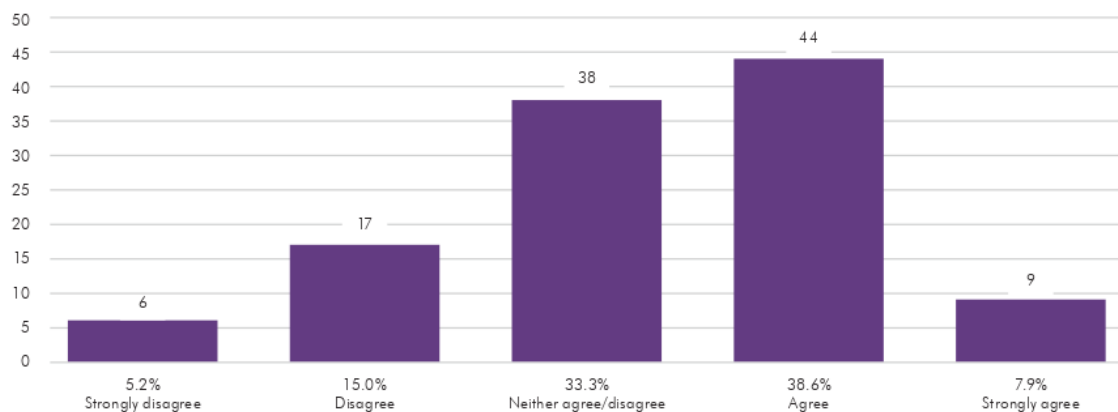
## Sense of welcome

Respondents were asked to rate their level of agreement with the statement "I feel welcome in my community". Results are mixed. Around 46% of respondents agreed or strongly agreed that they feel welcome in the community. Around 20% of people disagree or strongly disagree.

Qualitative comments included:

*"Strength is being part of one community and I am surrounded by family and friend[s]".*

**I feel welcome in my community (Respondents = 114)**

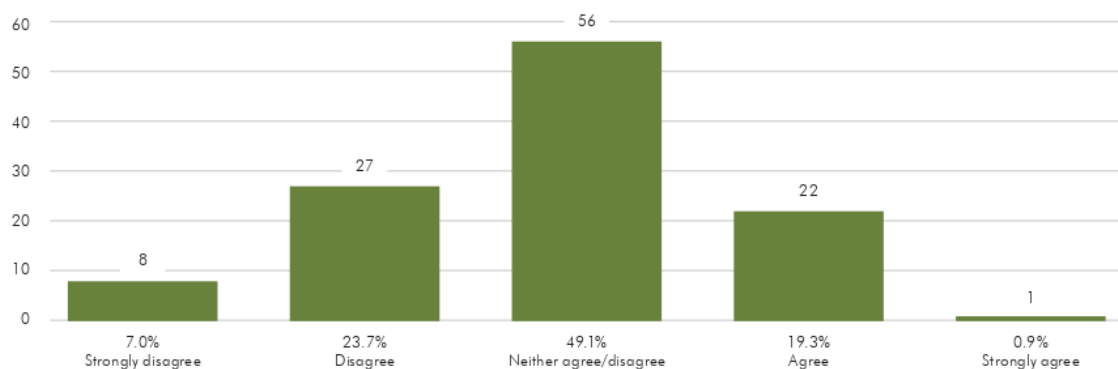


## Sense of community

Respondents were asked to rate their level of agreement with the statement "I feel welcome in my community". Results were mixed. Nearly 31% of respondents disagreed that there is a strong sense of community in the local area,

while around 49% were ambivalent. Only around 20% of people felt that there was a strong sense of community in the area.

**There is a strong sense of community in my local area (Respondents = 114)**



## Community strengths

In order to assess levels of community capacity and cohesion, community members and service providers were asked to provide a qualitative response to the question, 'What Strengths Does the Redbank Plains Community have?' 85% people responded

to this question. The following table provides a thematic analysis of participant responses, including representative quotes. These findings indicate a range of strengths that can be highlighted and built upon.

<b>A great place for families</b>	<i>"Very family orientated".</i> <i>"I like to see the kids playing in the park, and people walking down the street....it's nice to see people out and about, having fun".</i> <i>"Friendly, multicultural, family oriented".</i> <i>"Plenty of free fun entertainment for families".</i>
<b>Great schools and shops</b>	<i>"Close to most of the services people need on a day-to-day basis".</i> <i>"Lots of parks".</i> <i>"Great schools".</i> <i>"A great shopping centre and excellent food outlets".</i> <i>"Library".</i>
<b>Parks and nature</b>	<i>"White Rock is wonderful for getting back to nature".</i> <i>"Lovely open spaces".</i>
<b>Diverse community</b>	<i>"A diverse cultural presence is a wonderful thing".</i> <i>"Diversity in cultures from around the world".</i> <i>"Multicultural".</i> <i>"Acceptance of culture".</i> <i>"The feeling of welcoming people from many different cultures".</i> <i>"[There are good] Aboriginal and Torres Strait Islander community networks".</i>
<b>Affordable housing</b>	<i>"Affordable rent and housing".</i>
<b>Friendly people</b>	<i>"Being part of one community".</i> <i>"I am surrounded by family and friends".</i> <i>"Smiling faces of the neighbours".</i>
<b>A growing community</b>	<i>"New development, new businesses, growing population".</i> <i>"Expanding and new infrastructure".</i> <i>"It is rapidly changing for the positive".</i>
<b>Sports</b>	<i>"Having the sports ground is awesome".</i> <i>"A good football team".</i>
<b>Community spirit</b>	<i>"The community spirit is quite strong and energetic".</i> <i>"Endurance".</i> <i>"Battlers who keep trying".</i> <i>"Neighbourhood Watch".</i> <i>"We are connected through various social media groups supporting and informing each other".</i> <i>"Generous, caring, young and energetic".</i> <i>"Community hubs within the schools".</i> <i>"Community hubs".</i>

## Community challenges

In order to gauge community needs, as well as potential deficits regarding community capacity and cohesion, community members and service providers were asked to provide a qualitative response to the question, 'Are there any challenges that the Redbank Plains Community is facing?'. 91 people responded to this question. The following table provides a thematic analysis of participant responses, including representative quotes.

<b>Lacking community connectedness</b>	<p>"[Lacking] a sense of togetherness".</p> <p>"[We are not] coming together".</p> <p>"I am worried that people are so caught up in their own lives, they don't worry about anyone else. There are people that aren't outgoing &amp; they are lonely".</p>
<b>Hooning</b>	<p>"A distinct lack of policing. Hoons &amp; particularly trail bikes are ruling the roost &amp; the rest of us just suffer as they get away with it every day".</p> <p>"People riding trail/ motor x bikes all hours from 3pm to 11pm every day &amp; nothing done".</p>
<b>Rapid growth, crowding and infrastructure not keeping pace</b>	<p>"Population increase... greater demands on roads, traffic and services".</p> <p>"Possibly over development and not enough services (health and social) to meet the demand. Potential Road congestion also due to this".</p> <p>"Block division with houses too close to fit too many people in the one area".</p> <p>"Too many developments, not enough services".</p> <p>"No decent dog parks".</p>
<b>Few activities for young people</b>	<p>"Teenage crime due to nothing to do, no resources or help or knowledge of such".</p> <p>"I think we (like everywhere else) struggle to entertain our youth, especially since we're so far from shops or the train station. There needs to be a call for volunteers and services that will entertain our kids (all ages)".</p> <p>"Would like to see more parks for teenagers in the area".</p>
<b>Public transport</b>	<p>"Absolute rubbish bus service".</p> <p>"No trains to Redbank plains. Not enough buses".</p> <p>"Lack of public transportation".</p> <p>"Yes - public transport, road and footpath availability, road and footpath condition, access to shopping facilities".</p> <p>"[A lack of] Transport from state government level".</p>
<b>Services</b>	<p>"[Limited] access to government services such as community health centres".</p> <p>"More services centres and services would be helpful".</p> <p>"Don't think there is enough support groups for Carers"</p> <p>"Shops are very difficult having to travel to Ipswich City, Springfield centre for services".</p> <p>"Need shops".</p> <p>"You have to catch two buses to access specialist [health services]".</p> <p>"[We need] Service referral gateways".</p> <p>"[We need] Access to Community Health".</p>

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<b>Financial difficulties</b>	<p><i>"Financial struggles for families as we have a lot of low income earners moving to the area".</i></p> <p><i>"Poverty".</i></p> <p><i>"Unemployment!".</i></p> <p><i>"[Limited] local employment".</i></p>
<b>Smell from the dump</b>	<p><i>"The smell from the dump and the Swanbank fertiliser company".</i></p> <p><i>"Environmental issues from the surrounding tips etc. producing a stench".</i></p> <p><i>"The smell in the area!".</i></p>
<b>Crime &amp; safety</b>	<p><i>"Robbery".</i></p> <p><i>"It's not safe to walk my dog at night anymore".</i></p> <p><i>"Can't walk alone in the streets".</i></p> <p><i>"Needing vigilance when out exercising".</i></p> <p><i>"Racism and crime".</i></p> <p><i>"I don't feel very safe walking my toddler around due to a lot of stray dogs out and about".</i></p> <p><i>"[We need better] Policing and security".</i></p>
<b>Noise</b>	<p><i>"A lot of hooning and neighbours who constantly party and play music during the weekdays. Hard when you have two parents who work full time and need to get up at 5am to take the kids to before school care and childcare".</i></p>
<b>Rubbish</b>	<p><i>"A lot of rubbish left around the suburb".</i></p> <p><i>"Illegal dumping of rubbish".</i></p> <p><i>"So much rubbish and damage graffiti".</i></p> <p><i>"Good parks however there is a lot of rubbish around".</i></p>
<b>Racism</b>	<p><i>"Victimisation, discrimination, small minded people".</i></p> <p><i>"Some people not as open to all cultures".</i></p> <p><i>"Effectively engaging all cultures".</i></p>
<b>Discriminatory attitudes</b>	<p><i>"Multiple cultures attempting to cohabitate".</i></p> <p><i>"Different cultures just sticking [to themselves]".</i></p> <p><i>"Cultural disharmony".</i></p> <p><i>"There is too much racism".</i></p>



# Aspirations for the Community Centre

The following section outlines people's aspirations for their community and the Community Centre. Questions around aspirations were designed as a way of assessing community' felt-need, and to develop priorities for the Community Centre. There are opportunities for community building, improved community health and access to services, community engagement via community groups and volunteering, and support for residents who may be struggling.



## What does community mean to you?

In order to gauge aspirations regarding community cohesion and social capital, respondents were asked to provide a qualitative response to the question, 'What Does Community Mean to You?' 92 people responded

to this question. The findings indicate a range of positive goals around connectedness, communication and support. The following table provides a thematic analysis of participant responses, including representative quotes.

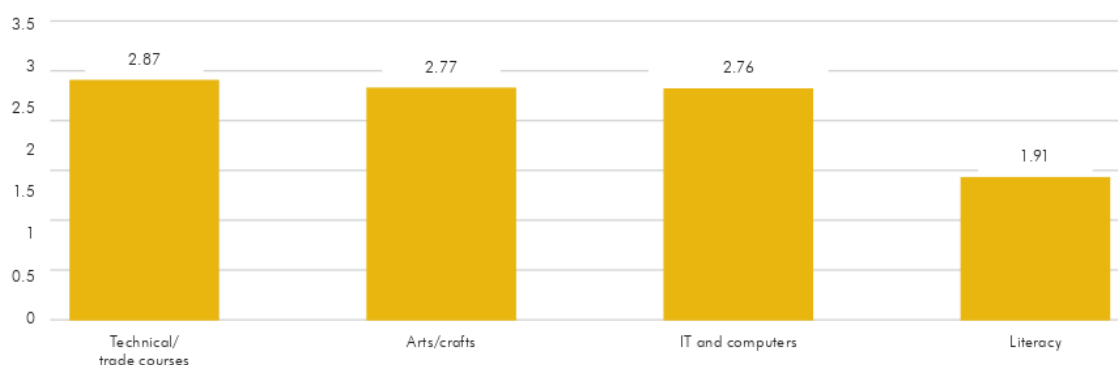
<b>Sharing meaningful connections</b>	<i>"People coming together and working as one".</i> <i>"Sense of connection with others".</i> <i>"Getting to know your neighbours".</i> <i>"Being part of a bigger village".</i>
<b>Feeling safe</b>	<i>"Feeling safe to go for walks or bring the children out to play".</i> <i>"A place to feel safe and be proud of".</i> <i>"I just want to live in safety and peace".</i>
<b>Welcoming diversity</b>	<i>"People with different backgrounds and beliefs living together in peace".</i> <i>"Welcoming and supportive".</i> <i>"Where everyone is included regardless of race".</i> <i>"Uniting... people from everywhere".</i>
<b>Belonging and acceptance</b>	<i>"A safe place where my children can play freely and respected".</i> <i>"Place where you can be yourself".</i> <i>"Respect for all".</i>
<b>People looking out for each other</b>	<i>"Relying on people around you".</i> <i>"Everyone goes through rough patches... it feels so good to help community as well as getting help when needed".</i> <i>"Give help and offer services for people in our community who need it most".</i> <i>"Providing resources for all".</i> <i>"To feel needed and helpful".</i>
<b>A great place for family and children</b>	<i>"A long term home to raise our family".</i> <i>"Safe place to raise our children".</i> <i>"A new start for our family".</i>
<b>Celebrations</b>	<i>"Opportunity to come together and celebrate achievements".</i> <i>"Fun, happiness, fulfilment".</i>
<b>Sharing ideas and skills</b>	<i>"Friendship and communication".</i> <i>"People discussing matters important to them".</i> <i>"Sharing stories, life skills and fun".</i> <i>"Sharing skills and knowledge with other people".</i>
<b>Sharing common goals</b>	<i>"People co-operating and interacting with common interests".</i> <i>"Being part of a group working together for the benefit of everyone".</i> <i>"Being a part of something bigger".</i>

## Skill building services

In order to gauge need regarding economic empowerment, skills and community capacity, respondents were asked to nominate from a list of skills-building services that they would be likely to access, if

available at the Community Centre. The most popular was 'Trade and Technical Courses', followed by 'Arts and Crafts' and 'IT and Computer Courses'.

**Which of these skills-building services would you be most likely to access?  
1 = least, 4 = most likely (Respondents = 107)**

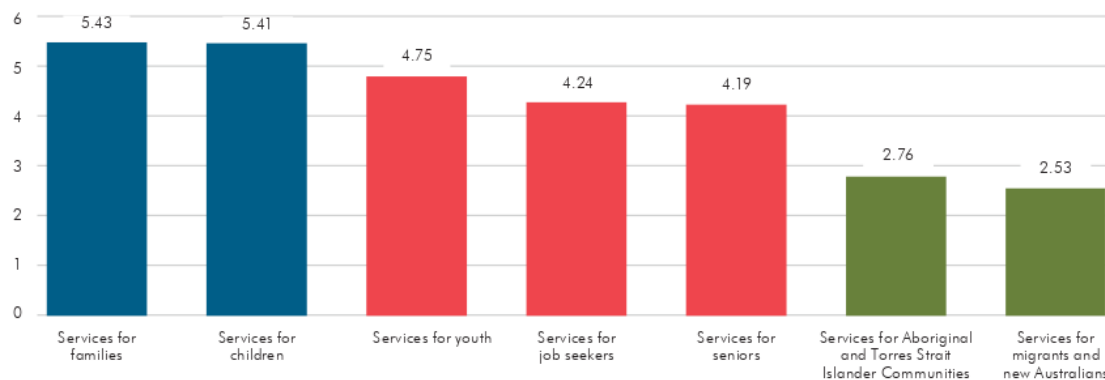


## Demographic targeted services

In order to gauge need for specific demographic groups, respondents were asked to nominate from a list of demographic-based services that they would be likely to access, if available at the Community Centre. The

most popular options were 'Services for Families' and 'Services for Children', followed by 'Services for Youth', 'Services for Job Seekers' and 'Services for Seniors'. This broadly reflects the demographics of the area.

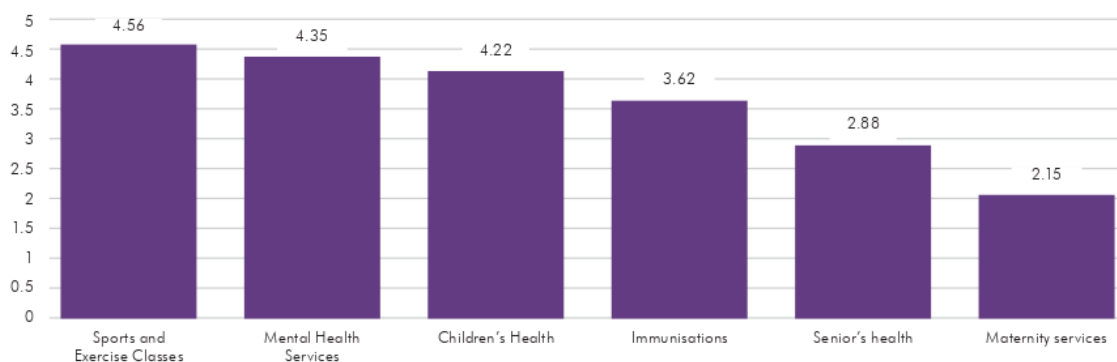
**Which of these services would you be most likely to access?  
1 = least likely, 7 = most likely (Respondents = 106)**



## Health needs assessment

In order to assess need regarding community health and wellbeing, respondents were asked to nominate from a list of health services that they would be likely to access, if available at the Community Centre. The most popular option was 'Sports and Exercise Classes', followed by 'Mental Health Services' and 'Children's health services'.

**Which of these health services would you be most likely to access?  
1 = least, 6 = most likely (Respondents = 110)**



The strong response to mental health services may reflect, based on data, the moderately high levels of mental illness found in Redbank Plains. The following figures are drawn from Public Health Information Development Unit (PHIDU, 2017) data, which includes Redbank Plains along with parts of neighbouring suburbs and suggests that the community could be experiencing moderately high levels of mental illness:

- **Suicide and self-inflicted injuries:** The age-standardised rate (per 100,000 people) for suicide and self-inflicted injuries in New Chum/Redbank Plains is 18, higher than the 15.5 for the Ipswich LGA, and the 13.6 for Queensland.
- **Mental and behavioural problems:** The age-standardised rate (per 100 people) for mental and behavioural problems in New Chum/Redbank Plains is 15.8, higher than the 15.2 for the Ipswich LGA, and the 14.4 for Queensland.

- **Psychological distress:** The age-standardised rate (per 100 people) for people with high or very high psychological distress<sup>2</sup> in New Chum/Redbank Plains is 19.1, higher than the 15.8 for the Ipswich LGA, and the 12 for Queensland.

The strong response to sports and exercise classes may also reflect the relatively high levels of physical inactivity found in Redbank Plains. Drawn from Public Health Information Development Unit (PHIDU, 2017) data:

- **No or low exercise in the previous week:** The age-standardised rate (per 100 people) for people who engaged in no or low exercise in the previous week in New Chum/Redbank Plains is 77.6, higher than the 74 for the Ipswich LGA, and the 67.9 for Queensland.

<sup>2</sup> Based on the Kessler 10 Scale (K10).

## Aspirations for the community centre

Community members and services providers were asked about their aspirations and hopes for the Community Centre.

<b>Services for families</b>	<p>"Centre to bring people together (like first 5, we came alone, and loved it)".</p> <p>"By bringing the community together, hopefully through functions and events, which include families and cultures in the surrounding areas".</p> <p>"A regular play group on a Monday morning would be fabulous!".</p> <p>"Fun family nights out - movies, dancing, disco".</p> <p>"Children/youth parties, discos".</p> <p>"Child Health, Playgroup, mums and bubs music".</p> <p>"Parent homework classes, teaching parents about oral language, how to support your children with reading at home. How to prepare children for school to be a successful reader and writer. Inclusive education, supporting your child with reading at home".</p>
<b>Services for seniors</b>	<p>"A seniors group is also lacking in the area. Something for the older generations to be able to get out of the house &amp; socialise &amp; make new friends &amp; not feel isolated. Maybe a social group as such".</p> <p>"IT for seniors".</p> <p>"Seniors health and wellbeing".</p> <p>"Seniors and disable people services for [multicultural] people".</p>
<b>A meeting place</b>	<p>"It will give people a place to connect with locals. Sometimes I want to talk to other people but don't know if they would feel comfortable".</p> <p>"I think it can create a space for the community to come together and feel welcome and accepted".</p> <p>"It's a gathering place, a place to meet people. Belonging - a place of fun, a place of celebration, a safe place".</p> <p>"I have grown up in Redbank Plains and moved away for 10 years returning last year and always wondered why there was no support (community centre) especially since we are growing at such a rapid rate. It's nice this centre is open and hopefully our community really responds to making it work out here!!".</p> <p>"Perhaps have a monthly BBQ for the community to connect people and also welcome new tenants".</p>
<b>Activities for young people</b>	<p>"I hope it may offer activities to entertain teen youth and keep them off the streets".</p> <p>"Hopefully offers more for the youths to do outside of school and make more events to attend".</p> <p>"I would like to see events put in place for families and our local youth, I believe this will strengthen the community and help it become a better more welcoming place".</p> <p>"Sports and recreational access to youth, Educational support services -like home work club".</p> <p>"Youth Services".</p> <p>"Children/youth parties, discos, events for disabilities, discos".</p>



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<b>Fostering communication</b>	<p>"Where people can get together and talk about ideas and problems".</p> <p>"Opportunities to find shared interests".</p> <p>"By bringing community members closer together and giving them a safe meeting space to share ideas/concerns".</p>
<b>Assistance for people in need</b>	<p>"It will benefit for the underprivileged for some programs for adults and children such as play groups etc. It will also be beneficial for those wanting to meet new people, local to them".</p> <p>"Offering the community opportunities and helping those who need support in finding resources for their needs".</p> <p>"Access to financial services, local access to support".</p> <p>"To offer services to support the families in the area who may be struggling. The teen parents disengaged from school. And the multicultural community".</p> <p>"Would love if they could ask Coles or Woolies for their left over bread so we could offer the community and I'd surely come in on my available days to help out. Or second bite/one harvest and food bank!".</p> <p>"Centrelink".</p> <p>"Educational programs for New Zealanders and New immigrants to get them job ready, etc, such as foundation skills for work and other vocational pathways".</p>
<b>Promote diversity</b>	<p>"Hopefully it will bring different cultures together and find out what works and meshes with the Australian way of life and benefit everyone. Cultural awareness brings with it cultural understand".</p> <p>"As a meeting place &amp; showcase for us to all get together &amp; discuss issues within our community &amp; learn more about each other's cultures".</p> <p>"Get people settled in".</p> <p>"Bringing cultures together harmoniously".</p> <p>"A place for myself and other to go and learn more about diversity".</p> <p>"I think the community centre will benefit hugely as Redbank Plains is made up of different cultures".</p> <p>"Community celebration and unity".</p>
<b>Offer services and meeting spaces</b>	<p>"Providing services to the community. A place for different groups to interact".</p> <p>"It will provide the local community with hub for meetings and using services".</p> <p>"I hope it adds to our community and can provide services".</p> <p>"JP available, help for people needing legal advice, budgeting, filling out legal forms etc, community information about what is happening in the area".</p> <p>"New Community Centre has created hope and possibilities for education, health delivery, training and information".</p> <p>"Providing for NDIS programs for community such as workshops, training".</p>
<b>Activities for all</b>	<p>"Would be nice to have a few non-kids related activities at the centre".</p> <p>"Events - for all - including people without families".</p> <p>"Make it dog friendly".</p>
<b>Training and education</b>	<p>"Educational training for the communities".</p> <p>"Rooms to hire for training".</p> <p>"I would love to see a homework club, short courses for all ages such as first aid or how to build things".</p> <p>"Trade courses".</p> <p>"Job Assisting/volunteering - support for all job seekers within the surrounding areas".</p> <p>"Educational training, aged care provider cert 2 in foundation skills for work and other vocational pathways, Cert 3 in business".</p> <p>"Aboriginal and Torres Strait Islander community engagement with schooling and community services. Parenting/school engagement programs/training".</p>

Item 5 / Attachment 1.

<b>Health services</b>	<p>"Drop in clinic for under 8 years olds for health and wellbeing".</p> <p>"Community Health Centre".</p> <p>"Dental".</p> <p>"Free exercise groups where children are welcome".</p> <p>"Child health services &amp; mothers and family support".</p> <p>"Zumba is one of the programs that I can think, it would be one of health and wellbeing that can help lonely parents engage more".</p>
<b>Food and gardening</b>	<p>"Cooking classes for kids/adults".</p> <p>"Gardening classes or activities would be great".</p> <p>"Community garden would be lovely, storytelling or low/no cost children's shows".</p>
<b>Arts, sports and culture</b>	<p>"Dancing".</p> <p>"Art lessons- learn to draw".</p> <p>"Arts and opera".</p> <p>"Wrestling broadcast".</p> <p>"Sports".</p> <p>"Music &amp; Craft activities".</p> <p>"Aboriginal and Torres Strait Islander cultural displays".</p> <p>"Live Bands, DJ music (popular, alternative, multicultural music), Film &amp; media screenings - popular, art house cinema, local film-makers (all ages)".</p>
<b>Improve safety</b>	<p>"More security".</p> <p>"Community Watch service".</p> <p>"A police beat".</p> <p>"Crime Prevention and Community Safety - not many 'community events' in this area".</p>
<b>Critical opinions</b>	<p>"I expect that few local residents are aware of it. Some promotion of its existence at the library would help".</p> <p>"It's too far away from actually being in Redbank plains - it would've been better at the library".</p> <p>"No idea. I probably won't use it as I don't think it will benefit me in any way".</p>

# Conclusions

Drawing together the above data, the following section gives an overview of the Redbank Plains community alongside the key social impacts and associated indicators identified in the literature and research.

## Social cohesion and social capital

There remains persistent challenges around cross-cultural community building, which are contributing to perceptions of a lack of safety and an underwhelming sense of welcome and acceptance. The high proportion of renters (51%) indicates a highly transient community, and the low level of intercultural engagement indicates that cultural groups remain socially isolated from one another, leading to mistrust. This is supported by the high number of people who consider it unsafe to walk alone in the neighbourhood.

In addition, while around 46% of respondents agree or strongly agree that they feel welcome in the community, around 20% of people did not feel they are welcome

in the community. However, there is an overwhelming perception that diversity is a positive factor for the community, indicating that there is capacity for community building that will be positively received. In particular, addressing the perceptions about the lack of safety in the area will help to foster a stronger sense of community, which is more in line with people's aspirations.

We will continue to track social cohesion and social capital based on people's connections to community groups and cultural groups, people's sense of welcome, and people's sense of safety.

## Community capacity

Community engagement in community groups, volunteering and community meetings is somewhat limited, potentially further contributing to low levels of social cohesion and social capital. However, community members indicated that community involvement and mutual support are valuable parts of a strong community, indicating that with meaningful opportunities, people may get involved. In addition, there are existing networks of organisations, groups and

even online groups that the Community Centre could connect with, in order to foster connections, activity and opportunities for building capacity.

We will continue to track community capacity, drawing on ABS employment and education data, attendance and engagement in skills-building classes, and the use of the Community Centre for community meetings, community groups and community organising.



## Community needs: health and wellbeing

Physical activity services, and mental health services, were rated as a high priority by community members. Existing levels of physical activity may be limited by perceptions of lack of safety, with respondents noting “[I] can’t walk alone in the streets” and “Needing vigilance when out exercising”.

Given an acknowledgement of the social determinants of poor mental health (Allen et al. 2014), the need for mental health support may be driven by the challenges

around poverty, discrimination and community mistrust. In addition, there are difficulties associated with accessing specialist health services, as a result of a lack of public transport.

We will continue to monitor community health and wellbeing based in broader ABS data, engagement in health services at the centre, and ongoing tracking of community need.

## Community needs: local economic development

Census data, and the SEIFA index, indicate that there is a moderate level of economic deprivation in Redbank Plains. Community responses also indicated that financial challenges are a significant issue in the community, combined with a lack of access to public transport. The lack of public transport remains a persistent problem that may be hindering employment and community engagement, as well as access to services. There is desire for practical skills-building

work in the community, with a focus on technical and trades based skills. This may in part be a reflection of the higher levels of unemployment found in the area.

We will continue to track local economic development drawing on broader ABS data, people’s engagement with courses and services at the centre, and the Community Centre’s engagement with local small businesses.

## Place-based community development

The baseline research has revealed mixed attitudes towards Redbank Plains as a community. Nearly 31% of respondents disagreed that there is a strong sense of community in the local area, while only around 20% of people felt that there is a strong sense of community in the area. Nearly 50% were ambivalent. However, when asked about the strengths of the community, a number of people mentioned a sense of community spirit, friendly people, the benefits of a growing community, and the benefits of diversity.

We will be tracking place-based community development based on people's use of and engagement with the Community Centre, people's sense of community and welcome within Redbank Plains and improved social cohesion.

## Next steps

Baseline study results will be shared with community members via a series of posters, and the publication of an executive summary version of this report. In November 2018, the first interim survey will be distributed, aimed at starting to track progress on the key questions and indicators discussed here, with further surveys in 2019, 2020 and 2021.

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All images taken at the Redbank Plains Community Centre opening event on 23 May 2018.

## Appendix A: Community Survey

Redbank Plains Community Centre: Opening Survey (May/June 2018)

Please take a few minutes to fill out this survey. Our purpose in asking these questions is to understand the needs of the Redbank Plains community, to support work being done by the Redbank Plains Community Centre, and to assess the impact of the community centre. The survey is anonymous, however you can provide your details if you would like to be kept up-to-date about activities at the community centre. If you choose to provide your name and contact details, they will be kept confidential. You will not be personally identifiable in any reports that come out of this project. If you have any questions regarding this survey, please contact Community Research Officer, Amy MacMahon, at amy.macmahon@ipswich.qld.gov.au.

1. How old are you? (please complete) \_\_\_\_\_ years

2. What is your gender? (please tick one of the below)

☐ Female ☐ Male ☐ Transgender ☐ Gender Variant / non-conforming ☐ Prefer not to say

3. What is your cultural background? (please tick the cultural background that you most identify with)

☐ Australian ☐ Aboriginal ☐ Torres Strait Islander ☐ Both Aboriginal and Torres Strait Islander  
☐ Samoan ☐ Chinese ☐ Fijian ☐ South African ☐ Dutch ☐ German  
☐ Sudanese ☐ English ☐ Indian ☐ Vietnamese ☐ New Zealander  
☐ Other: \_\_\_\_\_

4. What suburb do you live in? (please complete) \_\_\_\_\_

5. What is your housing status? (please tick one) ☐ Renting ☐ Owner Occupier ☐ Other

6. Which of the following best describes your household? (please tick as many as apply to you)

☐ Solo adult without children  
☐ Solo adult with children  
☐ Couple with children  
☐ Couple without children  
☐ Group household (shared) unrelated  
☐ Group household related without children  
☐ Group household related with children  
☐ Household includes children under 15  
☐ Household includes children over 15

7. Do you identify as having a disability? (please tick one) ☐ Yes ☐ No ☐ Prefer not to say

8. What is your employment status?

☐ Full-time ☐ Part-time ☐ Casual/contract ☐ Seeking further work  
☐ Unemployed - seeking work ☐ Unemployed - not seeking work ☐ Student

9. What is your highest level of education? (please tick one)

☐ Primary School ☐ Secondary School – ☐ Year 10 ☐ Year 11 ☐ Year 12  
☐ Technical/TAFE ☐ Tertiary ☐ Postgraduate ☐ Prefer not to say

10. What does community mean to you? (Briefly describe below)

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11. What strengths does the Redbank Plains Community have? (Briefly describe below)

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Item 5 / Attachment 1.

12. Are there any challenges that the Redbank Plains community is facing? (Briefly describe below)

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13. How safe do you feel walking alone in Redbank Plains? (please circle one of the below)

Very Unsafe	Somewhat Unsafe	Safe Enough	Quite safe	Very Safe
1	2	3	4	5

14. Have you taken part in any community meetings in the past 12 months?

☐ Yes (please detail) \_\_\_\_\_ ☐ No

15. Have you ever volunteered in the community or assisted with community groups/events?

☐ Yes (please detail) \_\_\_\_\_ ☐ No

16. Do you have connections to cultural groups and communities other than your own in the Redbank Plains area? =

☐ Yes (please detail) \_\_\_\_\_ ☐ No ☐ Unsure

17. Do you run/own a small business in Redbank Plains/Ipswich?

☐ Yes (please detail) \_\_\_\_\_ ☐ No

18. Are you a member of any community groups?

☐ Yes (please detail) \_\_\_\_\_ ☐ No

On a scale of 1 (strongly disagree) to 5 (strongly agree), how much do you agree or disagree with the following statements:

19. There is a strong sense of community in my local area (please circle one of the below)

Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
1	2	3	4	5

20. I feel welcome in the local community (please circle one of the below)

Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
1	2	3	4	5

21. It is a good thing for our community to be made up of people from different cultures (please circle one of the below)

Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
1	2	3	4	5

22. How do you think the community centre will benefit the community? (Briefly describe below)

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23. If offered at the community centre, which of these skills-building activities would you be most likely to access?

Please number from 1 – most likely to access to 5 – least likely to access

☐ Literacy

☐ IT and computers

☐ Trade/technical courses

☐ Arts/crafts

☐ Other \_\_\_\_\_

24. If they were available at the community centre, which of these services would you be most likely to access? Please number from 1 – most likely to access to 8 – least likely to access

- ☐ Services for Seniors (please detail) \_\_\_\_\_
- ☐ Services for Children (please detail) \_\_\_\_\_
- ☐ Services for Youth (please detail) \_\_\_\_\_
- ☐ Services for Job Seekers (please detail) \_\_\_\_\_
- ☐ Services for Families (please detail) \_\_\_\_\_
- ☐ Services for Migrants & New Australians (please detail) \_\_\_\_\_
- ☐ Services for Aboriginal and Torres Strait Islander communities (please detail) \_\_\_\_\_
- ☐ Other (please detail) \_\_\_\_\_

25. If they were available at the community centre, which of these health services would you be most likely to access? Please number from 1 – most likely to access to 7 – least likely to access

- ☐ Mental health services
- ☐ Children's health
- ☐ Seniors' health
- ☐ Maternity services
- ☐ Immunisations
- ☐ Sports and Exercise Classes
- ☐ Other \_\_\_\_\_

26. To be kept up-to-date about the Redbank Plains Community Centre activities, please provide your contact details

Name	
Email Address	
Phone Number	

*Thank you for participating in this survey.*

## Appendix B: Service Provider Survey

Redbank Plains Community Centre Survey: Service Providers (May/June 2018)  
Please take a few minutes to fill out this survey. Our purpose in asking these questions is to understand the needs of the Redbank Plains community, to support work being done by the Redbank Plains Community Centre, and to assess the impact of the community centre. Your name, contact details and name of your organisation will remain confidential. You and your organisation will not be identifiable in any reports that come out of this project. If you have any questions regarding this survey, please contact Community Research Officer, Amy MacMahon, at amy.macmahon@ipswich.qld.gov.au.

1. What is the name of your organisation? \_\_\_\_\_

2. How would you classify your organisation? (Please tick as many as apply)

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> State government   | <input type="checkbox"/> Not-for-profit         | <input type="checkbox"/> Health service provider     |
| <input type="checkbox"/> Local government   | <input type="checkbox"/> Community Organisation | <input type="checkbox"/> For-profit organisation     |
| <input type="checkbox"/> Federal government | <input type="checkbox"/> Charity                | <input type="checkbox"/> Non-government organisation |

3. What gaps in services exist in the Redbank Plains community? (Briefly describe below)

\_\_\_\_\_

4. What services are working well in the Redbank Plains community? (Briefly describe below)

\_\_\_\_\_

5. What services that you specialise in would you like to deliver at the Redbank Plains Community Centre?  
(Briefly describe below)

\_\_\_\_\_

6. What facilities would you need to deliver this service? (Please tick as many as apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Private meeting room            | <input type="checkbox"/> Access to a medical room |
| <input type="checkbox"/> Access to IT/ internet services | <input type="checkbox"/> Commercial Kitchen       |
| <input type="checkbox"/> Access to projector             | <input type="checkbox"/> Other _____              |

7. How often would you anticipate using the Redbank Plains Community Centre to deliver your service?  
(Please tick one)

- |   |                                       |                                      |
|---|---------------------------------------|--------------------------------------|
| <input type="checkbox"/> Once a week      | <input type="checkbox"/> Once a month | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Once a fortnight | <input type="checkbox"/> Bi-monthly   |                                      |

8. What other activities and services would you like to see run at the Redbank Plains Community Centre?  
(Briefly describe below)

\_\_\_\_\_

9. How would you plan to let Redbank Plains community members know about the services you are offering at the centre? (Please tick as many as apply)

- |   |  |
|---|--|
| <input type="checkbox"/> Your facebook page | <input type="checkbox"/> Your newsletter |
| <input type="checkbox"/> Your mailing list  | <input type="checkbox"/> Other _____     |

10. Do you plan to promote the Redbank Plains Community Centre to your client base? (Please tick one)

- |                              |                             |                                 |
|------------------------------|-----------------------------|---------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Unsure |
|------------------------------|-----------------------------|---------------------------------|

11. The Redbank Plains Community Centre will be applying booking fees to the use of the community centre. If you'd like to be sent a booking form and booking fees list, please provide your contact details below

Name	
Email Address	
Phone Number	

Thank you for participating in this survey.



Item 5 / Attachment 1.



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QLD 4305, Australia

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Fax (07) 3810 6731  
council@ipswich.qld.gov.au  
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[ipswich.qld.gov.au](http://ipswich.qld.gov.au)





# Redbank Plains Community Centre:

Measuring the Social Impact – Six-Month Study Results

[ipswich.qld.gov.au](http://ipswich.qld.gov.au)





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## ACKNOWLEDGEMENTS

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Ipswich City Council would like to acknowledge the valuable contribution of:

- Multicultural Australia Ltd's Centre Development Manager Rose Dash, for her support with drafting and distributing the survey, support at the focus group and ongoing feedback; and
- The many people of Redbank Plains, who provided their insights, knowledge and expertise via surveys and a focus group.



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## BACKGROUND

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In 2016, Ipswich City Council (Council) engaged in a three-month long community assessment of the Redbank Plains community, in response to a number of social changes happening in the area. The assessment found that the community was fragmented and lacking in social connections, in part as a result of fragmented urban development, major roads splitting the community and rapid population growth. Socio-economic conditions, including the lack of local jobs, lack of transport, lack of activities for youth and a lack of specialist services were also noted. Rapid growth in high density new housing developments, including homes with affordable rents, had attracted large numbers of low to middle income families to the area, including migrant families. Tensions between new and old residents had emerged. However, opportunities for community development were also noted, given the presence of community leadership, active residents and two new primary schools.

The assessment identified a Community Centre as an option to facilitate informal social gatherings and place-based community building. The Redbank Plains Community Centre (the Community Centre) opened in May 2018. In line with Council's Community Centre Operating Model Policy, Council has partnered with Multicultural Australia Ltd who manage the daily operations of the Community Centre.

Council, in partnership with Multicultural Australia Ltd, is engaged in a multi-year social impact assessment, to track the impact of the Community Centre over time. A baseline study was conducted in June 2018. The first report in this project series included detailed information on the social impact assessment methodology, background literature and baseline data (Ipswich City Council, 2018).

This report builds on the baseline study, discussing outcomes of a survey and focus group held six-months after the Community Centre opened. While it would not be expected that significant change has occurred within the six months since the Community Centre opened, this document includes some comparison to the baseline study results, and builds on existing evidence and data regarding community strengths and challenges. In addition, the six-month study includes data regarding peoples' experiences of the Community Centre, and the benefits of the Community Centre to themselves, and the community. This builds on the baseline study, and provides a benchmark for ongoing surveys and community engagement.



## SOCIAL IMPACT ASSESSMENT

The social impact assessment focuses on the following key impacts and associated indicators<sup>1</sup>:

Impact	Indicators
Social cohesion and social capital	<ul style="list-style-type: none"> <li>People from different demographics are engaging with centre activities</li> <li>Self-assessments of improved cross-cultural linkages</li> <li>Centre is considered culturally safe</li> <li>Community is considered safe</li> <li>Centre is accessible to all</li> <li>Collaboration between community groups is fostered</li> </ul>
Community capacity	<ul style="list-style-type: none"> <li>Education, employment, skills, literacy improve</li> <li>Community is organising events</li> <li>The Community Centre is linking with community organisations and providing facilities for organisations</li> <li>Rates of volunteering and volunteering opportunities improve</li> </ul>
Community needs: health, nutrition and wellbeing	<ul style="list-style-type: none"> <li>Quantification of activities</li> <li>Health services considered valuable</li> <li>Self-assessments of health and wellbeing</li> <li>Centre is considered a safe place to access health services</li> </ul>
Community needs: local economic development	<ul style="list-style-type: none"> <li>Centre contributes to local economy</li> <li>Centre provides opportunities for businesses</li> <li>Increased opportunities for employment and income</li> </ul>
Place-based community development	<ul style="list-style-type: none"> <li>Community centre recognised as a community hub</li> <li>Community has the capacity to self-organise</li> <li>Greater sense of safety</li> <li>Connections with Traditional Owners</li> <li>Community centre as a 'third place'</li> <li>Centre considered a safe place to organise collectively</li> </ul>

<sup>1</sup> Background literature and rationale for these indicators are included in the baseline study results (Ipswich City Council, 2018)

## SIX-MONTH STUDY METHODOLOGY

In order to track progress on the above indicators, this iteration of the impact assessment has consisted of:

- **A community survey** (see Appendix A), engaged 125 people between November 2018 and January 2019 (note that response numbers to individual questions vary). Responses were gathered online and in-person, using a range of methods, including approaching people at the Community Centre, sharing flyers via letterboxes, on social media and emails. This survey included questions on:
  - Key demographics
  - Community strengths
  - Community challenges
  - Perceptions on safety and community cohesion
  - Experiences of the Community Centre
- **A focus group** involving 8 community members and two MDA staff, held in March 2019. The focus group gathered feedback on:
  - Survey findings
  - Elaboration on key findings
  - Feedback on key strengths and challenges

This builds on a survey and focus group held in June 2018 when the Community Centre opened (Ipswich City Council, 2018). The six-month survey replicated many of the questions asked in the baseline study,

with a few changes: the baseline survey also asked respondents to consider what community means to them, as a visioning exercise; a question on small business ownership has not been included; questions regarding visions for the Community Centre have been removed.

The ongoing social impact assessment will include:

- Ongoing surveying and focus groups at 12 months, 2 years and 3 years; and
- Ongoing tracking of activity and attendance at the Community Centre by Multicultural Australia Ltd.

The survey results reported here include comparisons between baseline survey respondents and six-month survey respondents. It should be noted that these two groups consist of mostly different people, and comparisons should be viewed as indicative representations of community sentiment, rather than definitive statistics. Some questions also include comparison between those survey participants who have visited the Community Centre and those who have not. Given that the Community Centre has only been open for six months, the comparisons between these groups and time frames are, at this stage, minimal. However, we anticipate that comparisons may offer more useful insights in later survey iterations.

In addition, the broad consistency between the baseline and six-month results also help to confirm the baseline findings.



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## SURVEY RESPONDENTS

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The following section outlines demographics data for survey respondents. Please note that while the survey aimed to include the voices of as many Redbank Plains residents as possible, the survey respondents are not statistically representative of the Redbank Plains community. This section includes some comparison to ABS 2016 census data (profile.id, 2019) where appropriate.

### SUBURB OF RESIDENCE

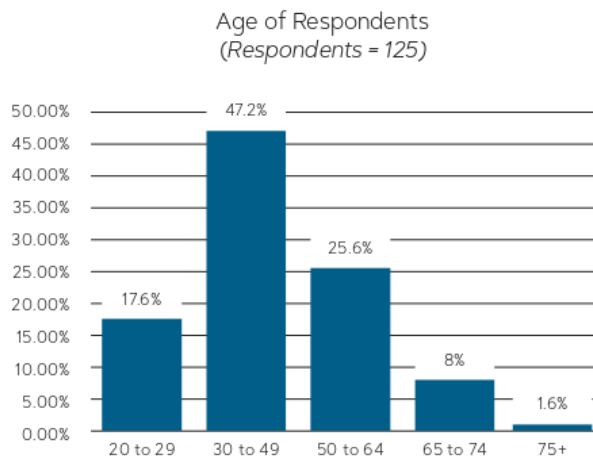
The majority of respondents (76.42%) resided in Redbank Plains.

Suburb of Residence	Percentage
Redbank Plains	76.42%
Collingwood Park	9.76%
Goodna	2.44%
Bellbird Park	1.63%
Other Ipswich Suburbs	8.10%
Outside of Ipswich	1.63%



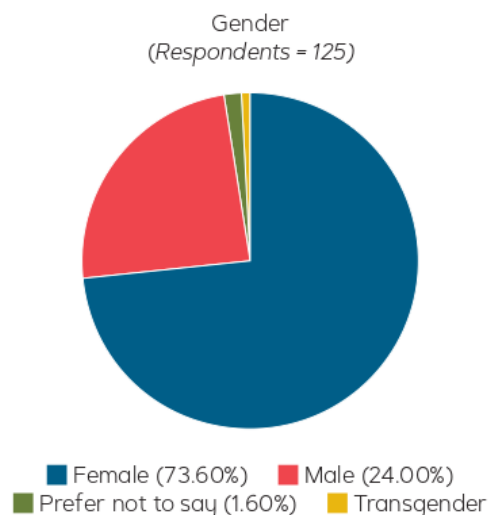
### AGE OF RESPONDENTS

Many respondents (47.20%) were aged between 30 and 49. Census data reflects that Redbank Plains is a young community – 64% of residents in Redbank Plains are aged 34 or younger, compared to 53% for Ipswich (profile.id, 2019).



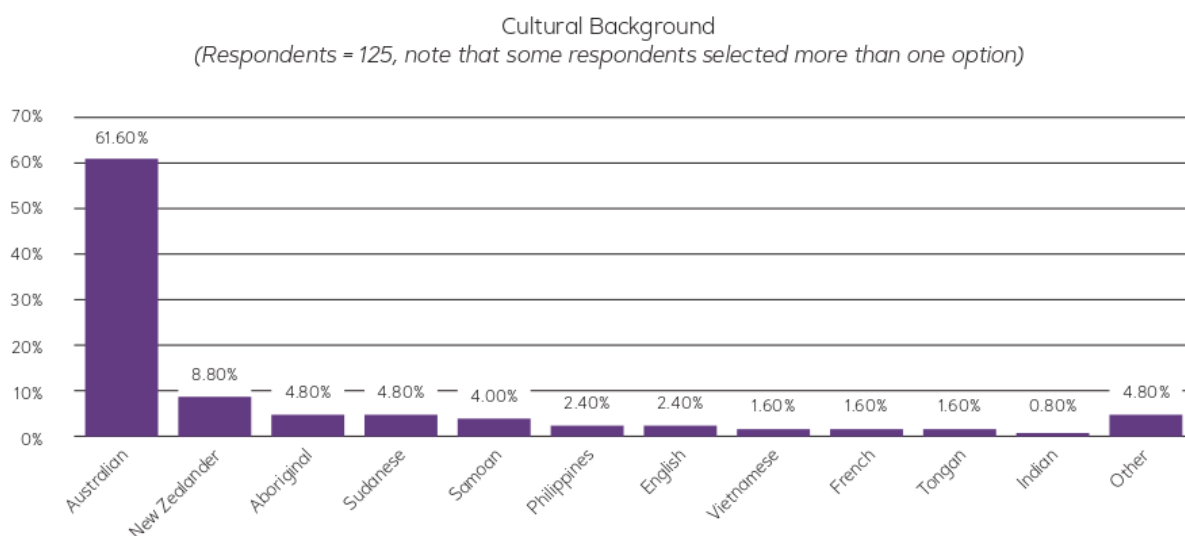
### GENDER OF RESPONDENTS

The majority of survey respondents (73.60%) identified as female. Census data indicates that 50.7% of people in Redbank Plains are women (profile.id, 2019).



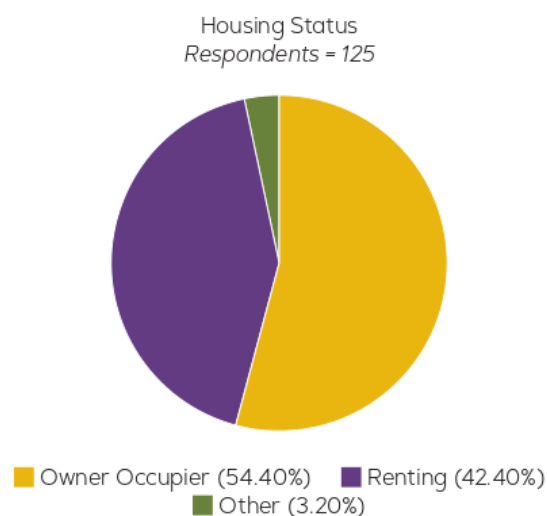
### CULTURAL BACKGROUND OF RESPONDENTS

While 70% of the Redbank Plains population are born in Australia, 30% of the Redbank Plains community are born overseas. There are large Aboriginal and Torres Strait Islander (4.2%), Samoan (3.2%), Sudanese (1.8%) and New Zealand (10.9%) communities. Survey respondents are broadly reflective of the Redbank Plains community (note that some respondents selected more than one cultural background). Survey respondents predominantly identified as Australian (61.60%) followed by New Zealander (8.80%), Aboriginal (4.80%), Sudanese (4.80%) and Samoan (4.00%).



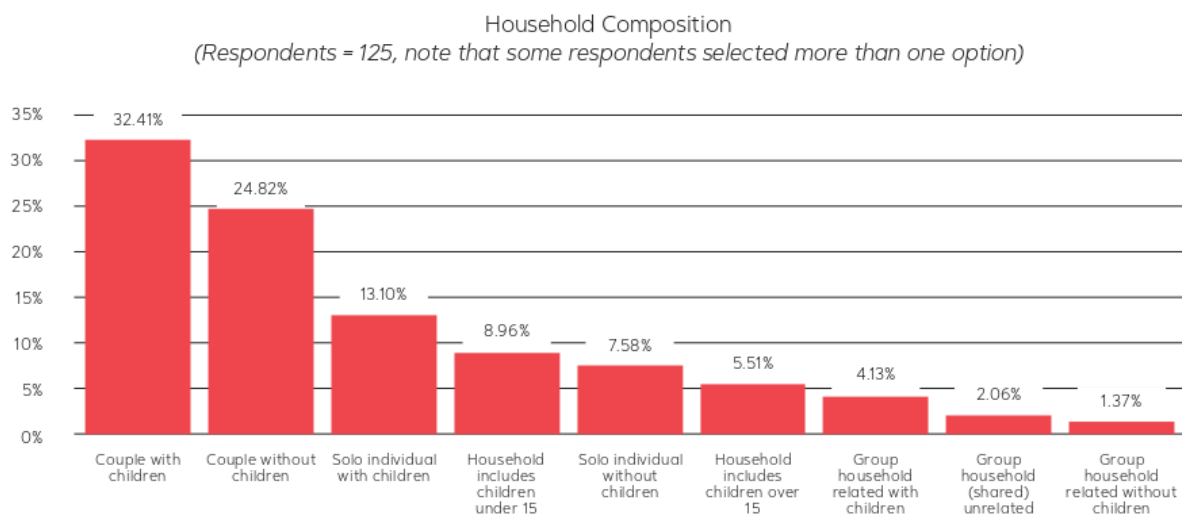
### HOUSING STATUS OF RESPONDENTS

Home-owners were over-represented in the six-month survey – while 54.40% of respondents indicated that they are owner-occupiers, only 39% of people in Redbank Plains are home-owners. 51.7% of people in Redbank Plains are renting (profile.id, 2019).



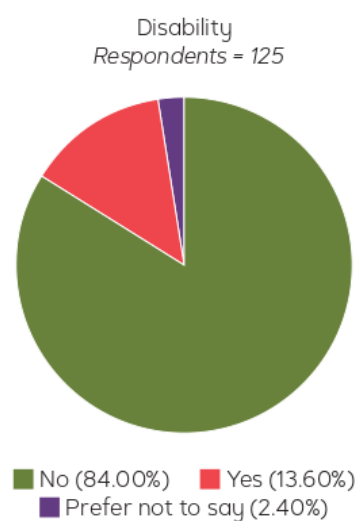
## HOUSEHOLD COMPOSITION OF RESPONDENTS

Survey respondents were mostly from households that included a mix of adults and children, again reflective of the young age profile in the area.



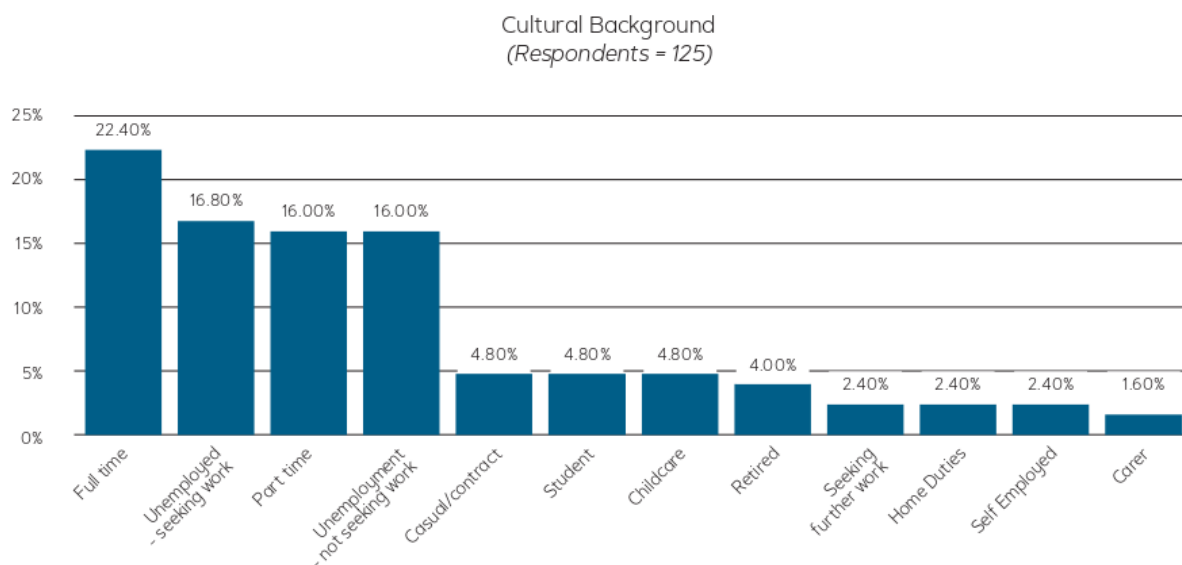
## DISABILITY STATUS OF RESPONDENTS

The majority of respondents (84%) did not identify as having a disability. Census data indicates that 4.40% of people in Redbank Plains need assistance with core activities (profile.id, 2019).



## EMPLOYMENT STATUS OF RESPONDENTS

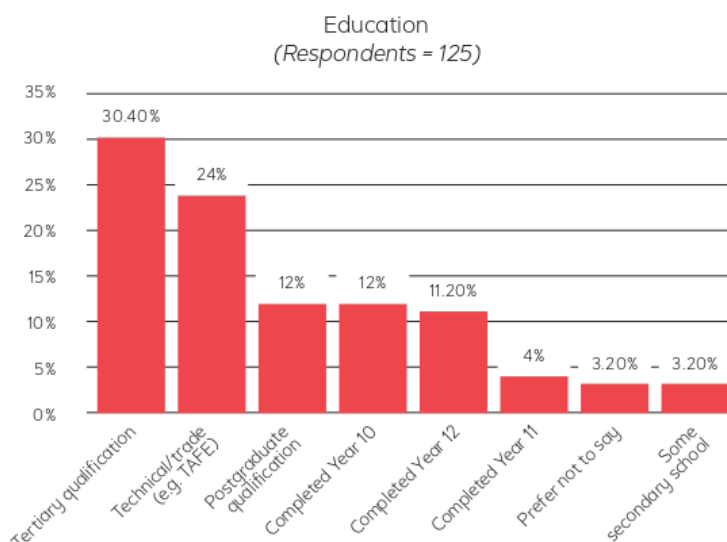
While 45.60% of respondents indicated that they were engaged in some kind of employment (full time, part time, contract, self-employed), 19.20% indicated that they were seeking work, or seeking further work. Note that some respondents selected more than one option. 2018 December quarter data reported unemployment in Redbank Plains at 10.3%, in comparison to the broader Ipswich rate of 7.7% (Dept. of Jobs and Small Business, 2018).



## EDUCATION OF RESPONDENTS

The majority of respondents (66.40%) reported having either technical or trade qualifications, or tertiary qualifications.

Census data indicates that 41.0% of the Redbank Plains population aged 15 and over hold educational qualifications, and 49.1% had no qualifications, compared with 45.0% and 44.9% respectively for City of Ipswich. However, the Redbank Plains community has also seen an increase in the number of people with technical qualifications, and an increase in the number of people who have attended university (profile.id, 2019).

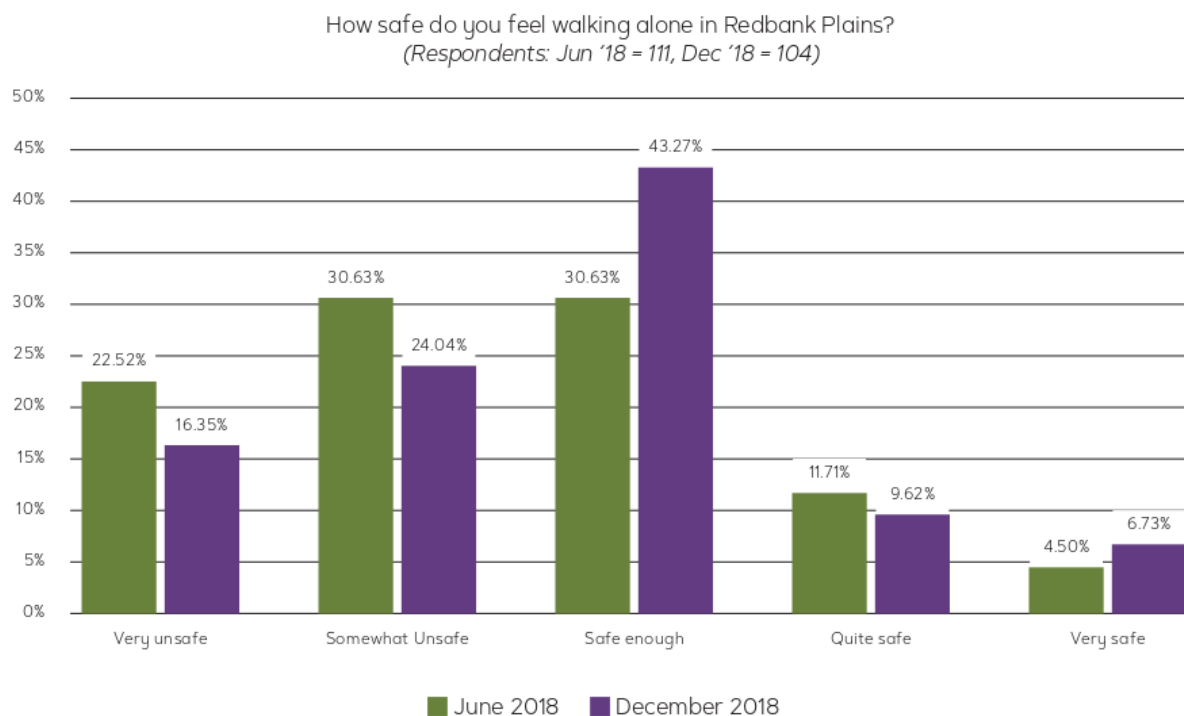


## SIX-MONTH SURVEY RESULTS

The following section outlines community feedback on key indicators regarding social cohesion, community capacity, community needs and place-based community development, drawing on a community survey and a community focus group. The survey results includes comparisons between baseline survey respondents and six-month survey respondents, as well as some comparison between those survey participants who have visited the Community Centre and those who have not.

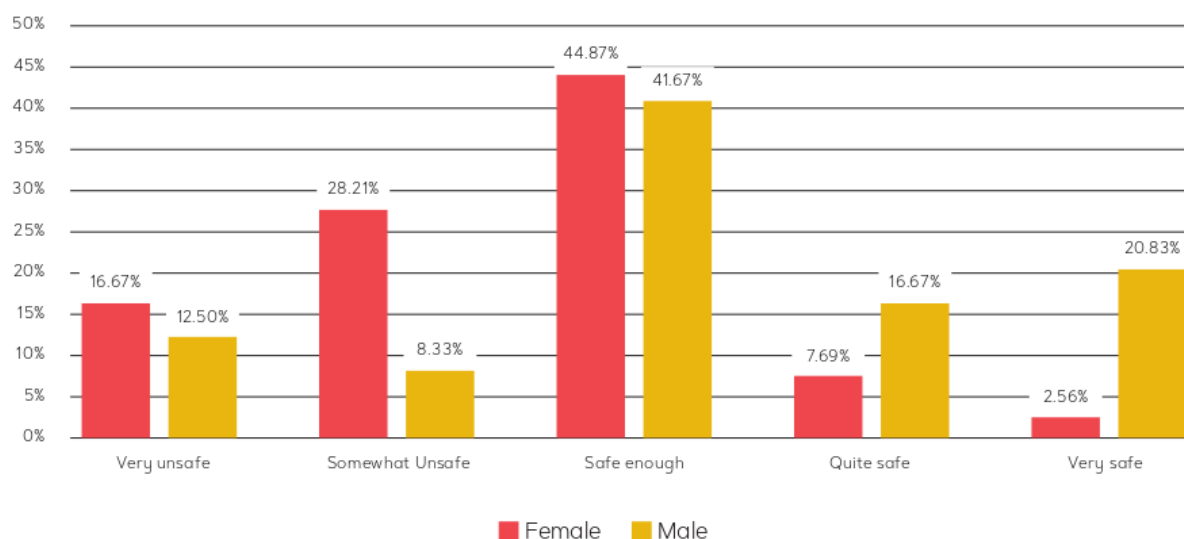
### PERCEPTIONS OF SAFETY

As a measure of community cohesion, survey respondents were asked to indicate their perceptions of safety when walking around the neighbourhood alone. Around 40% of respondents indicated that they felt somewhat unsafe or very unsafe walking alone in Redbank Plains (this is slightly less than baseline survey responses, at around 53%). Focus group participants re-iterated concerns around crime and safety, and felt that survey data under-represented legitimate safety concerns (see further discussion in the following section with regards to crime and safety).



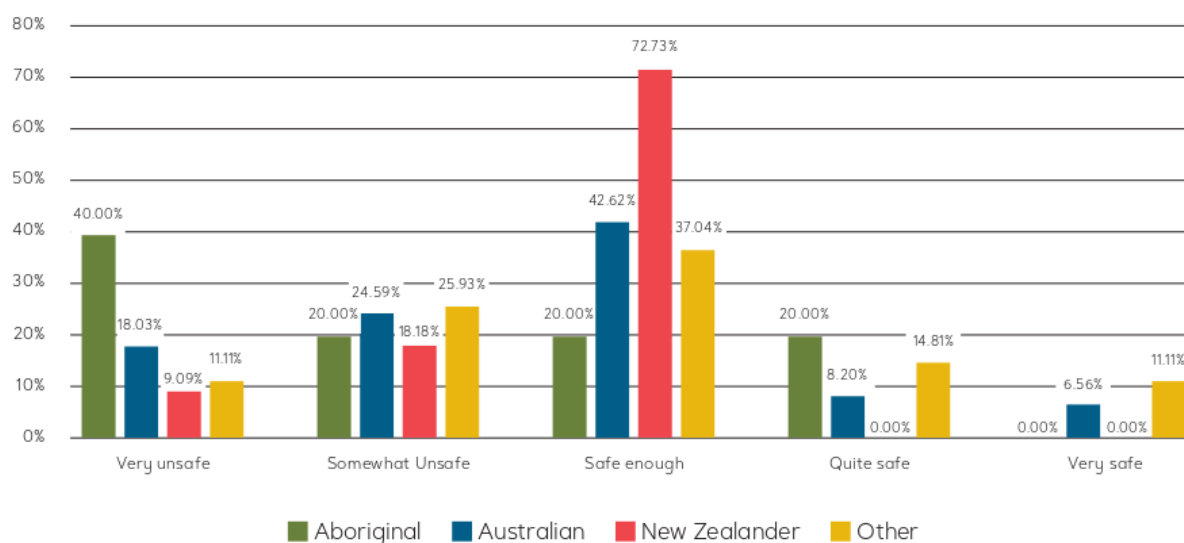
Disaggregated data by gender and cultural background may also indicate persistent issues around discrimination and inequality. The below graph indicates that perceptions of safety were worse for female respondents. Only 10.25% of female respondents feel quite safe or very safe, in comparison to 37.50% of male respondents.

Perceptions of Safety by Gender, Dec 2018  
(Respondents = 102, including only male and female)



The below graph also indicates that perceptions of safety were generally better among people who identify as Australian. Around 43% of people who identify as Australians feel very unsafe or somewhat unsafe, compared to 60% of people who identify as Aboriginal. While 6.56% of people who identify as Australian indicated feeling very safe, no people who identify as Aboriginal or New Zealander feel very safe.

Perceptions of Safety by Cultural Background  
(Respondents = 104)



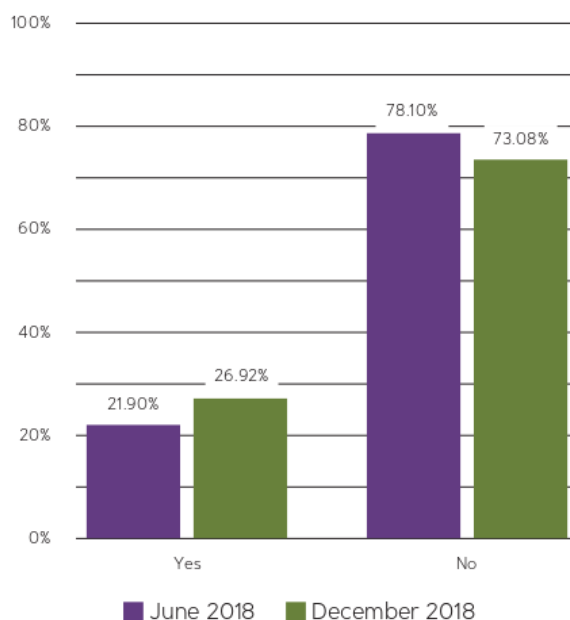
## ENGAGEMENT IN COMMUNITY MEETINGS

As a measure of community capacity, respondents were asked if they had taken part in any community meetings in the past 12 months. 26.92% of respondents who responded to this question indicated that they had been involved with community meetings. Groups that people were engaging with included:

- Neighbourhood Watch
- Council meetings
- Music groups
- NDIS info sessions
- Groups and meetings held at the Redbank Plains Community Centre (eg, Sisterhood Empowerment, Man Up)

In the March 2019 focus group, participants noted the links between engagement in community activities, and a sense of welcome and cohesion in the community. Focus group participants talked at length about the challenges in communication and information sharing across the neighbourhood, and noted this as a barrier to getting more people engaged in community activities.

Have you taken part in any community meetings in the past 12 months?  
(Respondents: Jun 2018 = 113, Dec 2018 = 104)



## VOLUNTEERING

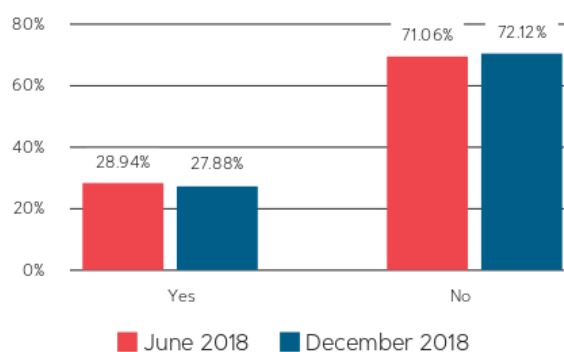
As a measure of community capacity, respondents were asked if they had volunteered or assisted with any community groups in the past 12 months. Levels of volunteering among respondents was at around 28%. This level of engagement is higher than that reflected in ABS data - 14% of people in Redbank Plains engage in volunteer work, in comparison to 16.3% for Ipswich (profile.id, 2019).

For those community members who indicated that they had volunteered in the past 12 months, organisations included:

- |                       |   |
|-----------------------|---|
| ▪ Salvation Army      | ▪ Local schools   |
| ▪ RSPCA               | ▪ Sports groups   |
| ▪ Church groups       | ▪ Music Groups  |
| ▪ Community Gardens   | ▪ Redbank Plains Community Centre Activities (Project Nourish, Youth Space, Sisterhood Empowerment) |
| ▪ Lifeline            |   |
| ▪ Neighbourhood Watch |   |
| ▪ Refugee Connect     |   |

The Community Centre itself welcomes volunteers. As of April 2019, there were 15 active volunteers at the Community Centre, representing many of the demographics of the Redbank Plains community, including volunteers from Australia (both Indigenous and Caucasian), New Zealand, Samoa, Philippines, Democratic Republic of Congo, South Sudan, Rwanda, Chile and Argentina. Volunteers range in age from 25 years old to 70 years old.

Have you volunteered in the community or assisted with community groups in the past 12 months?  
(Respondents: Jun 2018 = 114, Dec 2018 = 104)

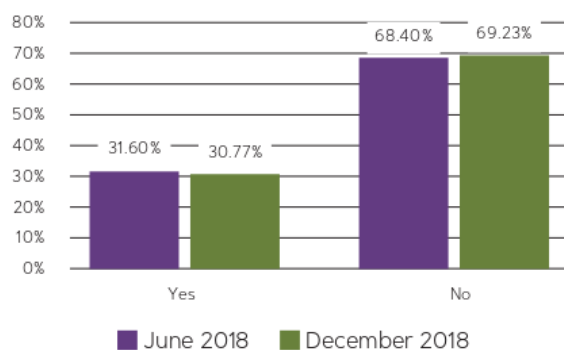


### INVOLVEMENT IN COMMUNITY GROUPS

In order to gauge existing levels of community engagement and cohesion, respondents were asked if they were members in community groups. This was interpreted broadly by respondents to also include community facebook groups. Just over 30% of respondents indicated that they were involved in community groups. These groups included:

- Church Groups
- Neighbourhood facebook groups
- Art groups
- Community Hubs at schools
- Parent's groups
- Photography groups
- Sports and exercise groups
- Dance groups
- Community gardens
- Seniors' Groups
- Music Groups
- Cultural groups

Are you a member of any community groups?  
(Respondents: Jun 2018 = 114, Dec 2018 = 104)



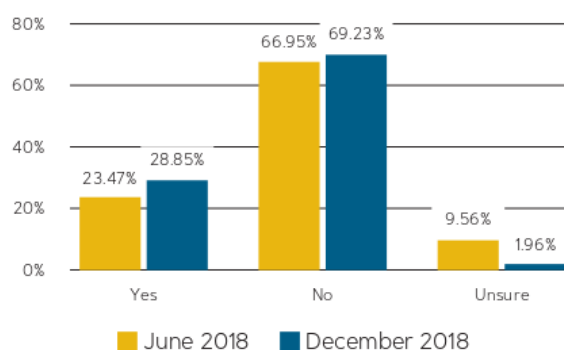
### CONNECTIONS BETWEEN CULTURAL GROUPS

In order to gauge existing levels of community cohesion and social capital, particularly regarding multicultural communities, respondents were asked if they had any connections with cultural groups other than their own. Almost 70% of respondents said they had no connections to cultural groups other than their own.

Feedback in the survey, and in the March 2019 focus group, reflected on the challenges of creating inter-cultural collections. One survey respondent noted that "[There is] not a lot of interaction between [cultural] groups".

Focus group participants reiterated this. They felt that language barriers was one factor in this, and expressed the desire for more English conversation classes to be offered in the neighbourhood. Participants responded positively to the Community Centre being proactive in attracting multilingual volunteers, to help break down barriers. Participants also reiterated the challenges associated in communicating events, meetings and activities with the community, and saw this as a major barrier in trying to build inter-cultural connections.

Do you have any connections to cultural groups or communities other than your own in the Redbank Plains area  
(Respondents: Jun 2018 = 115, Dec 2018 = 104)

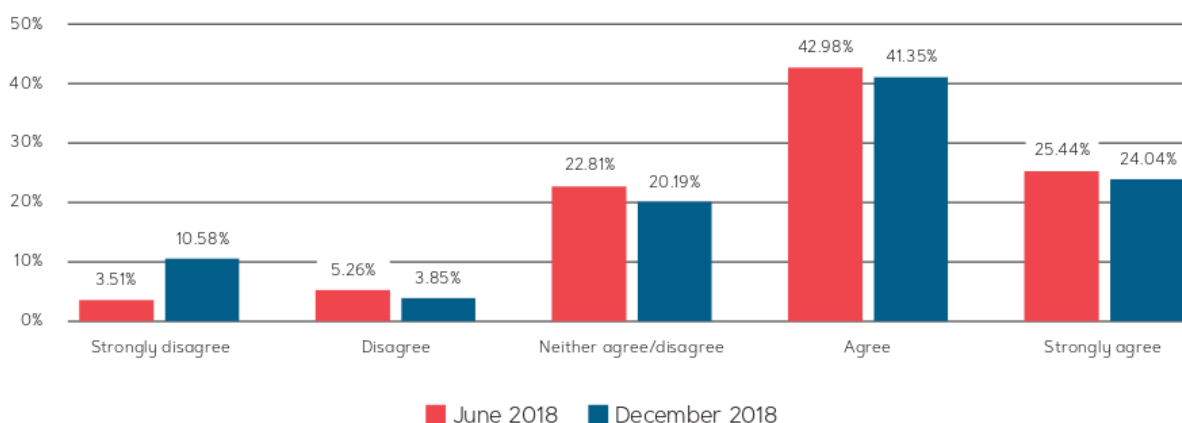




## VALUING DIVERSITY

Survey respondents were asked to rate their level of agreement with the statement "It is a good thing for our community to be made up of people from different cultures". Over 65% of respondents agreed or strongly agreed that it is a good thing for the community to be made up of people from different cultures.

It is a good thing for our community to be made up of people from different cultures  
(Respondents: June 2018 = 114, Dec 2018 = 104)

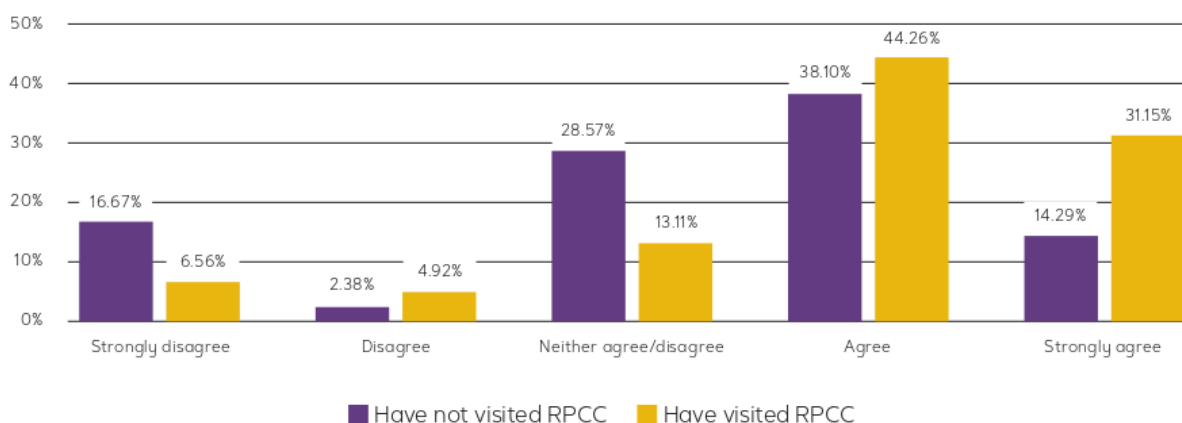


Feedback from survey respondents included:

- "[Redbank Plains] is very multicultural, I love to meet with people from different background and upbringing"
- "The multicultural side of things are uplifting as bringing the different cultural together"
- "[Redbank Plains is a] diverse rich multicultural community that has been my chosen home for 30 years"

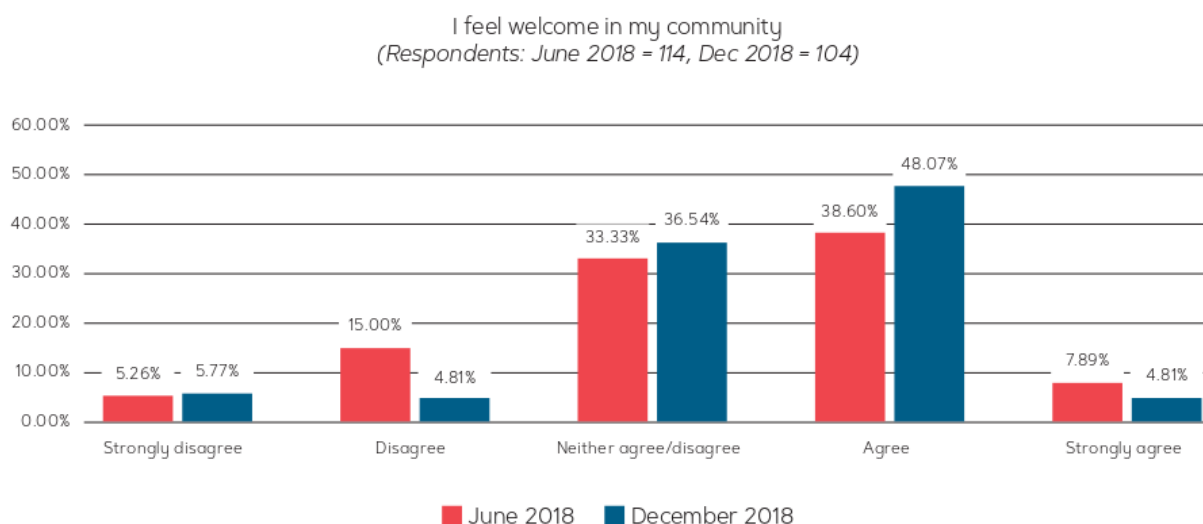
Those who had visited the Community Centre were also more so supportive of diversity than those who had not visited the Community Centre.

It is a good thing for our community to be made up of people from different cultures  
(Have visited RBPCC = 61, Have not visited RPCC = 42) (1 unsure excluded)



## SENSE OF WELCOME

Respondents were asked to rate their level of agreement with the statement "I feel welcome in my community". Results were mixed. Around 53% of respondents agreed or strongly agreed that they felt welcome in the community. Around 11% of people disagreed or strongly disagreed.

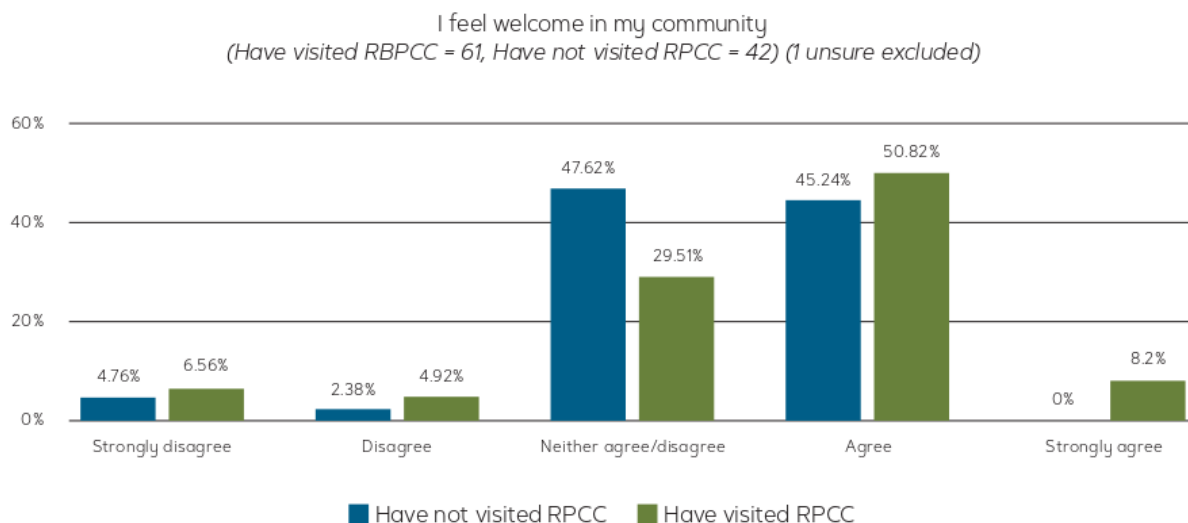


Feedback from survey respondents included:

*"Lack of understanding of different cultures"*

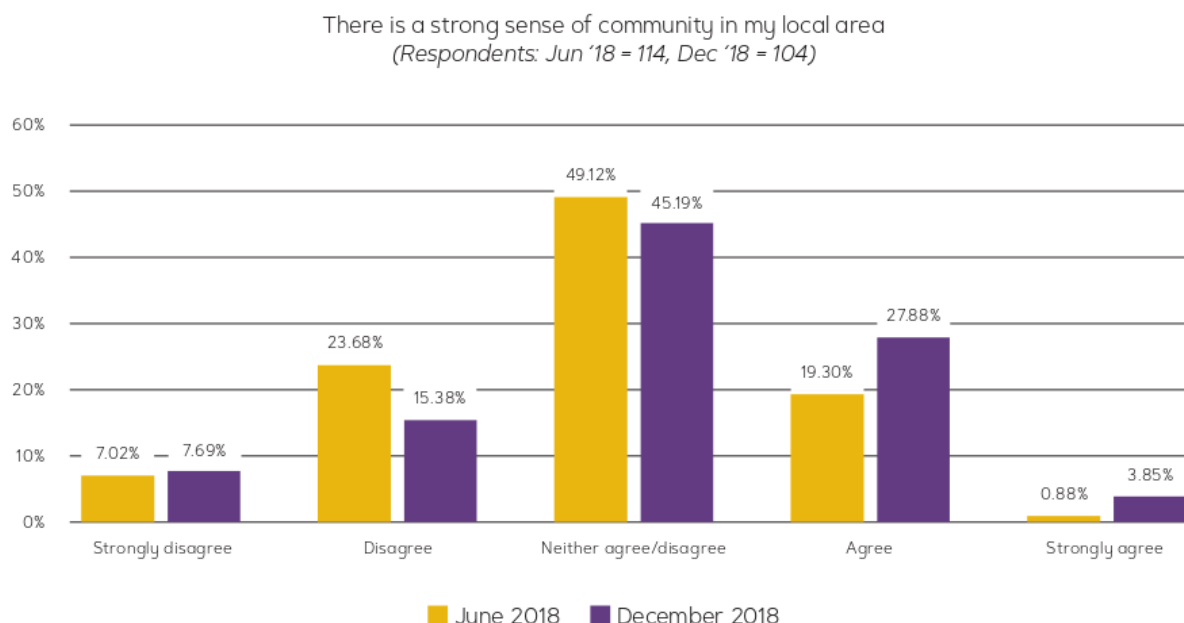
*"Lots of renters, so community atmosphere (talking to neighbours, etc) is very low."*

Those who had visited the Community Centre were slightly more likely to express a sense of welcome, than those who had not. Of those who had visited the centre, 59% agreed or strongly agreed that they felt welcome in the community, as opposed to 45.24% of people who had not visited the centre.



## SENSE OF COMMUNITY

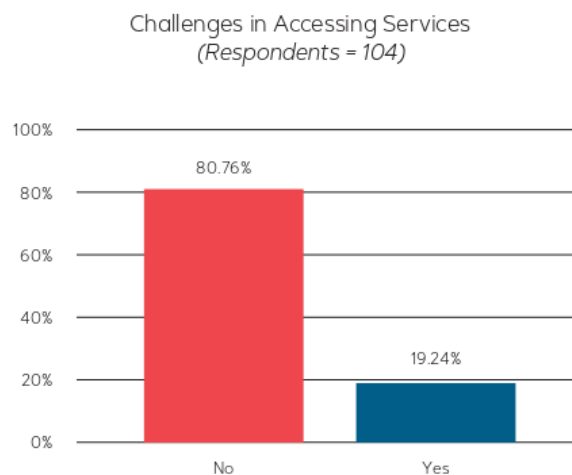
Respondents were asked to rate their level of agreement with the statement "I feel welcome in my community". Results were mixed, with little difference to the responses to the June 2018 survey. Just over 23% of respondents disagreed that there is a strong sense of community in the local area, while 45% were ambivalent. Only around 32% of people felt that there was a strong sense of community in the area.



## CHALLENGES IN ACCESSING SERVICES

Respondents were asked "Have you experienced any problems accessing services or supports in the last 12 months?" Just over 19% of respondents indicated that they were having challenges in accessing services. Key services that people indicated having trouble accessing:

- Affordable dental services
- Disability support
- Mental health services
- Ante-natal support
- Exercise physiologists
- General health services



## COMMUNITY STRENGTHS

In order to assess levels of community capacity and cohesion, community members were asked to provide a qualitative response to the question, 'What Strengths Does the Redbank Plains Community have?' Around 48% of respondents responded to this question. Key themes are represented in the diagram, and the below table, along with representative quotes.



Theme	Instances	Representative Quote
Value of Diversity	17	"A chance to share multicultural experiences and proximity to a growing population and interests" "A great mix of people and cultures"
Access to Shops and Services	9	"All basic needs on hand within the suburb. A feeling of space. Easy parking"
Growing Community	6	"It's growing" "Combined interest in improving and upgrading areas of Redbank Plains" "Growth progress"
Sports and Outdoors	4	"Great sports teams" "Outstanding sports grounds, numerous parks"
Friendly people	4	"Generally friendly people, lots of families"
Affordable Housing	4	"Housing development is currently increasing enabling a much increased availability of reasonably priced accommodation for various... groups"
A great place for families	4	"Family orientated"
Sense of Community	3	"A strong sense of community bonding"
Proximity to other Urban Centres	3	"Close to Brisbane and Ipswich cities"
People looking out for each other	2	"Great Neighbourhood watch, with the community looking out and reporting issues related to crime or lost and found via social media"
Great Schools	1	"Schools are important and the community things we do"

## COMMUNITY CHALLENGES

In order to gauge community needs, as well as potential challenges regarding community capacity and cohesion, community members and service providers were asked to provide a qualitative response to the question, 'Are there any challenges that the Redbank Plains Community is facing?'. Around 53% of respondents responded to this question. Key themes are represented in the diagram and the below table, along with representative quotes.



Theme	Instances	Representative Quote
Crime and Safety	16	"A lot of drug use in the parks and obviously crime as these go hand in hand" "Crime is on a steady upward climb"
Limited Public Transport	8	"Lack of public transport to the city i.e. train station"
Financial Pressures	8	"High unemployment, financial difficulties" "Largely populated by the working poor (economics)" "Unemployment"
Racism	6	"Not a lot of interaction between racial groups" "Racism"
Support for New Australians	5	"...insufficient support for the migrant population as they resettle"
Upkeep of public areas	5	"People throwing their rubbish on the foot path, furniture, broken things, etc..."
Quality Infrastructure	5	"Needs more shops down this end where I live, be good when they open the highway at the back to get to and from Ipswich and Springfield" "Terrible infrastructure, useless bus service, no train station" "At a time when the community is growing and the largest in the Ipswich council, the council reduces to a tenth the local library"
Support for Young People	4	"Bored teens" "Youth Unemployment"
Traffic Congestion	3	"Increase in traffic volume. Redbank Plains Rd upgrades have introduced many more traffic lights making travel within the suburb more time consuming"
Roads and Access	3	"Poor Quality roads"
Hoarding	3	"I am concerned about hoarding, trail bikes, petty crime"
Odour	2	"We also have problems with the smell from the rubbish dump" However, focus group participants reported that smell in the area had improved in the last six months.

## COMMUNITY CHALLENGES cont.

Theme	Instances	Representative Quote
Pressure of rapid development	2	<p><i>"Too many townhouses being approved and built, no public swimming areas, rates are exorbitant"</i></p> <p><i>"Coping with its rapid growth, increased traffic and traffic congestion"</i></p> <p><i>"Infrastructure needs to keep up with population growth"</i></p>
High rates of renting	2	<p><i>"Lots of renters, so community atmosphere (talking to neighbours, etc) is very low."</i></p>
Support for Older People	2	<p><i>"Help for elders who are not able to mix"</i></p> <p><i>"Not enough footpaths for mobility scooter in the older areas of Redbank Plains"</i></p>
Mental Health	1	<p><i>"Employment and mental health"</i></p>
Stigma	1	<p><i>"Current stigma [about the neighbourhood]"</i></p>

## CRIME AND SAFETY

Crime and safety was noted as a key issue in survey responses, and this was confirmed by the focus group. Major safety issues included:

- Theft: *"Lots of break ins. Police chase. Dogs stolen. Vandalism. And groups... of ppl walking at night"*
- Safety on the road around un-licensed drivers
- Drug use: *"A lot of drug use in the parks and obviously crime as these go hand in hand"*
- Unmanaged dogs parks: *"Crappy dog parks and not enough off leash areas in existing parks and recreational reserves"*
- Poor footpaths making the neighbourhood unsafe for pedestrians: *"Not enough footpaths for mobility scooter in the older areas of Redbank Plains"*
- Safety around discarded trash on sidewalks and unkempt gardens: *"fear of safety now [in] areas where aren't kept tidy, mowed enough"*

As mentioned above, focus group participants felt that the data gathered on safety did not reflect the reality of the neighbourhood, which they felt to be more unsafe than survey responses suggested.

When asked why these issues were occurring, focus group participants talked about a lack of policing as a key challenge. They also talked about a lack of pride in the neighbourhood, and a lack of a sense of shared rights and responsibilities to make the neighbourhood safe and liveable. Focus group participants also felt that the lack of council investment and attention in the area was contributing to a general lack of respect for the neighbourhood. However, participants also noted the links between financial pressures facing some in the neighbourhood, and crime, including theft and un-licensed drivers.



## FINANCIAL PRESSURES

Financial pressures was noted as a key challenge in the survey, including issues around unemployment and food insecurity. Survey responses included:

- *"High unemployment, financial difficulties"*
- *"Largely populated by the Working Poor (economics)"*

Focus group participants similarly raised economic issues, discussing the links between crime, low socio-economic status, and mental health issues (see the baseline study results for further discussion regarding mental health). The lack of public transport in Redbank Plains was identified as a major employment barrier.

The SEIFA Index of Relative Socio-economic Disadvantage (IRSD) for the Redbank Plains SA2 is 917.8 (see Appendix B). This is well below the Ipswich LGA score of 961.0, and the fourth lowest among the Ipswich SA2 areas. Unemployment levels of Redbank Plains have also been consistently above the Ipswich average for at least the past two years (Dept. of Jobs and Small Business, 2018).

In response, the Community Centre hosts a financial counsellor from UnitingCare Queensland each Tuesday morning, offering free one-hour counselling to assist individuals and families understand and manage their household budget, debt, and financial hardship and consumer rights.

## FOOD INSECURITY

Food insecurity emerged as an issue of concern in Redbank Plains. This was reflected strongly in focus group discussion, and in the high proportion of people accessing the Community Centre for food support. Food insecurity is estimated to affect 5.2% of people across Queensland (McCosker, 2017), and is linked to financial challenges in the community and food affordability.

Focus group participants discussed the links between food insecurity, economic pressures, health and nutrition. One focus group participant said, *"I found a good price for beans last week at [local shop], but if people can't afford the food, they don't eat"*. Focus group participants discussed the mental health strain, including stress and anxiety, facing families and individuals experiencing food insecurity and economic pressures. The focus group also discussed the rising rates of diabetes in the community, and the need to support the community to access nutritious, culturally-appropriate food.

The group suggested community gardens as a potential tool for community development. Community gardens were seen as a way to improve food security, a way to build community capacity, a way to provide access to gardens for renters who might not be able to have a garden, and providing opportunities for cultural groups to grow culturally-appropriate food.

In response, the Community Centre has a partnership with OzHarvest, who rescues and delivers donated grocery items from stores such as Aldi, Woolworths and Coles once a week. Each Tuesday morning the centre hosts a volunteer led program named 'Project Nourish'. To ensure that the program is inclusive and accessible, the Community Centre allows participants to select items, with one bag per household, and there is no eligibility criteria. Volunteers host a Community Morning Tea before and during the morning to encourage participants to build local connections, socialise and find out about services and programs in the local community. Project Nourish, since beginning in July 2018, has seen an average of 41.88 households being supported on a weekly basis. Anecdotal feedback from Community Centre staff indicates that there are a range of reasons that people are accessing food support, including households with persistent economic challenges, households facing short-term financial shocks (such as large bills) that might leave them short, or households facing challenges around illness and disability.

### LIMITED PUBLIC TRANSPORT

Public transport again emerged as a major area of concern for people in Redbank Plains. Survey responses included:

- *"Transportation seems to be a problem for some. We are okay as have our own car"*
- *"Unless you own a car, getting around is very hard. Public transport here is very unreliable and almost non-existent"*
- *"Lack of public transport to the city i.e train station"*
- *"No proper public transport"*

Focus groups participants discussed public transport in the area as being poor, unreliable, infrequent, not user friendly, with no convenient linkages to other key transport networks. They felt that *"People feel like the area has been forgotten"*. The lack of buses, and the inaccessibility of public transport, was seen as particularly challenging for people with disabilities or other health and mobility issues, who might not be able to drive, or afford regular taxis. The lack of public transport was also seen by focus groups participants as limiting job opportunities for people in Redbank Plains. In addition, focus group participants acknowledged the challenges in accessing the Community Centre itself, with limited connectivity across the suburb.

### RACISM

Racism again emerged as a persistent issue in the area, consistent with baseline survey responses and the previous research carried out in the neighbourhood. This included survey respondents and focus group participants concerned with racism being a particular challenge in the community, and a small number of explicitly racist comments made by some survey respondents.

To place this data within a broader context, the Scanlon Foundation annually track nation-wide attitudes towards migration, alongside the condition of the labour market. The 2018 report notes that *"Over the long term, there has been a strong correlation between changes in the level of unemployment and shifts in attitude to immigration..."* (Scanlon Foundation, 2018). This suggests that tackling racism requires both attention to economic concerns – noted as a particular challenge in Redbank Plains – as well as attention on social and cultural cohesion and the broader political climate.





## SUPPORT FOR NEW AUSTRALIANS

Focus group participants shared that there is a common sentiment among the community that Redbank Plains, and broader Ipswich, is a settlement location, where the government are supporting new Australians to settle. As a result of this perception, participants queried why there aren't more services and supports available to new Australians and new arrivals to the area. One survey participant said:

- *"Possibly insufficient support for the migrant population as they resettle"*

The focus group were not aware that the significant growth in new cultural groups moving to the area has happened naturally, partly as a result of affordable housing, and not as a result of deliberate government policy.

In response, the Community Centre is facilitating a number of programs to support new Australians. There are 15 active volunteers at the Redbank Plains Community Centre, representing many of the demographics of the community, in order to support multicultural community members.

The centre hosts programs that provide support to newly arrived refugees to Ipswich via the Humanitarian Settlement Program. Ipswich PCYC deliver the Breaking the Cycle program from the centre each Thursday in a pilot program delivering to both youth and former refugees. The Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) also delivers counselling services from the centre where appropriate. The centre has been working with various multicultural community groups to deliver programs open to their community and the wider Australian community. This includes a free high-school age homework club each Saturday morning and computer literacy program for individuals over 55 years old. Through private hire, many multicultural groups from Samoa, New Zealand, Democratic Republic of Congo, South Sudan, Philippines and Niue have hired the centre for community events and faith-based functions. From May 2019, the Community Centre will also be hosting the St Vincent de Paul Society to deliver the Settlement Engagement and Transition Support Program.

## PRESSURES OF RAPID DEVELOPMENT

The pressures of rapid housing development were again reflected in this round of research, in line with feedback received in June 2018. Redbank Plains is now home to over 20,000 people, up by nearly 4,000 people since 2012.

One of the key pressures of rapid development identified in the survey, and by focus group participants, was the issues associated with large number of renters in the neighbourhood. Over 51% of households in Redbank Plains are renting, including 2.6 per cent of residents in social housing (profile. id, 2019). Some focus group participants felt that this was having an impact on social cohesion in the neighbourhood, with people moving around

regularly. One survey respondent said: *"[There are] lots of renters, so community atmosphere (talking to neighbours, etc) is very low"*. Others felt there was a strong link between renters moving regularly, and hard rubbish left on the side walk, with one respondent stating *"Higher proportion of rental properties than owner occupied resulting in widespread lack of care of gardens and grounds etc"*. Focus group participants similarly felt that as renters are moving around a lot, they are more likely to leave hard rubbish on the sidewalk. The group also discussed renters not being sent tip vouchers, and the need for more regular kerbside collection across the city.

### COUNCIL LEADING BY EXAMPLE

Some community members, both in the survey and focus group, felt that for residents to have pride in their neighbourhood, council and the state government need to similarly be investing in the community, and leading by example. Survey responses included:

- *"Infrastructure needs to keep up with population growth"*

Focus group participants discussed gaps where they felt the community needed more investment, including upkeep of footpaths, watering street trees, weeding medium strips and street sides, and neighbourhood clean-up. Participants said:

- *"The community needs to see that council have some pride in the area, which will encourage the community to do that same – for example, council need to water the dying trees in the neighbourhood. It seems like council does not care. The lack of interest from council flows onto the community. Council also need to weed medium strips and empty lots"*

Other suggestions included signs in parks that promote pride and cleaning, and shared ideas on expectations and contributions from all residents.

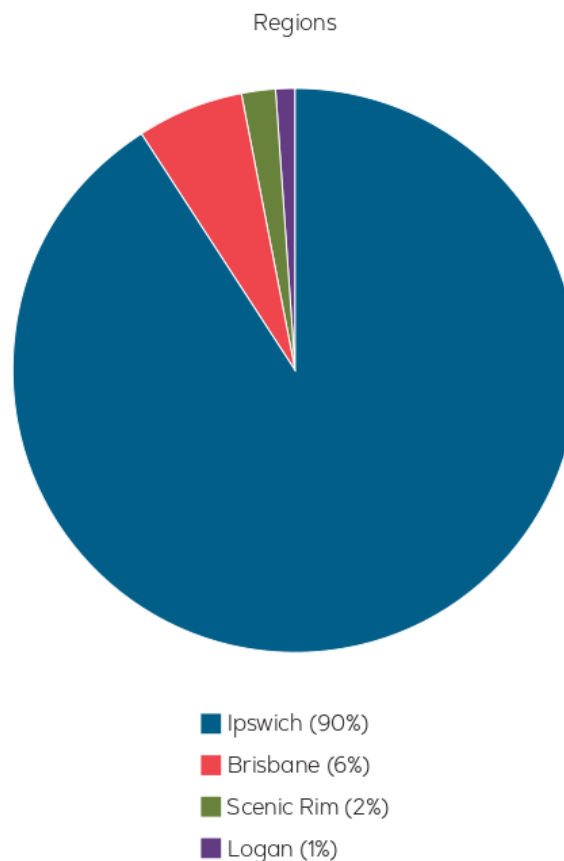


## ENGAGEMENT WITH THE COMMUNITY CENTRE

Sixty-one respondents indicated that they had visited the Community Centre. The following section examines feedback from these centre visitors on centre activities and contributions, as well as data from all survey respondents about the kinds of services they feel are needed at the Community Centre.

The Community Centre gathers data from all attendees and has recorded:

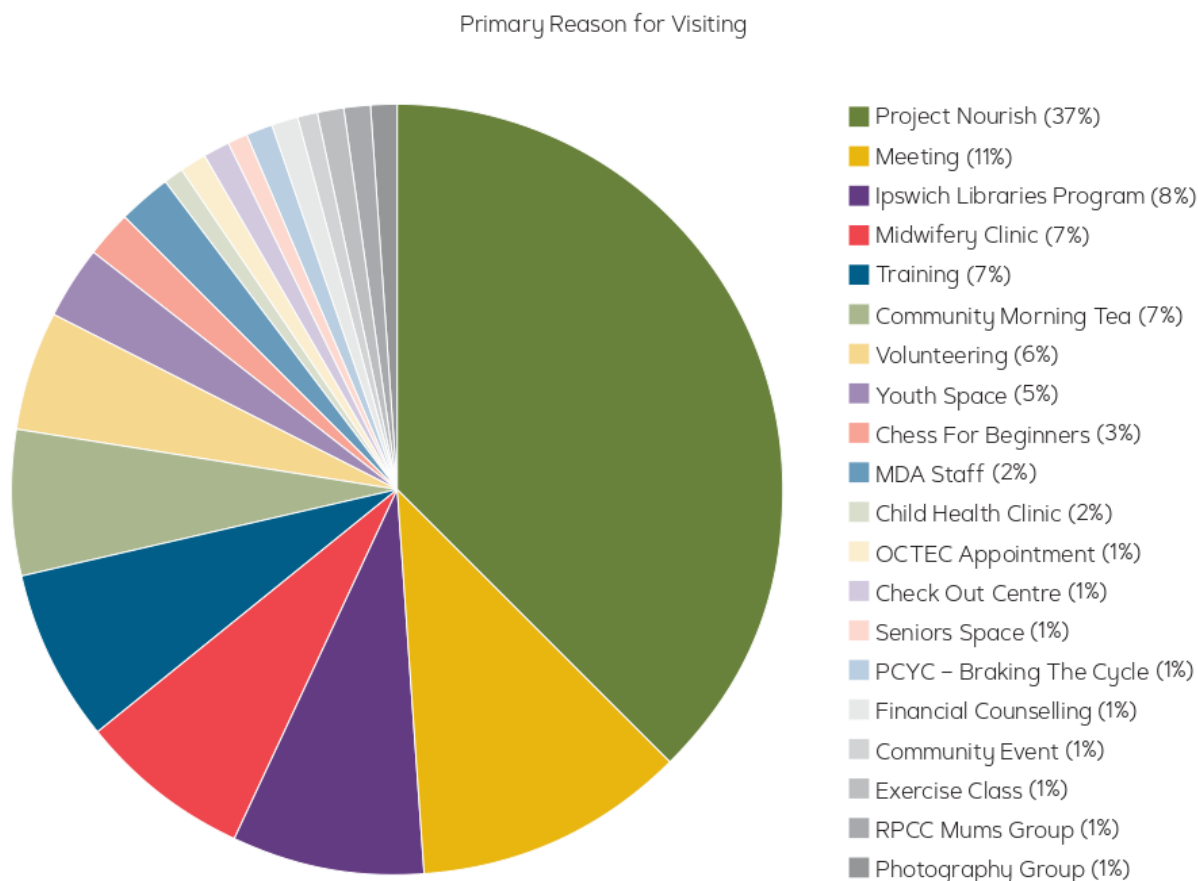
- A total of 5155 visits to the centre (from July 2018 to February 2019)
- 72 Identified Countries of Origin are represented, including:
  - Australia (47% of visits)
  - New Zealand (13% of visits)
  - South Sudan (7% of visits)
  - Sudan (4% of visits)
  - Philippines (4% of visits)
  - Samoa (3% of visits)
  - Democratic Republic of Congo (3% of visits)
  - Argentina (2% of visits)
  - the UK (1% of visits)
  - Kenya (1% of visits)
  - Nigeria (1% of visits).
- 90% of visits are by people from Ipswich region, with the remaining from Brisbane, Logan Toowoomba and surrounds (see graph).



<sup>2</sup> This data documents centre visits, rather than individual people (as such, individuals may appear more than once in these graphs).

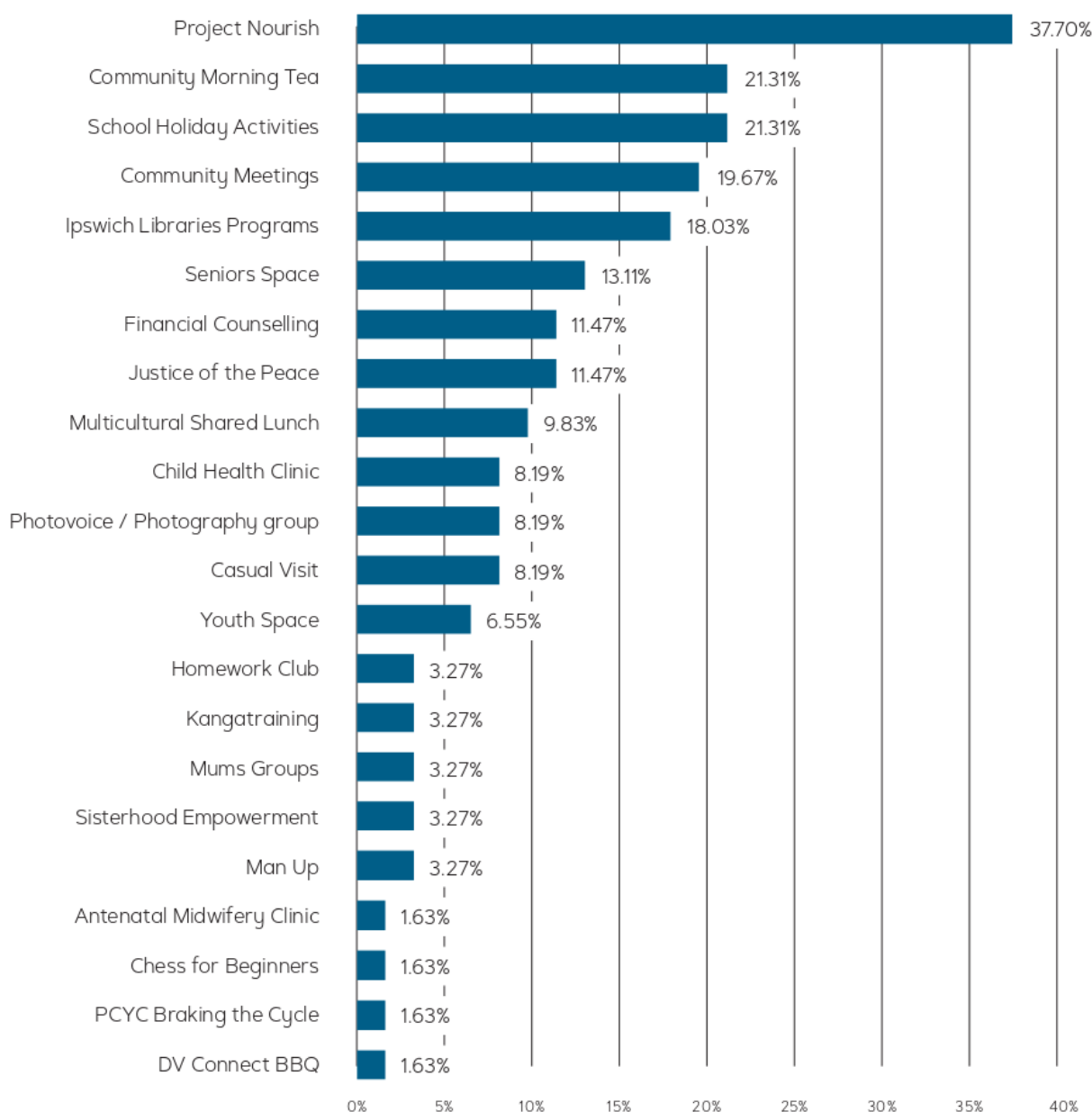
## REASONS FOR VISITING THE CENTRE

Drawing on Community Centre data, Project Nourish accounts for 37% of visits of visits to the Centre.



Survey respondents who indicated that they had visited the Community Centre, were asked to indicate which activities they had taken part in. Reflecting the above Community Centre data, most participants indicated that they had taken part in Project Nourish, as well as community morning teas, community meetings and school holiday activities.

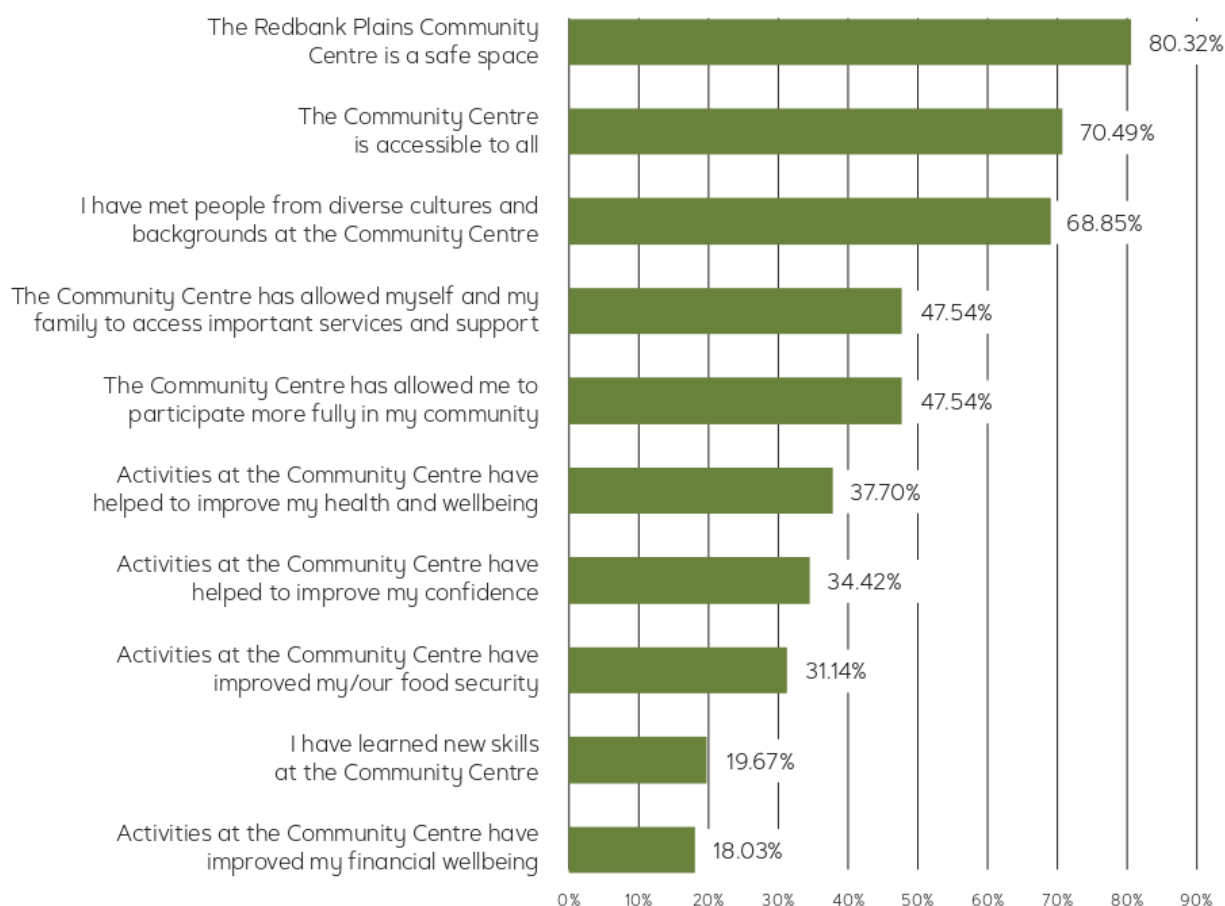
What programs and activities have you taken part in at the Community Centre?  
(Respondents = 61)



Participants were asked to reflect on a series of statements regarding the benefits of the Community Centre to themselves.

- 80.32% felt that the Community Centre was a safe space and 70.40% felt that it was accessible to everyone, with comments including: *"Caters to all age groups and cultural backgrounds", "Its visible and easily accessible, "The staff is so friendly and knowledgeable" and "It is a friendly place"*
- 68.85% reported that they had met people from diverse cultures and backgrounds at the Community Centre, with comments including: *"Provides opportunities for people to socialise and get to know different people from different cultural backgrounds"*
- 31.14% felt that Community Centre activities had improved their food security, while 47.54% felt that centre activities had helped them and their families' access important services and support.

Benefits of the Community Centre to Individuals  
(Respondents = 61)





## VALUE OF THE COMMUNITY CENTRE TO INDIVIDUALS

Participants were also asked to reflect on those aspects of the Community Centre that they considered most valuable for the broader community. The leading responses included:

Meeting new people	<p><i>"Always a good crowd turning up to events"</i></p> <p>Focus group participants gave good feedback on the Seniors Space, as a valuable opportunity for older people to build connections, including building intergenerational connections.</p>
Building and uniting the Redbank Plains community	<p><i>"It helps with a sense of belonging to a great range of help and groups"</i></p>
Services and activities for my children	<p><i>"Great location. It makes having my antenatal appointments so much easier as I have a toddler, which would make going to the hospital regularly challenging. It's a good size and the staff are pleasant"</i></p> <p><i>"I love the idea of a hub that connects families, while I didn't prioritize literacy, job help, food, or health, I know there are services for these in the area. I love how Redbank has already hosted a free movie, and kids sport classes, and believe more of these family friendly events is one important aspect of bringing a community together! Though I also love the idea of infant weigh in clinics, kids are and environment classes, facilities for mums and other groups to meet, hobbies for adults, and resume preparation help, as well as a brochure suggesting available Ipswich supports (food bank, employment, midwives, learning English, etc)"</i></p> <p><i>"[The Community Centre is] very aware of needs and wants in the community"</i></p>
Helping me participate in my community	<p><i>"Interesting community events and access to community health groups"</i></p>
Meeting people from diverse backgrounds	<p><i>"Provides opportunities for people to socialise and get to know different people from different cultural backgrounds"</i></p>

What are the five most important aspects of the Community Centre for you?  
(Respondents = 61) (Scores below are an average rating by participants out of 5)



## ONGOING AMBITIONS FOR THE COMMUNITY CENTRE

All survey participants also had the opportunity to comment on those programs and services which they felt were most important for the Community Centre to offer. While offering guidance to the Community Centre, these responses can also be taken as a proxy for key issues and needs in the community. The top five services identified were:

- **Programs for Youth:** As mentioned above, the community remains concerned for the welfare of young people in Redbank Plains, with suggestions around activities, education and employment opportunities.

Each fortnight on a Monday afternoon the Community Centre hosts a Youth Space activity which is funded through the centre room hire. The Youth Space is aimed at youth aged 13 – 21 years old and has hosted activities such as, virtual reality headsets, Cooking classes, Samoan sarong painting, Christmas baking and painting. The centre also hosts school holiday activities for both children and young people, partnering with various community organisations and Ipswich City Council. Community organisation, Sudanese Australian Lost Boys and Girls of South Sudan (SALBAGOSS), delivers a free Homework Club each Saturday morning from 9am to 11am for children of high-school age. The program is open to all community members, with volunteers from various qualifications supporting young people in English, Science and Maths.

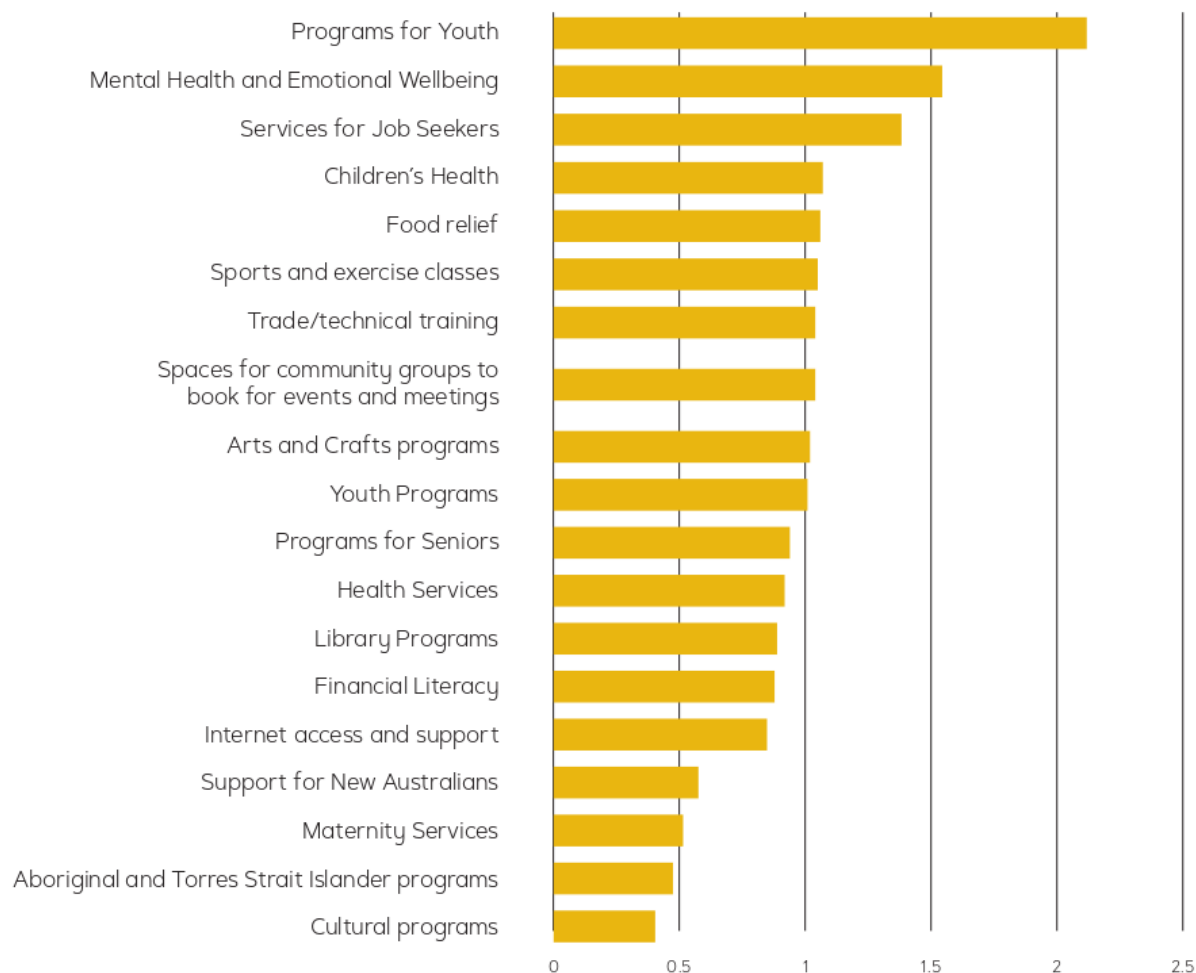
- **Mental Health and Emotional Wellbeing:** As mentioned and reflected in the table below, the community have identified mental health as an ongoing challenge in the community. This echoes baseline study results. Focus group participants noted a link between financial challenges, food insecurity and mental health. Public Health Information Development Unit (PHIDU) data, suggests that the Redbank Plains community may be experiencing moderately high levels of mental illness.<sup>3</sup> While the Centre does not have any specific mental health activities, the Centre does facilitate a number of activities aimed at reducing social isolation including a weekly Community Morning Tea and a fortnightly 'Young at Hearts Club' for over 55s, where participants engage in conversation, afternoon tea, computer classes and various activities such as painting, dance, yoga, and craft.

- **Services for Job Seekers:** As discussed above, financial challenges and unemployment remain a key challenge in the Redbank Plains community, linked to transport and education. This echoes baseline study results, where survey participants flagged training as a key needed service. The centre will soon be hosting St Vinnies Get Set for Work program and FutureFIT, a volunteer-led employment barrier project.
- **Children's Health:** Reflecting the demographics of the area, support for children, and children's health, remains a key community concern. The Centre hosts a number of parallel activities for parents and children. A monthly West Moreton Health Child Health Clinic and Ipswich City Council Immunisations Community Clinic, occurs in conjunction with the Ipswich City Council library program Toddler Time for children aged 0-5 years old. The weekly West Moreton Health Midwifery Clinic occurs in conjunction with a Mum's Group. The Centre also hosts a monthly Ipswich City Council library program Story Time for local families.
- **Food Relief:** As discussed above, food security has emerged as an issue of concern, linked closely to financial challenges. The weekly Project Nourish program at the centre is currently serving up to 40 families each week.

<sup>3</sup> See Redbank Plains Community Centre: 2018 Baseline Study Results for further discussion



Which of these programs/services would be most important for the Community Centre to offer?  
(Respondents = 89) (Scores below are an average rating by participants out of 5)



#### SUGGESTIONS FOR ACTIVITIES

Survey and focus group participants also made a number of future suggestions for the Community Centre, including:

- Dog-friendly activities
- Walking groups
- Support for families with disabilities
- Child-friendly fitness classes
- Parents support groups
- A community garden

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## CONCLUSIONS

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The following section gives an overview of the data collected in the six-month survey and focus group.

### SOCIAL COHESION AND SOCIAL CAPITAL

The six-month data suggests that social cohesion and social capital remain a challenge in the community, with moderate levels of cross-cultural connections, and a sense of community and welcome. Racism has persisted as a challenge and perceptions of safety also remain low.

However, for those who have participated at the Community Centre, there was a strong sense that the centre was providing meaningful opportunities for people to build social connections, with nearly 69% of respondents reporting that they had met people from diverse cultural backgrounds at the Community Centre. *"Meeting new people"* and *"building and uniting the Redbank Plains community"* also emerged as the top aspects of the centre that people felt were important. Participants also flagged key community strengths as including *"friendly people"*, *"people looking out for each other"*, *"A great place for families"* and *"sense of community"*. This indicates ongoing opportunities for building social cohesion.

### COMMUNITY CAPACITY

The six-month data suggests that community capacity remains low, with only a small percentage of survey respondents taking part in community groups (30.77%), community meetings (26.92%) or volunteering (27.88%). Focus group participants also examined the challenges associated with communications, as a key barrier to wider and deeper community engagement and capacity building.

However, for those who have participated at the Community Centre, there was a strong sense that the centre was providing meaningful opportunities for building community capacity, including learning new skills, providing space for groups to meet, providing opportunities for volunteering and facilitating community meetings and forums. Just over 47% of centre visitors also noted that *"The Community Centre has allowed me to participate more fully in my community"*. This suggests that the Community Centre is providing a pathway for residents to build community capacity for organising community events, campaigns and meetings.

### COMMUNITY NEEDS: HEALTH AND WELLBEING

Mental health, and food security and nutrition, emerged as key health and wellbeing concerns in this round of research. The community acknowledged the social determinants of these health issues, in particular the links between both mental health and food security. The Centre is responding to community health and wellbeing needs in this space with the weekly Project Nourish project, regular child and maternal health clinics, and social activities to combat social isolation.

### COMMUNITY NEEDS: LOCAL ECONOMIC DEVELOPMENT

Financial challenges and unemployment have persisted as major challenges in the community. These issues have been identified by community members, and aligns with recent ABS data, with a low SEIFA index and higher unemployment rates than the average for the wider LGA. The community similarly linked unemployment in the area with poor provision of public transport. Desire for services for job seekers has also persisted in the community.

### PLACE-BASED COMMUNITY DEVELOPMENT

Elements of community cohesion remain low, including sense of welcome and a sense of community, and focus group members felt that there was a place for council to be leading by example to build pride and respect. While community attitudes towards Redbank Plains as a connected community remain mixed, there are rich opportunities for ongoing place-based development in Redbank Plains. A number of community strengths were also re-iterated through the six-month survey, including the value of diversity, the opportunities in a growing community, affordable housing, and access to both urban and natural spaces and places.

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## NEXT STEPS

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The results of the six-month research will be shared with community members via an updated series of posters, and this report. A twelve-month survey will be launched in June 2019, which will further track key community indicators. This will be followed by research rounds in mid-2020 and mid-2021.

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All images taken at the Redbank Plains Community Centre opening event on 23 May 2018.

## APPENDIX A: COMMUNITY SURVEY

### REDBANK PLAINS COMMUNITY CENTRE: 6-MONTH SURVEY (NOV/DEC 2018)

Now that the Redbank Plains Community Centre has been open for six months, Ipswich City Council and Multicultural Development Australia (MDA) would like to hear from residents and Community Centre visitors. Please take a few minutes to fill out this survey. This survey is for people aged 15 and over. Our purpose in asking these questions is to understand the needs of the Redbank Plains community, to support work being done by the Redbank Plains Community Centre, and to assess the impact of the Community Centre. The survey is anonymous, however you can provide your details if you would like to take part in a focus group, or be kept up-to-date about activities at the Community Centre. If you choose to be kept up-to-date regarding the Community Centre, the contact details you provide will be shared with MDA. You will not be personally identifiable in any reports that come out of this project. If you have any questions regarding this survey, please contact Community Research Officer, Amy MacMahon, at amy.macmahon@ipswich.qld.gov.au.

1. How old are you? (please select one of the below)  
☐ 0 to 14   ☐ 15 to 17   ☐ 18 to 19   ☐ 20 to 29   ☐ 30 to 49   ☐ 50 to 64   ☐ 65 to 74   ☐ 75+  
☐ If you are under 18, do you have parent/guardian permission to complete this survey?
2. What is your gender? (please tick one of the below)  
☐ Female   ☐ Male   ☐ Transgender   ☐ Gender Variant / non-conforming   ☐ Prefer not to say
3. What is your cultural background? (please tick the cultural background that you most identify with)  
☐ Australian   ☐ Aboriginal   ☐ Torres Strait Islander   ☐ Both Aboriginal and Torres Strait Islander  
☐ Samoan   ☐ Chinese   ☐ Fijian   ☐ South African   ☐ Dutch   ☐ German  
☐ Sudanese   ☐ English   ☐ Indian   ☐ Vietnamese   ☐ New Zealander  
☐ Other: \_\_\_\_\_
4. What suburb do you live in? (please complete) \_\_\_\_\_
5. What is your housing status? (please tick one)  
☐ Renting   ☐ Owner Occupier   ☐ Other
6. Which of the following best describes your household? (please tick as many as apply to you)  
☐ Solo adult without children  
☐ Solo adult with children  
☐ Couple with children  
☐ Couple without children  
☐ Group household (shared) unrelated  
☐ Group household related without children  
☐ Group household related with children  
☐ Household includes children under 15  
☐ Household includes children over 15
7. Do you identify as having a disability? (please tick one)  
☐ Yes   ☐ No   ☐ Prefer not to say
8. What is your employment status?  
☐ Full-time   ☐ Part-time   ☐ Casual/contract   ☐ Seeking further work  
☐ Unemployed - seeking work   ☐ Unemployed - not seeking work   ☐ Student

9. What is your highest level of education? (please tick one)

- ☐ Primary School   ☐ Secondary School – ☐ Year 10 ☐ Year 11 ☐ Year 12  
☐ Technical/TAFE   ☐ Tertiary   ☐ Postgraduate   ☐ Prefer not to say

10. What strengths does the Redbank Plains Community have? (Briefly describe below)

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11. Are there any challenges that the Redbank Plains community is facing? (Briefly describe below)

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12. How safe do you feel walking alone in Redbank Plains? (please circle one of the below)

Very Unsafe	Somewhat Unsafe	Safe Enough	Quite safe	Very Safe
1	2	3	4	5

13. Have you taken part in any community meetings in the past 12 months?

- ☐ Yes (please detail) \_\_\_\_\_ ☐ No

14. Have you ever volunteered in the community or assisted with community groups/events?

- ☐ Yes (please detail) \_\_\_\_\_ ☐ No

15. Do you have connections to cultural groups and communities other than your own in the Redbank Plains area? =

- ☐ Yes (please detail) \_\_\_\_\_ ☐ No   ☐ Unsure

16. Do you run/own a small business in Redbank Plains/Ipswich?

- ☐ Yes (please detail) \_\_\_\_\_ ☐ No

17. Are you a member of any community groups?

- ☐ Yes (please detail) \_\_\_\_\_ ☐ No

On a scale of 1 (strongly disagree) to 5 (strongly agree), how much do you agree or disagree with the following statements:

18. There is a strong sense of community in my local area (please circle one of the below)

Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
1	2	3	4	5

19. I feel welcome in the local community (please circle one of the below)

Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
1	2	3	4	5

20. It is a good thing for our community to be made up of people from different cultures (please circle one of the below)

Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
1	2	3	4	5

21. Have you experienced any problems accessing services or supports in the last 12 months?  
(eg - health services, dental care, legal services)

☐ Yes (please detail) \_\_\_\_\_ ☐ No ☐ Unsure

22. Have you visited the Redbank Plains Community Centre since it opened in May?

☐ Yes (please go to question 23)  
☐ No (please go to question 26)  
☐ Unsure (please go to question 26)

23. What programs and activities have you taken part in at the Community Centre?

(Please select as many as apply)

☐ Antenatal Midwifery Clinic  
☐ Chess for Beginners  
☐ Child Health Clinic  
☐ Community Meetings  
☐ Community Morning Tea  
☐ Financial Counselling  
☐ Homework Club  
☐ Ipswich Libraries Programs  
☐ Justice of the Peace  
☐ Kangatraining

☐ Multicultural Shared Lunch  
☐ Mums Groups  
☐ PCYC Braking the Cycle  
☐ Photovoice / Photography group  
☐ Project Nourish  
☐ School Holiday Activities  
☐ School holiday events  
☐ Seniors Space  
☐ Youth Space  
☐ Other \_\_\_\_\_

24. Do the following statements apply to you?

	Yes	No	Not Applicable
I have learned new skills at the Community Centre			
I have met people from diverse cultures and backgrounds at the Community Centre			
The Community Centre has allowed myself and my family to access important services and support			
The Community Centre is accessible to all			
Activities at the Community Centre have helped to improve my health and wellbeing			
Activities at the Community Centre have helped to improve my confidence			
The Community Centre has allowed me to participate more fully in my community			
Activities at the Community Centre have improved my financial wellbeing			
Activities at the Community Centre have improved my/our food security			
The Redbank Plains Community Centre is a safe space			

25. What are the five most important aspects of the Community Centre for you?  
(Please select your top FIVE aspects)

	Most Important	2nd Most Important	3rd Most Important	4th Most Important	5th Most Important
Meeting new people					
Meeting people from diverse backgrounds					
Learning new skills					
Accessing health services					
Helping me participant in my community					
Accessing financial services					
Building and uniting the Redbank Plains community					
Accessing social services					
Sharing my skills and volunteering					
Services and activities for my children					
Accessing food and nutrition support					
Accessing computers and IT support					

26. Which of these programs/services would be most important for the Community Centre to offer?  
(Please select your top FIVE programs/services)

	Most Important	2nd Most Important	3rd Most Important	4th Most Important	5th Most Important
Literacy Programs					
IT and computer programs					
Internet access and support					
Trade/technical training					
Arts and Crafts programs					
Services for Job Seekers					
Health Services					
Children's Health					
Mental Health and Emotional Wellbeing					
Financial Literacy					
Food relief					
Aboriginal and Torres Strait Islander programs					
Support for New Australians					
Youth Programs					
Cultural programs					
Sports and exercise classes					
Spaces for community groups to book for events and meetings					
Programs for Seniors					
Programs for Youth					
Library Programs					
Maternity Services					



27. Would you be interested in taking part in a community focus group, about the Redbank Plains community and the Community Centre, in February 2019?

☐ Yes (please provide your details below)

☐ No

28. Would you like to be kept up-to-date about Community Centre activities? (This information will be shared with MDA)

☐ Yes (please provide your details below)

☐ No

Name	
Email Address	
Phone Number	

Thank you for taking the time to fill out our survey. We rely on your feedback to help us improve our programs. Your input is greatly appreciated.

## APPENDIX B: SEIFA (IRSD) INDEX

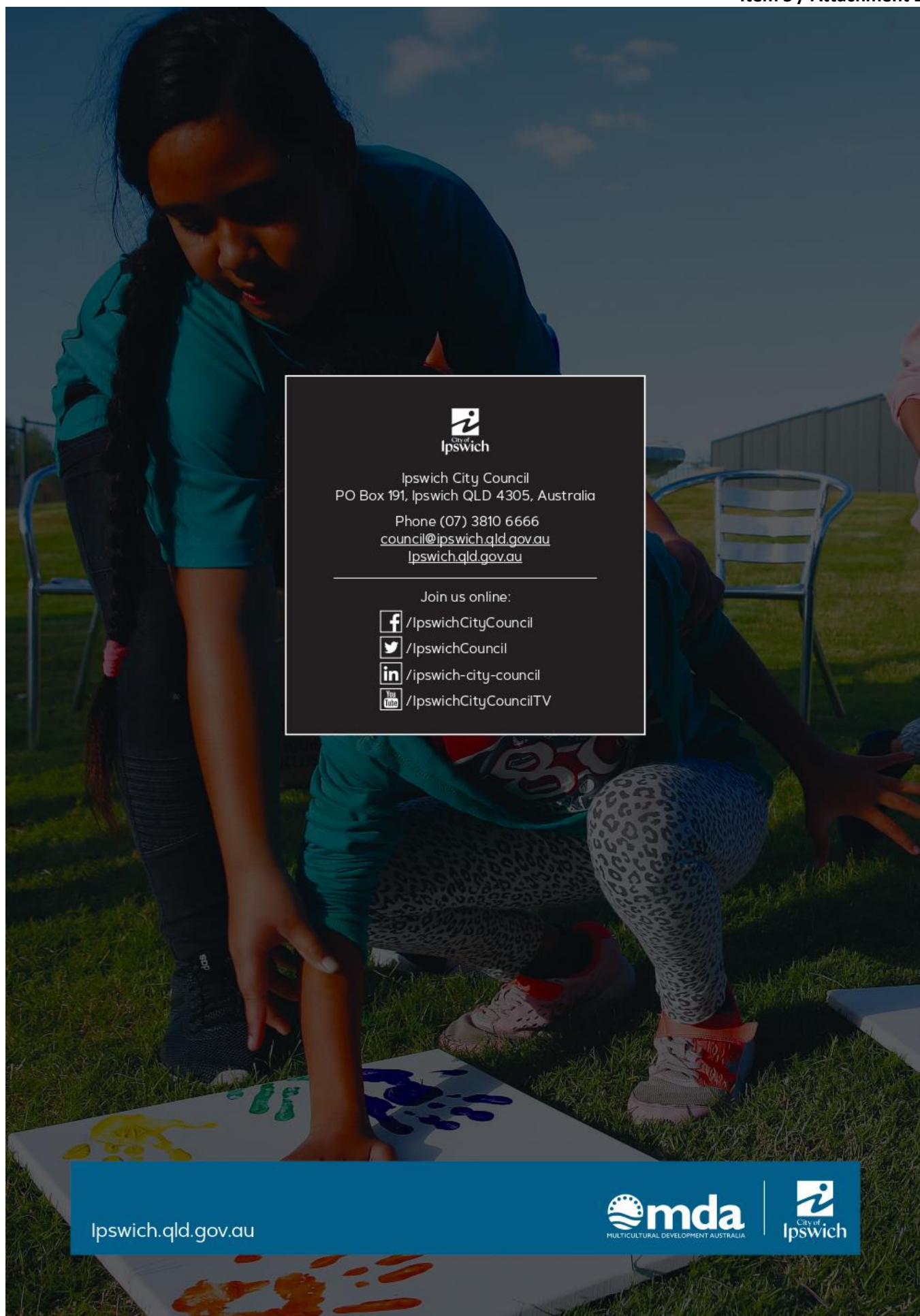
The below table integrates SEIFA Index of Relative Socio-economic Disadvantage (IRSD) data for Ipswich SA2 areas and benchmark areas (LGA and statewide) (profile.id, 2019). Please see the description of this data in the footnotes.

Index of Relative Socio-economic Disadvantage <sup>4</sup>		
City of Ipswich's small areas and benchmark areas		
	2016 index	Percentile <sup>5</sup>
Karalee - Barellan Point	1080.2	91
Ripley	1067.7	86
Springfield Lakes	1056.4	80
Greater Springfield	1054.7	79
Ipswich - North	1048.7	75
Bellbird Park - Brookwater	1043.4	73
Springfield	1026.9	62
South East Queensland	1014.6	54
Australia	1001.9	46
Queensland	996.0	43
Churchill - Yamanto	989.4	39
Walloon Rosewood Expansion area	977.0	32
Camira - Gailes - Carole Park	976.4	32
Rosewood	973.8	31
Raceview	971.7	30
City of Ipswich	961.0	25
Collingwood Park - Redbank	952.3	22
Brassall	941.4	19
Ipswich - Central	931.0	16
North Ipswich - Tivoli	923.0	14
Bundamba	919.6	13
Redbank Plains (SA2)	917.8	13
Ipswich - East	917.0	13
Goodna	858.7	6
Leichhardt - One Mile	844.0	4
Riverview - New Chum	780.4	3

<sup>4</sup> The ABS (ABS, 2018) writes "The Index of Relative Socio-economic Disadvantage (IRSD) is a general socio-economic index that summarises a range of information about the economic and social conditions of people and households within an area. Unlike the other indexes, this index includes only measures of relative disadvantage. A low score indicates relatively greater disadvantage in general. For example, an area could have a low score if there are:

- many households with low income,
- many people with no qualifications, or
- many people in low skill occupations."





<sup>5</sup> Profile.id (2019) write: "The percentile column indicates the approximate position of this small area in a ranked list of Australia's suburbs and localities. It's meant to give an indication of where the area sits within the whole nation. A higher number indicates a higher socio-economic status. For instance, a percentile of 72 indicates that approximately 72% of Australia's suburbs have a SEIFA index lower than this area (more disadvantaged), while 28% are higher."



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Doc ID No: A5703582

ITEM: 6

SUBJECT: EXTENSION TO 15-16-226 ANIMAL MANAGEMENT SERVICES

AUTHOR: PRINCIPAL OFFICER (ANIMAL MANAGEMENT)

DATE: 5 AUGUST 2019

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### EXECUTIVE SUMMARY

This is a report concerning the potential use of provisions of the *Local Government Regulation* 2012 to extend the Animal Management Services contract. By resolution this may enable Ipswich City Council (Council) to make adjustments to the 15-16-226 Animal Management Services contract, which could assist Council in mitigating the risk associated with a penalty clause included by the current supplier.

### RECOMMENDATION

**That the Interim Administrator of Ipswich City Council resolve:**

**That the Chief Executive Officer be authorised to administer contract variations for Animal Management Services, Contract No. 15-16-226 and to do any other acts necessary to implement Council's decision in accordance with section 13(3)(c) of the *Local Government Act 2009*.**

### RELATED PARTIES

The Royal Society of the Prevention of Cruelty to Animals (Queensland) Limited ACN 166 777 591 (RSPCA).

### ADVANCE IPSWICH THEME LINKAGE

Listening, leading and financial management

### PURPOSE OF REPORT/BACKGROUND

In June 2016, Council advertised a Request for Tender (RFT) for Animal Management Services. Council was seeking to engage with a suitable organisation to increase responsible pet ownership and assist in the responsible management of domestic animals in the Ipswich community.

The partnership is responsible for:

- Managing an effective re-homing service from the Ipswich City Council Pound;

- Assisting Council in caring for the city's impounded, surrendered, and abandoned animals;
- Working with Council's Planning & Regulatory Services department to develop and deliver effective community support programs;
- Support community access to desexing and microchipping through cost effective and subsidised programs; and
- Provision of veterinary services to the Ipswich City Council Pound and Animal Management Centre.

At the conclusion of the RFT, a tender evaluation panel considered the submissions from two respondents and ultimately recommended the RSPCA as the preferred supplier. The elected Council subsequently endorsed this recommendation at the City Management, Finance and Community Engagement Board (CMF&CE) meeting of 9 August 2016.

The report to the CMF&CE Board provided five recommendations in total, although two of which are of the most relevance to this report:

- A. That Council authorise the Chief Executive Officer to negotiate with RSPCA Qld Inc as the recommended supplier, outstanding items from the evaluation process.
- C. That Council enter into a contractual arrangement for the provision of Animal Management Services with RSCPA Qld Inc for three (3) years from contract commencement with the option to extend for another two (2) years, issued in one (1) year increments.

The 15-16-226 Animal Management Services contract commenced on 1 October 2016, and the initial three years ends on 30 September 2019. As it stands, the executed contract allows for a further two x 12 month extended terms (as options).

In terms of the new facility, at the time of this update the current three year Capital Expenditure Program has the following budget allocations:

- 2019-2020 - \$250,000 for Planning and Design;
- 2020-2021 - \$255,000 for Construction; and
- 2021-2022 - \$4,680,000 for Construction.

Subject to the presumption of the adoption of the Capital Expenditure Program in future financial years, Construction works could commence late 2020-2021, continuing into the 2021-2022 financial year.

The current executed 15-16-226 Animal Management Services contract, assuming the extended term (x2) are accepted by each party, would expire on 30 September 2021. While it is possible that construction may have commenced prior to the expiry of the agreement, it may be pertinent to mitigate the risk by modifying one of the two extended terms (by either

increasing the time length from 12 to 24 months, or adding an additional 12 month extended term).

The construction of this asset may commence without the need to extend, although as it stands, there are a number of variables which may influence the construction commencement date. Each of these variables increase the overall risk represented by clause 11.8.

This risk was highlighted within the recent Internal Audit of Animal Management Branch – Pound Operations (A1819-15), which outlines that there is risk of additional costs being sought by the RSPCA as per clause 11.8, a risk of reputational damage and an inability to provide services in the event of termination of the agreement.

### **FINANCIAL/RESOURCE IMPLICATIONS**

Due to the nature of this information it has been included in Confidential Background Paper (Attachment 2).

### **RISK MANAGEMENT IMPLICATIONS**

The risks associated with this recommendation:

- Potential non-compliance with the *Local Government Regulation 2012*;
- Reputational damage to Council for extending the RSPCA contract for a further 12 months without returning to market.

The risks associated with not approving the recommendation:

- Potential termination of the agreement between Council and the RSPCA, causing an inability to provide full pound services to the community;
- Risk that additional cost can be recovered by the RSPCA as per clause 11.8;
- Reputational damage arising from non-compliance with the terms and conditions of the contract; and
- The inability to find a suitable service provider that has similar capacity and experience in animal management services.

### **LEGAL/POLICY BASIS**

This report and its recommendations are consistent with the following legislative provisions:  
*Local Government Regulation 2012*



## **COMMUNITY AND OTHER CONSULTATION**

Consultation was undertaken with the service provider in relation to the potential to enter into an agreement in relation to an extension of the contract in accordance with contract provisions. That consultation has been positive.

## **CONCLUSION**

The 15-16-226 Animal Management Service contract assists Council in delivering an important service to the community. While the inclusion of a penalty clause in the contract is not-ideal, it can potentially be mitigated with a minor extension to the contract period.

## **ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS**

	CONFIDENTIAL
1.	Ipswich Pound Services Contract
2.	Confidential Financial Information

Haiden Taylor

**PRINCIPAL OFFICER (ANIMAL MANAGEMENT)**

I concur with the recommendations contained in this report.

Graeme Kane

**COMPLIANCE MANAGER**

I concur with the recommendations contained in this report.

Brett Davey

**ACTING GENERAL MANAGER - PLANNING AND REGULATORY SERVICES**

***"Together, we proudly enhance the quality of life for our community"***