

IPSWICH CITY COUNCIL

AGENDA

of the

COMMUNITIES COMMITTEE

Held in the Council Chambers

2nd floor – Council Administration Building

45 Roderick Street

IPSWICH QLD 4305

On Tuesday, 18 February 2020
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.

MEMBERS OF THE COM	1MUNITIES COMMITTEE
Interim Administrator	
Steve Greenwood (Chairperson)	

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**, 18 February 2020 Council Chambers

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^{**} Item includes confidential papers

COMMUNITIES COMMITTEE NO. 1

18 FEBRUARY 2020

AGENDA

1. GOVERNANCE ARRANGEMENTS - FOUNDATION OF THE IPSWICH ART GALLERY

This is a report concerning the action to increase efficiency and reduce administrative requirements of the foundation of the Ipswich Art Gallery by changing the governance arrangement.

It recommends the winding up of the Ipswich Art Foundation entity to in effect merge the Ipswich Arts Foundation, which is an unincorporated association of council, and the Trust to reduce the costs and duplication of resources associated with operating two entities.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolves:

- A. That past and current Ipswich Art Foundation members and board members be acknowledged for their support for and work with the Foundation.
- B. That the Board of the Ipswich Arts Foundation be appointed to conduct the winding up of the Ipswich Arts Foundation in accordance with the steps outlined in the report of the Ipswich Art Gallery Director dated 15 January 2020.
- C. That it be acknowledged that the Ipswich Arts Foundation Constitution specifies how, in the event of the Foundation winding up, surplus funds are to be utilised:
 - Upon winding up of the Foundation, should there remain after the satisfaction of all its debts and liabilities, any property whatsoever, the same shall not be paid to or distributed among the members of the Foundation but shall be given and transferred to the Council for use in any manner the Council may think fit for the benefit of the Ipswich Art Gallery. In considering such use or uses the council may in its sole discretion pay such regard as they consider appropriate to the purposes if known for which the remaining funds were raised or donated.
- D. That it be acknowledged that the funds of the Ipswich Arts Foundation were raised and donated to purchase art work and items of cultural significance for the Ipswich Art Gallery Collection.
- E. That the surplus funds be used for the purpose for which the funds were raised and donated.

F. That the surplus funds received from the Ipswich Arts Foundation be provided to the Ipswich Arts Foundation Trust for the purchase of art work and items of cultural significance for the Ipswich Art Gallery Collection.

2. REDBANK PLAINS COMMUNITY CENTRE SOCIAL IMPACT ASSESSMENT 12 MONTH REPORT

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

The Redbank Plains Community Centre (the Community Centre) opened in May 2018, co-funded by Ipswich City Council and the Queensland State Government. The Community Centre is 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.

The social impact assessment has consisted of a baseline study conducted over June and July 2018 (see Attachment 1), a six-month study over December and January 2019 (see Attachment 2), and a twelve-month study, conducted over July and August 2019.

The twelve-month study has revealed that the Community Centre is having positive impacts upon users. By way of example, the twelve-month study has found that those community members who have visited and engaged with the Community Centre feel more welcome in the community than those who have not visited the Community Centre (70% compared to 29%). Furthermore, that those who visit the Community Centre have a significantly more positive view of cultural diversity than those who have not visited the Community Centre (83% compared to 50%).

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

That the report be received and the contents noted.

3. COMMUNITY DONATIONS REPORT

This is a report providing detail about the year to date allocation of community donations as at 31 January 2020 (Attachment 1) and providing a summary of these community donations by recipient type (Attachment 2).

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

That the report be received and the contents noted.

4. COMMUNITY ENGAGEMENT STRATEGY AND POLICY

This is a report concerning amendments to council's Community Engagement Strategy and Policy.

Following a significant amount of work by council to strengthen its community engagement principles, operating model, systems and processes over the past 12 months, there is a need to update relevant documentation.

Amending this documentation through the Communities Committee and Ordinary Council Meeting ensures transparency and consistency.

All changes have been tracked and provided as attachments to this report, they are generally minor and textual or aesthetic in nature.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That the strategy titled Public Participation and Engagement Strategy as detailed in Attachment 1 to the report by the Community Engagement and Development Manager dated 13 January 2020, as per Item No. 5 of the Communities Committee No. 2018(02) of 27 November 2018, adopted at the Council Ordinary Meeting on 12 December 2018, be repealed.
- B. That the strategy titled Community Engagement Strategy as detailed in Attachment 3 to the report by the Community Engagement and Development Manager dated 13 January 2020, be noted.
- C. That the policy titled Community Engagement Policy, as per Item No. 4 of the Governance Committee No. 2019(12) of 3 December 2019, adopted at the Council Ordinary Meeting on 10 December 2019, be amended as detailed in Attachment 5.

5. <u>COMMUNITY REFERENCE GROUPS</u>

This is a report concerning Council's five Community Reference Groups and discusses the impact of Council's Election Caretaker Period Policy on the operation of the Community Reference Groups.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

That the contents of the report by the Community Engagement and Development Manager dated 5 February 2020 be received and noted.

6. **TI TREE BIOENERGY PAYMENTS

This is a report concerning the receipt and distribution of Ti Tree Bioenergy Payments, pursuant to a Planning and Environment Court development permit approval judgment on 29 May 2002 (see Attachment 1).

Historically, the Ti Tree Bioenergy Payments have been distributed through proportionate allocation of the payments received to each of the ten divisional community donation accounts and an additional allocation to the former Division 10 community donation account for specific projects nominated by the Willowbank Area Group Inc.

Changes to the Ipswich electoral divisions and potential compliance and governance risks associated with the allocation and distribution of the Ti Tree Bioenergy Payments leads this report to recommend the repeal of previous council decisions relating to the receipt and distribution of Ti Tree Bioenergy Payments.

This report recommends that the Infrastructure and Environment Department and Community, Cultural and Economic Development Department develop and implement an Administrative Directive and relevant associated procedures which detail a revised governance framework for the assessment and determination of suitable projects to ensure compliance with the Planning and Environment Court development permit approval judgment on 29 May 2002.

Ti Tree Bioenergy and Willowbank Area Group Inc would continue to be consulted on the allocation and utilisation of funds.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That the decision of Council, as per the Finance and Special Purposes Committee Report No. 2003(03) of 5 March 2003 and adopted at the Council Ordinary Meeting of 12 March 2003, be repealed.
- B. That the decision of Council, as per Item No. 09.02 of the City Management and Finance Committee Report No. 2004(10) of 16 November 2004 and adopted at the Council Ordinary Meeting of 14 November 2004, be repealed.

- C. That the decision of Council, as per Item No. 02.13 of the Planning, Development and Environment Committee No. 2006(06) of 6 June 2006 and adopted at the Council Ordinary Meeting of 14 June 2006, be repealed.
- D. That the decision of Council, as per Item No. 03 of the City Management, Finance and Community Engagement Committee No. 2018(03) of 20 March 2018 and adopted at the Council Ordinary Meeting of 27 March 2018, be repealed.
- E. That the decision of Council, as per Item No. 02 of the City Management, Finance and Community Engagement Committee No. 2018(09) of 14 August 2018 and adopted at the Council Ordinary Meeting of 21 August 2018, be repealed.
- F. That the Infrastructure and Environment Department and Community, Cultural and Economic Development Department develop and implement an Administrative Directive ("Directive") and relevant associated procedures ("Procedures"). The Directive and Procedures will detail a governance framework for the assessment and determination of suitable projects to ensure compliance with Condition 8 of the 29 May 2002 Planning and Environment Court development permit approval for a material change of use for a waste disposal operation and ancillary activities on Lots 1 and 2 on RP 24575, Lots 4 and 8 on RP 24574 and Lot 52 on SP 121407 at Champions Way, Willowbank.

and any other items as considered necessary.

^{**} Item includes confidential papers

Doc ID No: A5992025

ITEM: 1

SUBJECT: GOVERNANCE ARRANGEMENTS - FOUNDATION OF THE IPSWICH ART GALLERY

AUTHOR: DIRECTOR, IPSWICH ART GALLERY

DATE: 15 JANUARY 2020

EXECUTIVE SUMMARY

This is a report concerning the action to increase efficiency and reduce administrative requirements of the foundation of the Ipswich Art Gallery by changing the governance arrangement.

It recommends the winding up of the Ipswich Art Foundation entity to in effect merge the Ipswich Arts Foundation, which is an unincorporated association of council, and the Trust to reduce the costs and duplication of resources associated with operating two entities.

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolves:

- A. That past and current Ipswich Art Foundation members and board members be acknowledged for their support for and work with the Foundation.
- B. That the Board of the Ipswich Arts Foundation be appointed to conduct the winding up of the Ipswich Arts Foundation in accordance with the steps outlined in the report of the Ipswich Art Gallery Director dated 15 January 2020.
- C. That it be acknowledged that the Ipswich Arts Foundation Constitution specifies how, in the event of the Foundation winding up, surplus funds are to be utilised:

Upon winding up of the Foundation, should there remain after the satisfaction of all its debts and liabilities, any property whatsoever, the same shall not be paid to or distributed among the members of the Foundation but shall be given and transferred to the Council for use in any manner the Council may think fit for the benefit of the Ipswich Art Gallery. In considering such use or uses the council may in its sole discretion pay such regard as they consider appropriate to the purposes if known for which the remaining funds were raised or donated.

D. That it be acknowledged that the funds of the Ipswich Arts Foundation were raised and donated to purchase art work and items of cultural significance for the Ipswich Art Gallery Collection.

- E. That the surplus funds be used for the purpose for which the funds were raised and donated.
- F. That the surplus funds received from the Ipswich Arts Foundation be provided to the Ipswich Arts Foundation Trust for the purchase of art work and items of cultural significance for the Ipswich Art Gallery Collection.

RELATED PARTIES

This reports relates to the following entities:

- Ipswich Arts Foundation
- Ipswich Arts Foundation Trust
- IA Foundation Limited

It is declared that the author of this report is both Ipswich Art Gallery Director and a Board member of the Ipswich Arts Foundation, however there is no conflict of duty or interest in these dual roles.

To provide an explanation – the author of this report (Ipswich Art Gallery Director) is serving as a board member due to his role as the Ipswich Art Gallery Director which is a Council appointed position. The actions in this report are being executed as a result of a decision of Council. There are presently no debts in the company and therefore there is no risk of breaching fiduciary responsibility of the company by the director winding it up.

ADVANCE IPSWICH THEME

Strengthening our local economy and building prosperity

PURPOSE OF REPORT/BACKGROUND

This report follows on from the following previous reports regarding this matter:

- Report by the Ipswich Art Gallery Director dated 7 December 2017 for the Arts and Community Development Committee meeting of 22 January 2018
- Report by the Ipswich Art Gallery Directed dated 15 September 2017 for the Arts and Community Development Committee meeting of 9 October 2017.

Council has previously resolved to change the trustee of the Ipswich Arts Foundation Trust ("the Trust") to I.A Foundation Limited, and to, in effect, merge the Ipswich Arts Foundation ("the Foundation", which is a unincorporated association of council) and the Trust to reduce the costs associated with operating two entities. In order to facilitate this, the Foundation Board has resolved "to wind up the Ipswich Arts Foundation, and to conduct the winding up in the manner directed by Council."

The Constitution of the Foundation requires that, should the Board resolve to wind up the Foundation, "all appropriate steps shall be taken to carry this into effect in the manner directed by the Council". The primary purpose of this report is to seek resolution from

council on the steps required to wind up the Foundation. As background to the steps, information regarding the disposal of surplus funds and property is also included in this report. Further steps in the governance project are also included in this report.

Steps for winding up of the Ipswich Arts Foundation

The steps that are required to be undertaken by the Board to wind up the Foundation are set out below.

- 1. A deed of termination between the Ipswich Arts Foundation and the trustees of the Ipswich Arts Foundation Trust is executed to effect a termination of the Ipswich Arts Foundation Management Deed dated 31 October 2009.
- 2. A final set of financial statements for the Foundation will be prepared which identify all of the Foundation's assets and unsatisfied liabilities.
- 3. Based on the financial statements the Board will decide a 'unsatisfied liabilities and receivables strategy" for:
 - a. satisfying the Foundation's unsatisfied liabilities (if any); and
 - b. collecting or writing off any of the assets that are receivables (if any).
- 4. The unsatisfied liabilities and receivables strategy will be carried out. (It should be noted that, at the time of writing this report, there are no receivables and no unsatisfied liabilities, and it is not anticipated that there will be receivables or unsatisfied liabilities, but these steps are included out of an abundance of caution.)
- 5. The surplus funds (and any other property) are to be given and transferred to Council.

Disposal of surplus funds and property

The constitution of the Foundation specifies how the property (including funds) of the Foundation is to be distributed:

Upon winding up of the Foundation, should there remain after the satisfaction of all its debts and liabilities any property whatsoever the same shall not be paid to or distributed among the member of the Foundation but shall be given and transferred to the Council for use in any manner the Council may think fit for the benefit of the Ipswich Art Gallery. In considering such use or uses the Council may in its sole discretion pay such regard as they consider appropriate to the purposes if known for which the remaining funds were raised or donated.

It is recommended that, as contemplated by the constitution, council considers the purpose for which the remaining funds were raised or donated in determining how to benefit the Ipswich Art Gallery. This purpose is to purchase art work and items of cultural significance for the Ipswich Art Gallery collection. It is suggested that the Ipswich Art Foundation Trust is best placed to utilise the surplus funds in a manner consistent with the purpose for which the funds were raised or donated.

Given the Foundation Constitution was drafted prior to the establishment of the Trust it does not contemplate a transfer of funds to the Trustee. Therefore the surplus funds must first be transferred to council. A recommendation is included which, if approved by council, will facilitate the transfer of funds from council to the Trust.

The Foundation does not own any property, therefore there is no property that requires disposal.

Other steps to be undertaken within the governance project

Once the steps above have been undertaken, the Foundation will cease to exist. Various other steps are required to be undertaken by council following the winding up of the Foundation, such as cancelling the GST registration of the Foundation and removal of the Ipswich Arts Foundation business name. These will be facilitated by the Ipswich Art Gallery Director.

Once the administrative requirements are in place, a deed of removal and appointment of trustee will be executed to effect the change in trustees.

It is recommended that the council endorse the registration of the business name "Ipswich Art Gallery Foundation" by IA Foundation Ltd, once it is Trustee for the Ipswich Art Foundation Trust. This will allow fundraising activities to be undertaken using "Ipswich Art Gallery Foundation".

LEGAL/POLICY BASIS

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

RISK MANAGEMENT IMPLICATIONS

A risk of not effecting the winding up of the Ipswich Art Foundation is that the cost of administering two entities will continue.

If council does not provide assurance that the Foundation's surplus funds will be used in a manner which is consistent with the purpose for which the funds were raised, there is a reputational risk to both council and the gallery's foundation. This may negatively affect the success of future fundraising activities. It is recommended that this risk is managed by allowing the transfer of funds from the Foundation to the Trustee for the Ipswich Arts Foundation Trust for the purpose for which they were raised.

The complexity of the governance arrangements has a risk of being misunderstood. The model which has been adopted by council (a company limited by guarantee being trustee of the trust) is consistent with the models utilised by many other public galleries and other arts institutions and reduces administrative costs.

FINANCIAL/RESOURCE IMPLICATIONS

The project to change the governance arrangements has been delayed due to lack of personnel, however, there is a current availability of staff time to undertake this project over the coming months.

All other costs will be covered by the art gallery budget.

Once the new governance arrangements are in place there will be a reduction in administrative costs.

COMMUNITY AND OTHER CONSULTATION

Council's Legal and Governance Branch have been consulted and are advisers in the development and recommendation of this report.

The new governance arrangements have been mindful of the role of the Foundation members in both developing a community supportive of the gallery, and fundraising to build the gallery's collection. Member consultation has not been considered necessary as the current members of the Foundation will retain benefits following the implementation of the governance structure. A change management program will be undertaken to ensure that the members are aware of the changes, which will include a transition in terminology from 'members' to 'supporters' or 'subscribers'.

Broader community consultation has not been undertaken as the governance changes are being undertaken to enable greater efficiency and bring the structure into line with current expectations about arts organisation governance.

Consultation has been undertaken with the Board of the Foundation who are in agreement with the governance changes, as demonstrated by their resolution to wind up the Foundation.

CONCLUSION

The recommendations, if resolved by council, will facilitate the improved governance arrangements of the foundation of the Ipswich Art Gallery.

Michael Beckmann

DIRECTOR, IPSWICH ART GALLERY

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: A6038748

ITEM: 2

SUBJECT: REDBANK PLAINS COMMUNITY CENTRE SOCIAL IMPACT ASSESSMENT

12 MONTH REPORT

AUTHOR: COMMUNITY RESEARCH OFFICER

DATE: 31 JANUARY 2020

EXECUTIVE SUMMARY

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

The Redbank Plains Community Centre (the Community Centre) opened in May 2018, co-funded by Ipswich City Council and the Queensland State Government. The Community Centre is 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.

The social impact assessment has consisted of a baseline study conducted over June and July 2018 (see Attachment 1), a six-month study over December and January 2019 (see Attachment 2), and a twelve-month study, conducted over July and August 2019.

The twelve-month study has revealed that the Community Centre is having positive impacts upon users. By way of example, the twelve-month study has found that those community members who have visited and engaged with the Community Centre feel more welcome in the community than those who have not visited the Community Centre (70% compared to 29%). Furthermore, that those who visit the Community Centre have a significantly more positive view of cultural diversity than those who have not visited the Community Centre (83% compared to 50%).

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:

That the report be received and the contents noted.

RELATED PARTIES

Multicultural Australia whose Chief Executive Officer is Kerrin Benson and whose Board Members include Peter Forday, Giri Sivaraman, Anh Bui, Fahim Khondaker and Jade Demnar.

ADVANCE IPSWICH THEME

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	
Social cohesion	- People from different demographics are engaging with	
and social capital	centre activities	
	 Self-assessments of improved cross-cultural linkages 	
	- Centre is considered culturally safe	
	- Community is considered safe	
	- Centre is accessible to all	
	 Collaboration between community groups is fostered 	
Community capacity	- Education, employment, skills, literacy improve	
	 Community is organising events 	
	 The community centre is linking with community 	
	organisations and providing facilities for organisations	
	 Rates of volunteering and volunteering opportunities 	
	improve	
Community needs:	- Quantification of activities	
health, nutrition	- Health services considered valuable	
and wellbeing	 Self-assessments of health and wellbeing 	
	- Centre is considered a safe place to access health services	
Community needs:	 Centre contributes to local economy 	
local economic	 Centre provides opportunities for businesses 	
development	 Increased opportunities for employment and income 	
Place-based	- Community centre recognised as a community hub	
community	 Community has the capacity to self-organise 	
development	- Greater sense of safety	
	- Connections with Traditional Owners	

- Community centre as a 'third place'
 Centre considered a safe place to organise collectively

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

The social impact assessment has consisted of a baseline study conducted over June and July 2018 (see Attachment 1), a six-month study over December and January 2019 (see Attachment 2), and a twelve-month study, conducted over July and August 2019 (see Attachment 3).

The twelve-month study engaged 111 community members via a survey, and 5 community members in a focus group discussion, along with Community Centre volunteers and council's Community Research Officer. Key findings from the twelve-month study include:

- The Redbank Plains community is going through a period of exceptional growth.
 There are persistent challenges around developing a sense of community and sense of welcome.
- However, for those people engaging with the Community Centre in particular, a sense of place is developing. 'Diversity' and 'Sense of Community' are seen as key community strengths. Those community members who have visited and engaged with the Community Centre feel more welcome in the community (70% compared to 29%) and also have a more positive view of cultural diversity (83% compared to 50%), than those who have not visited or engaged with the Community Centre.
- Data on community need suggests there are ongoing challenges around employment and economic stability for many families and individuals, food insecurity, mental health, and broader health concerns. The Community Centre is helping to facilitate access to services, such as child and maternal health care, food security and financial counselling.

LEGAL/POLICY BASIS

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

RISK MANAGEMENT IMPLICATIONS

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

FINANCIAL/RESOURCE IMPLICATIONS

There are no financial/resource implications.

COMMUNITY AND OTHER CONSULTATION

The Social Impact Assessment involves ongoing community engagement. The twelve-month study included a community survey, and a focus group hosted at the Community Centre. Results will be shared via a series of posters displayed at the Community Centre, and via the publication of this report. The next round of data collection will take place in June/July 2020.

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 twelve-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 Baseline Study 💵
- 2. Redbank Plains Community Centre Six-Month Study U
- 3. Redbank Plains Community Centre Twelve-Month Study 🗓 🖺

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 ENGAGEMENT AND 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. Redbank Plains Community Centre: 2018 Baseline Study Results **emda** Ipswich.qld.gov.au

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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

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Acknowledgements

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

- Multicultural Development Australia's Centre
 Development Manager, Rose MacAuslane, for her
 support with drafting and distributing the survey,
 support at the focus group and ongoing feedback;
- Ipswich City Council's Community Development Officer Tanya Appleton, for her support with drafting and distributing the survey;
- 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. Socioeconomic 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 (Izmur 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.

Izmur, 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 Brisbanebased 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 indepth 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	
Social cohesion and social capital	People from different demographics are engaging with centre activities Self-assessments of improved cross-cultural linkages Centre is considered culturally safe Community is considered safe Centre is accessible to all Collaboration between community groups is fostered	
Community capacity	Education, employment, skills, literacy improve Community is organising events The community centre is linking with community organisations and providing facilities for organisations Rates of volunteering and volunteering opportunities improve	
Community needs: health, nutrition and wellbeing	Health services considered valuable Self-assessments of health and wellheing	
Community needs: local economic development	· ·	
Place-based community development	Greater sense of safety Connections with Traditional Owners	

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.



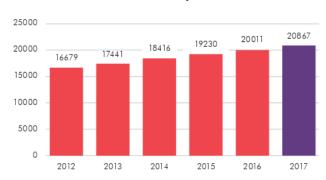
Redbank Plains demographics

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.

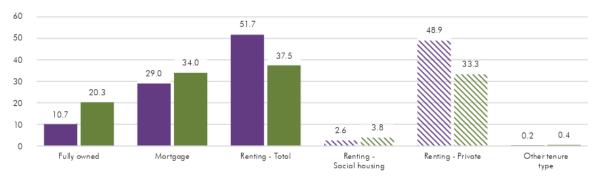
Estimated Resident Population, 2012 - 2017



Housing

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

% Housing, 2016



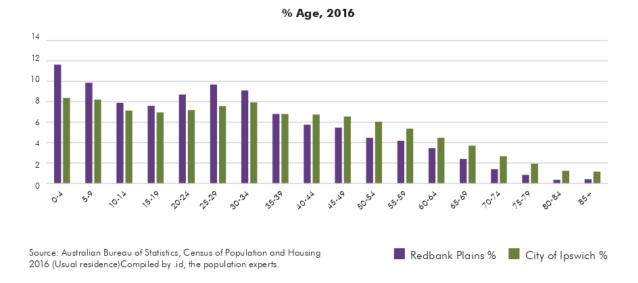
Source: Australian Bureau of Statistics, Census of Population and Housing 2016. Compiled and presented by .id, the population experts. Excludes 'not stated'.





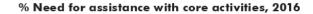
Census data reflects that Redbank Plains is a young community, with a greater proportion of people aged 34 and younger than the rest of the Ipswich population.

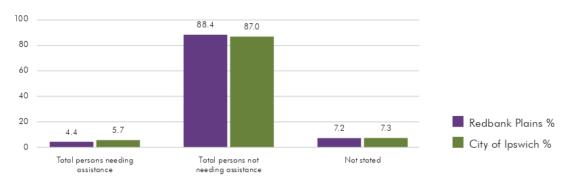
64% of residents in Redbank Plains are aged 34 or younger, compared to 53% for Ipswich.



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.



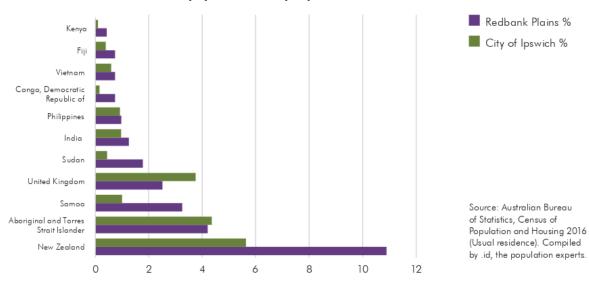


Diversity

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.

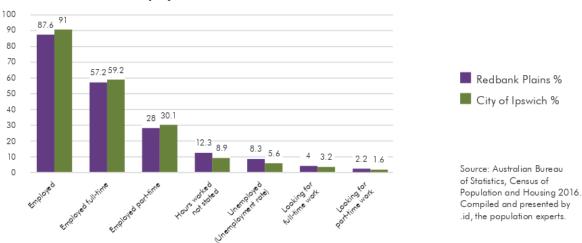
% ATSI population and people born overseas, 2016



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

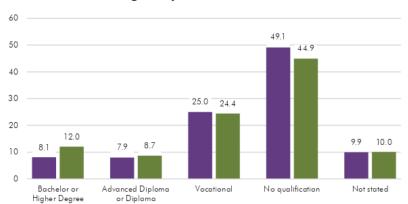


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Qualifications

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).

% Highest qualification achieved, 2016



Redbank Plains %
City of Ipswich %

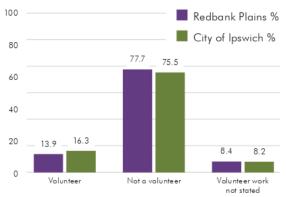
Source: Australian Bureau of Statistics, Census of Population and Housing, 2016 (Enumerated data). Compiled by .id, the population experts.

Volunteering

13.9% of people in Redbank Plains engage in volunteer work, in comparison to 16.3% for lpswich 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.

% Volunteer Work, 2016



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.

¹ 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

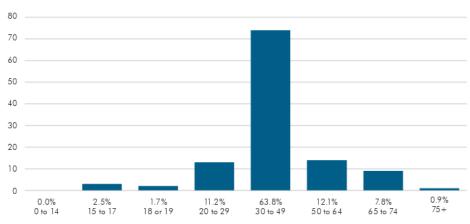
The majority of respondents (86%) resided in Redbank Plains, while 14% lived in nearby suburbs or elsewhere.

What Suburb	Do You Li	ve In?
Redbank Plains	100	86.0%
Goodna	7	6.0%
Collingwood Park	4	3.5%
Other	5	4.5%
Total	116	100%

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)

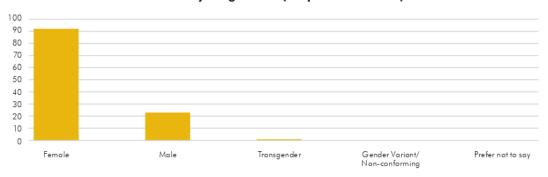


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Gender

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)

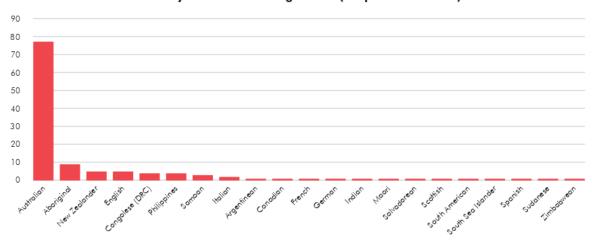


Cultural background

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)



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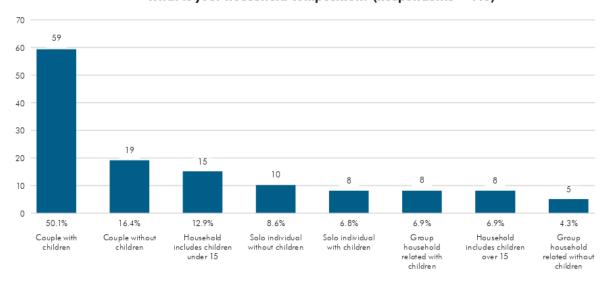
Housing status

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.

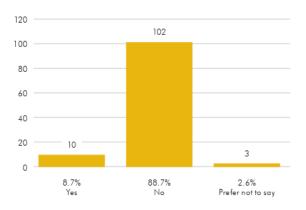
What is your household composition? (Respondents = 116)



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)

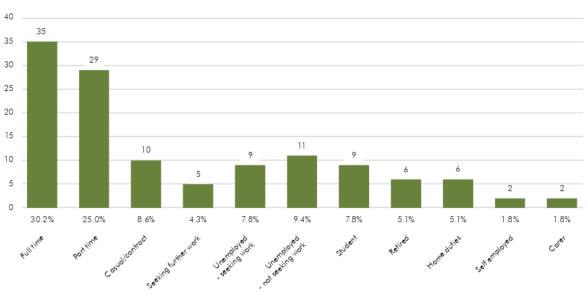


Employment status

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)

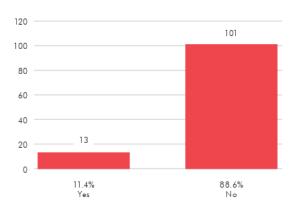


Local business

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)

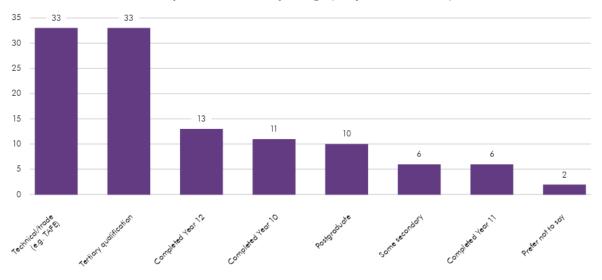


Education

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".

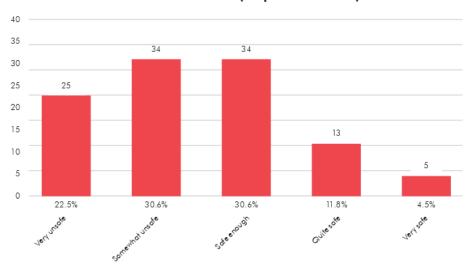
These findings suggest the need for the provision of targeted services in the area. In addition, there is a need to provide a space for community and relationship building in a rapidly growing community. These should be key goals for the Community Centre. Beyond this, consideration of proactive urban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

How safe do you feel walking alone in Redbank Plains? (Respondents = 111)



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".

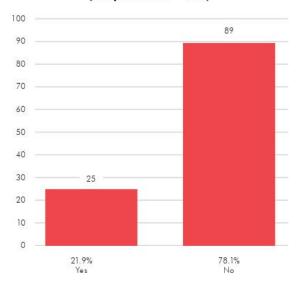
Concern around the lack of police response was contributing to feelings of unsafety. However, focus group feedback suggested that many claims of crime go unreported, calling into question the validity of these claims. This suggests that there are pervasive community perceptions regarding crime. As such,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

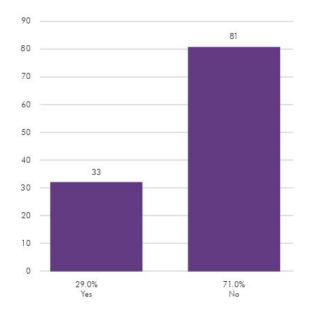
As a measure of community capacity, respondents were asked if they had volunteered or assisted with any community groups in the past 12 months. Levels of volunteering among respondents was at around 29%.

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)





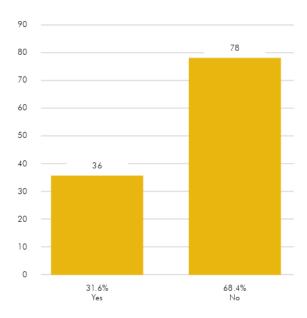
Involvement in community groups

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; Fembrooke Ridge Community Page
- Logan City Community Cadets
- Dance group
- · Hymba Yumba Aboriginal School
- Samoan community
- Community Hubs

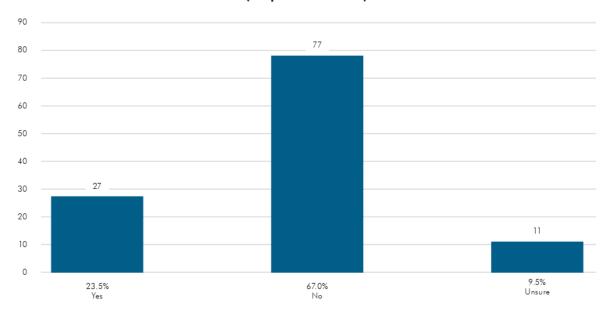
Are you a member of any community groups? (Respondents = 114)



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".

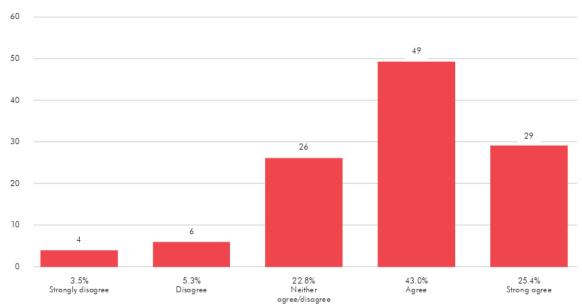
"We need to learn about each other and ... live harmoniously together. We need to not be scared of each other".

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.

It is a good thing for our community to be made up of people from different cultures (Respondents = 114)



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

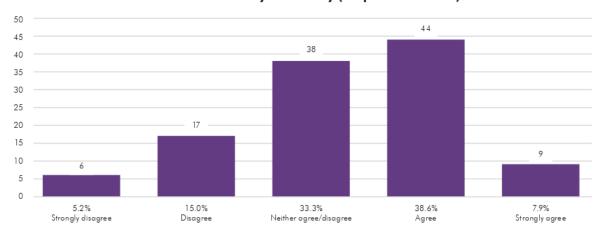
Respondents were asked to rate their level of agreement with the statement "I feel welcome in my community".

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)



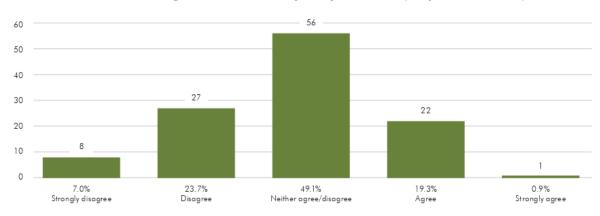
Sense of community

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.

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

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.

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

Financial difficulties	"Financial struggles for families as we have a lot of low income earners moving to the area". "Poverty". "Unemployment!". "[Limited] local employment".	
Smell from the dump	"The smell from the dump and the Swanbank fertiliser company". "Environmental issues from the surrounding tips etc. producing a stench". "The smell in the area!".	
Crime & safety	"Robbery". "It's not safe to walk my dog at night anymore". "Can't walk alone in the streets". "Needing vigilance when out exercising". "Racism and crime". "I don't feel very safe walking my toddler around due to a lot of stray dogs ou and about". "[We need better] Policing and security".	
Noise	"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".	
Rubbish	"A lot of rubbish left around the suburb". "Illegal dumping of rubbish". "So much rubbish and damage graffiti". "Good parks however there is a lot of rubbish around".	
Racism	"Victimisation, discrimination, small minded people". "Some people not as open to all cultures". "Effectively engaging all cultures".	
"Multiple cultures attempting to cohabitate". "Different cultures just sticking [to themselves]". "Cultural disharmony". "There is too much racism".		

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

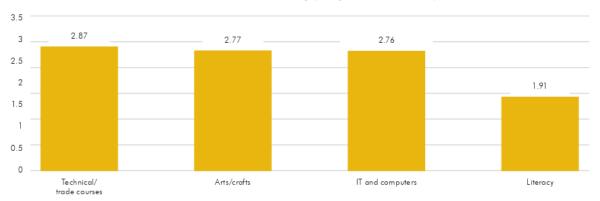
to this question. The findings indicate a range of positive goals around connectedness, communication and support. The following table provides a thematic analysis of participant responses, including representative quotes.

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

Skill building services

In order to gauge need regarding economic empowerment, skills and community capacity, respondents were asked to nominate from a list of skillsbuilding 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)

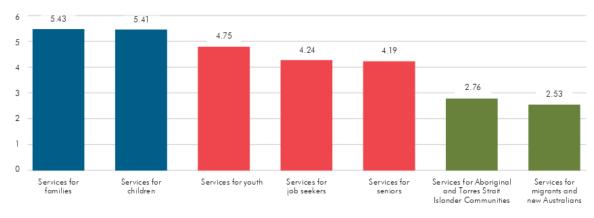


Demographic targeted services

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)

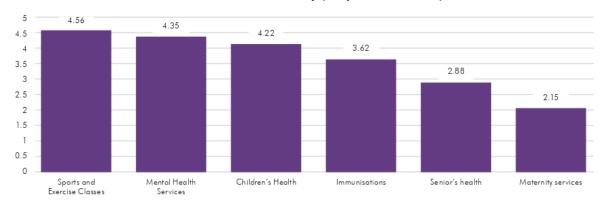


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Health needs assessment

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 agestandardised 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 agestandardised 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 distress² 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 agestandardised 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.

² 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.

Services for families	"Centre to bring people together (like first 5, we came alone, and loved it)". "By bringing the community together, hopefully through functions and events, which include families and cultures in the surrounding areas". "A regular play group on a Monday morning would be fabulous!". "Fun family nights out - movies, dancing, disco". "Children/youth parties, discos". "Child Health, Playgroup, mums and bubs music". "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".	
Services for seniors	"A seniors group is also lacking in the area. Something for the older generations to be able to get out of the house & socialise & make new friends & not feel isolated. Maybe a social group as such". "IT for seniors". "Seniors health and wellbeing". "Seniors and disable people services for [multicultural] people".	
A meeting place	"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". "I think it can create a space for the community to come together and feel welcome and accepted". "It's a gathering place, a place to meet people. Belonging - a place of fun, a place of celebration, a safe place". "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!!". "Perhaps have a monthly BBQ for the community to connect people and also welcome new tenants".	
Activities for young people	"I hope it may offer activities to entertain teen youth and keep them off the streets". "Hopefully offers more for the youths to do outside of school and make more events to attend". "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". "Sports and recreational access to youth, Educational support services -like home work club". "Youth Services". "Children/youth parties, discos, events for disabilities, discos".	

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

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

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 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				
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 Postgraduate Prefer not to say				
10. What does community mean to you? (Briefly describe below)				
11.What strengths does the Redbank Plains Community have? (Briefly describe below)				

12. Are there any challenges that the Redbank Plains community is facing? (Briefly describe below)					
13. How safe do you	feel walking alone in	Redbank Plains? (please	circle one of the b	elow)	
Very Unsafe	Somewhat Unsafe	Safe Enough	Quite safe	Very Safe	
1	2	3	4	5	
, ,	, ,	meetings in the past 12			
		munity or assisted with co		vents?	
		roups and communities o		in the Redbank Plains	area?=
,		dbank Plains/Ipswich?			
18. Are you a membe □ Yes (please detail)	er of any community g	groups ²	□No		
statements:		rongly agree), how much n my local area (please o	, ,	Ü	ng
Strongly disagree	Disagree	Neither agree/disagre	1	Strongly agree	
1	2	3	4	5	\dashv
		(please circle one of the			
Strongly disagree	Disagree	Neither agree/disagre		Strongly agree	
1	2	3	4	5	\dashv
	_	be made up of people f			 the helow
Strongly disagree	Disagree	Neither agree/disagre		Strongly agree	
1	2	3	4	5	
		e will benefit the commu	nity? (Briefly descri		
	l — most likely to acce	ch of these skills-building ess to 5 — least likely to c		ou be most likely to acc	ess?
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

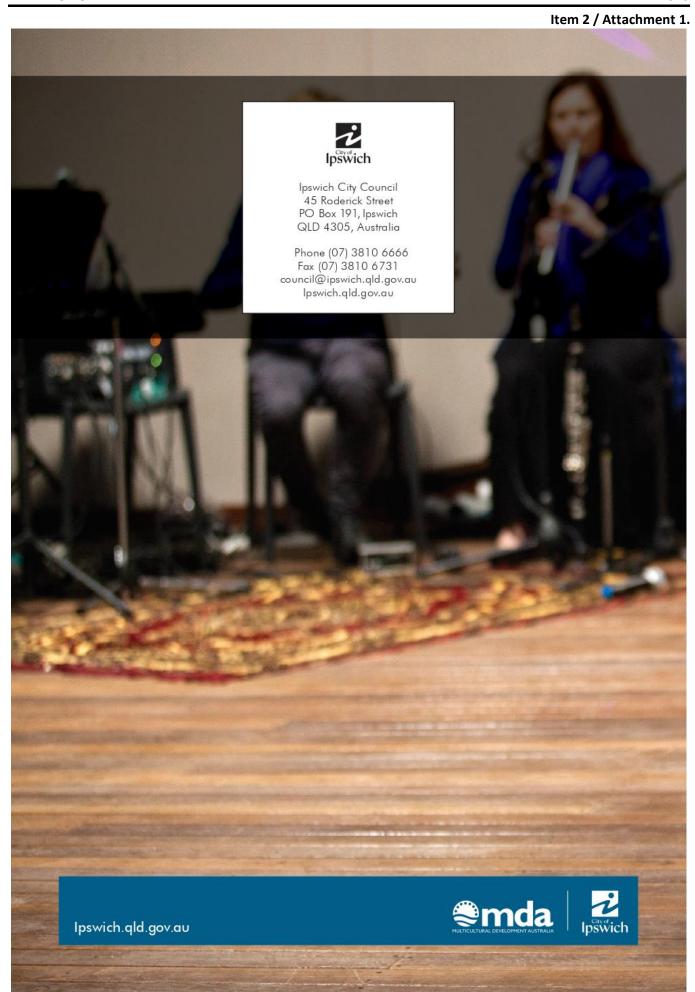
Thank you for participating in this survey.

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 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 o	f your organisation?		
2 Hammandanan da	:f	**-!	
	ssify your organisation? (Please		
State government	□ Not-for-profit	☐ Health service provider	
Local government			
☐ Federal government	□ Charity	□ Non-government organi	sation
3. What gaps in service	es exist in the Redbank Plains	community? (Briefly describe below)	
4. What services are v	vorking well in the Redbank Pla	ains community? (Briefly describe below)	
5. What services that y (Briefly describe below		e to deliver at the Redbank Plains Community Ce	entre?
6. What facilities woul ☐ Private meeting roor		ce? (Please tick as many as apply) Access to a medical room	
Access to IT/ interne		Commercial Kitchen	
Access to projector		Other	
7. How often would yo (Please tick one)	ou anticipate using the Redban	k Plains Community Centre to deliver your servic	ce?
☐ Once a fortnight	☐ Bi-monthly		
8. What other activitie (Briefly describe below	·	o see run at the Redbank Plains Community Cer	ntre?
9. How would you pla centre? (Please tick as ☐ Your facebook page ☐ Your mailing list	many as apply) ⊇ Your newsletter	unity members know about the services you are a	offering at the
10. Do you plan to pro □ Yes □ No	_	nmunity Centre to your client base? (Please tick o	one)
11.The Redbank Plains	Community Centre will be ap	plying booking fees to the use of the community	centre. If you'd
		please provide your contact details below	
Name			
Email Address			
Phone Number			

Thank you for participating in this survey.





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Measuring the Social Impact of the Redbank Plains Community Centre: Six-Month Survey Results

Developed in partnership with Multicultural Australia Ltd – July 2019

Community Research and Engagement Team, Economic and Community Development Branch, Community, Cultural and Economic Development Department

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- The many people of Redbank Plains, 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 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.



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SOCIAL IMPACT ASSESSMENT

The social impact assessment focuses on the following key impacts and associated indicators!:

Impact	Indicators
Social cohesion and social capital	 People from different demographics are engaging with centre activities Self-assessments of improved cross-cultural linkages Centre is considered culturally safe Community is considered safe Centre is accessible to all Collaboration between community groups is fostered
Community capacity	 Education, employment, skills, literacy improve Community is organising events The Community Centre is linking with community organisations and providing facilities for organisations Rates of volunteering and volunteering opportunities improve
Community needs: health, nutrition and wellbeing	 Quantification of activities Health services considered valuable Self-assessments of health and wellbeing Centre is considered a safe place to access health services
Community needs: local economic development	 Centre contributes to local economy Centre provides opportunities for businesses Increased opportunities for employment and income
Place-based community development	 Community centre recognised as a community hub Community has the capacity to self-organise Greater sense of safety Connections with Traditional Owners Community centre as a 'third place' Centre considered a safe place to organise collectively

¹Background 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

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.

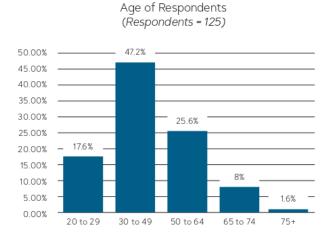
SUBURB OF RESIDENCE

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%

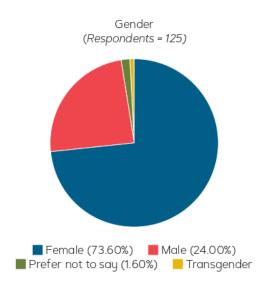
AGE OF RESPONDENTS

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

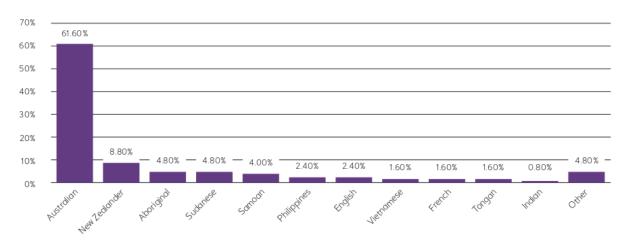
The majority of survey respondents (73.60%) identified as female. Census data indicates that 50.7% of people in Redbank Plains are women (profile.id, 2019).



CULTURAL BACKGROUND OF RESPONDENTS

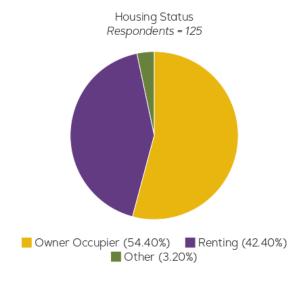
While 70% of the Redbank Plains population are born in Australia, 30% of the Redbank Plains community are born overseas. There are large Aboriginal and Torres Strait Islander (4.2%), Samoan (3.2%), Sudanese (1.8%) and New Zealand (10.9%) communities. Survey respondents are broadly reflective of the Redbank 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%).

Cultural Background (Respondents = 125, note that some respondents selected more than one option)



HOUSING STATUS OF RESPONDENTS

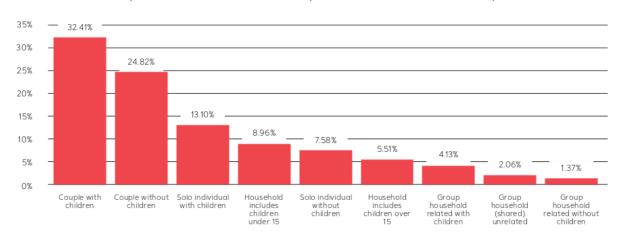
Home-owners were over-represented in the six-month survey – while 54.40% of respondents indicated that they are owner-occupiers, only 39% of people in Redbank Plains are home-owners. 51.7% of people in Redbank Plains are renting (profile.id, 2019).



HOUSEHOLD COMPOSITION OF RESPONDENTS

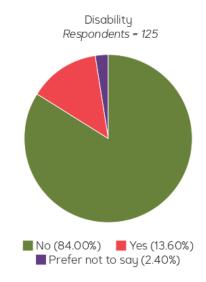
Survey respondents were mostly from households that included a mix of adults and children, again reflective of the young age profile in the area.

Household Composition (Respondents = 125, note that some respondents selected more than one option)



DISABILITY STATUS OF RESPONDENTS

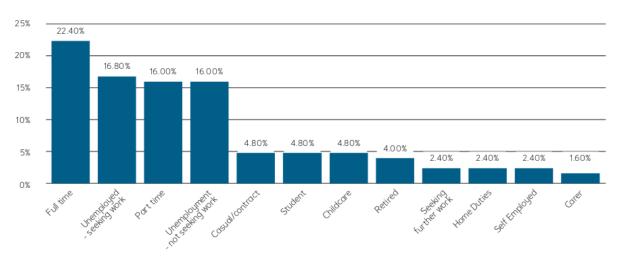
The majority of respondents (84%) did not identify as having a disability. Census data indicates that 4.40% of people in Redbank Plains need assistance with core activities (profile.id, 2019).



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).

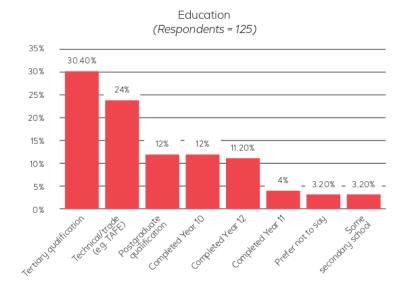




EDUCATION OF RESPONDENTS

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).

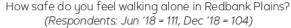


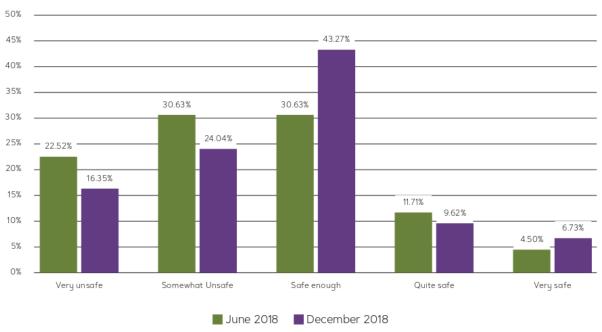
SIX-MONTH SURVEY RESULTS

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

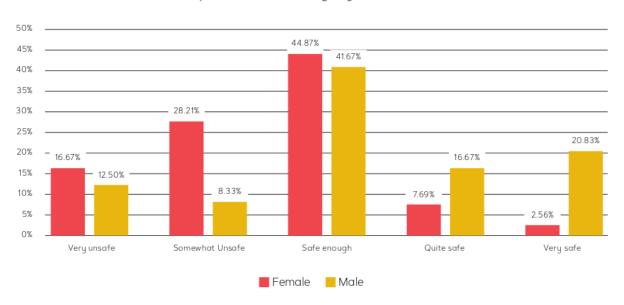
As a measure of community cohesion, survey respondents were asked to indicate their perceptions of safety when walking around the neighbourhood alone. Around 40% of respondents indicated that they felt somewhat unsafe or very unsafe walking alone in Redbank Plains (this is slightly less than baseline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





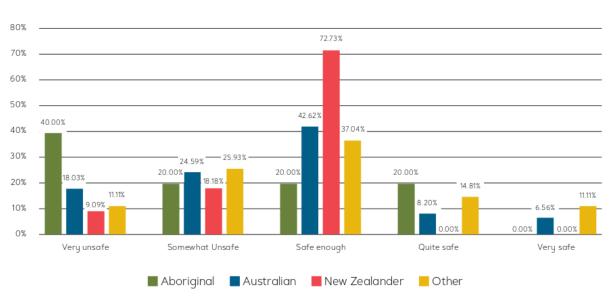
Disaggregated data by gender and cultural background may also indicate persistent issues around discrimination and inequality. The below graph indicates that perceptions of safety were worse for female respondents. Only 10.25% of female respondents feel quite safe or very safe, in comparison to 37.50%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





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)



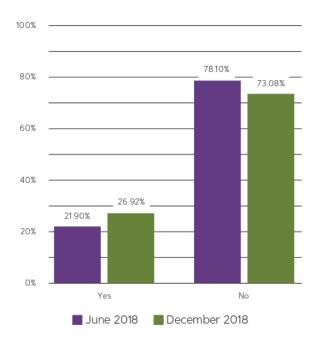
ENGAGEMENT IN COMMUNITY MEETINGS

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 (eq, 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.





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).

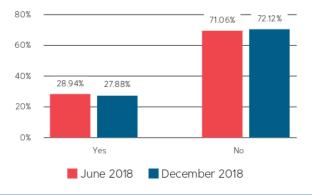
For those community members who indicated that they had volunteered in the past 12 months, organisations included:

- Salvation Army
- RSPCA
- Church groups
- Community Gardens
- Lifeline
- Neighbourhood Watch
- Refugee Connect

- Local schools
- Sports groups
- Music Groups
- Redbank Plains
 Community Centre
 Activities (Project
 Nourish, Youth
 Space, Sisterhood
 Empowerment)

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)

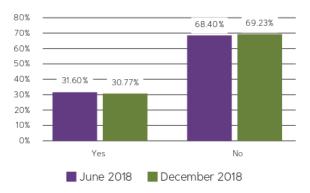


INVOLVEMENT IN COMMUNITY GROUPS

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

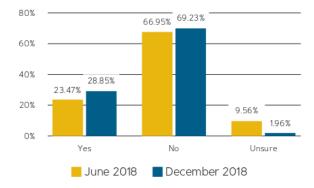
In order to gauge existing levels of community cohesion and social capital, particularly regarding multicultural communities, respondents were asked if they had any connections with cultural groups other than their own. Almost 70% of respondents said they had no connections to cultural groups other than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

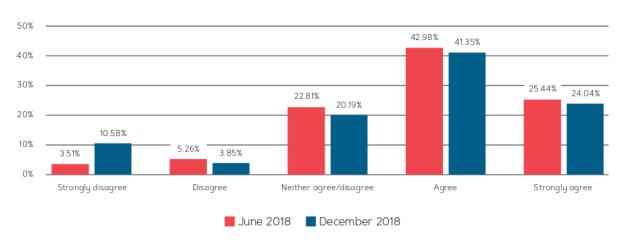
(Respondents: Jun 2018 = 115, Dec 2018 = 104)



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.



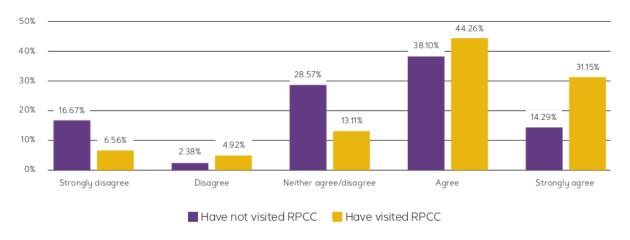


Feedback from survey respondents included:

- "[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 moreso supportive of diversity than those who had not visited the Community Centre.

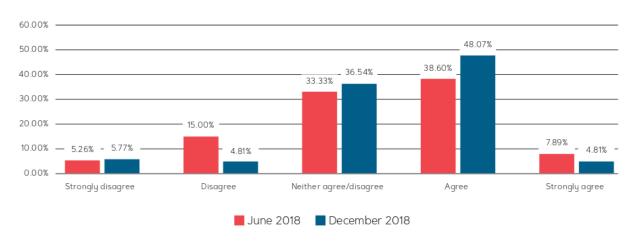
It is a good thing for our community to be made up of people from different cultures (Have visited RBPCC = 61, Have not visited RPCC = 42) (1 unsure excluded)



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.



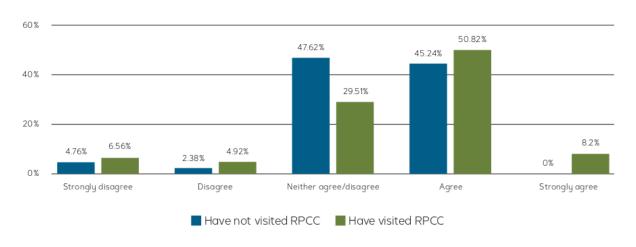


Feedback from survey respondents included:

"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.

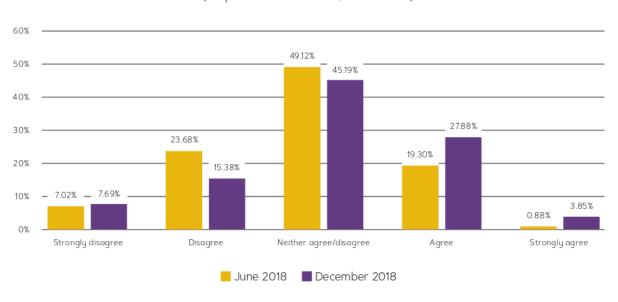
I feel welcome in my community
(Have visited RBPCC = 61, Have not visited RPCC = 42) (1 unsure excluded)



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.

There is a strong sense of community in my local area (Respondents: Jun '18 = 114, Dec '18 = 104)

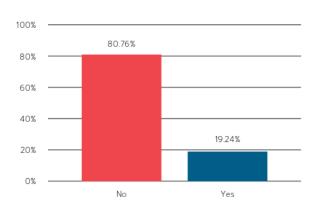


CHALLENGES IN ACCESSING SERVICES

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

Challenges in Accessing Services (Respondents = 104)



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.

People looking out for each other
Sports and Outdoors
Friendly people
Growing Community

Value of Diversity
Access to Shops and Services

A Great Place for Families
Affordable Housing
Sense of Community
Proximity to other Urban Centres

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	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"
Hooning	3	"I am concerned about hooning, 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.

"Too many townhouses being approved and built, no public swimming areas, rates are exorbitant"
"Coping with its rapid growth, increased traffic and traffic congestion"
"Infrastructure needs to keep up with population growth"
"Lots of renters, so community atmosphere (talking to neighbours, etc) is very low."
"Help for elders who are not able to mix"
"Not enough footpaths for mobility scooter in the older areas of Redbank Plains"
"Employment and mental health"
"Current stigma [about the neighbourhood]"

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-licenced 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-licenced 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 socioeconomic 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-terms 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:

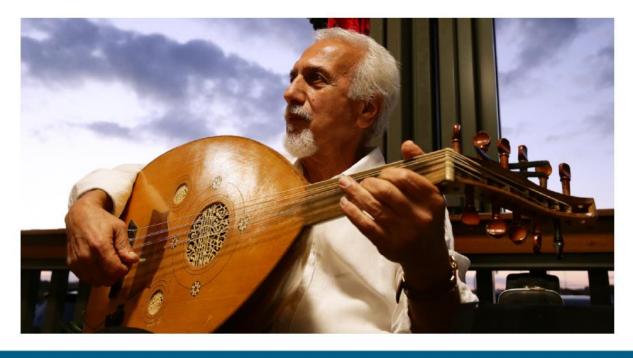
- "Transportation seems to be a problem for some. We are okay as have our own car"
- "Unless you own a car, getting around is very hard. Public transport here is very unreliable and almost non-existent"
- "Lack of public transport to the city i.e train station"
- "No proper public transport"

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 nationwide 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 Braking 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 highschool 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 citu.

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.

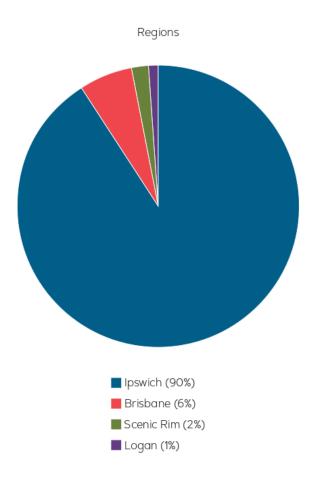


ENGAGEMENT WITH THE COMMUNITY CENTRE

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).

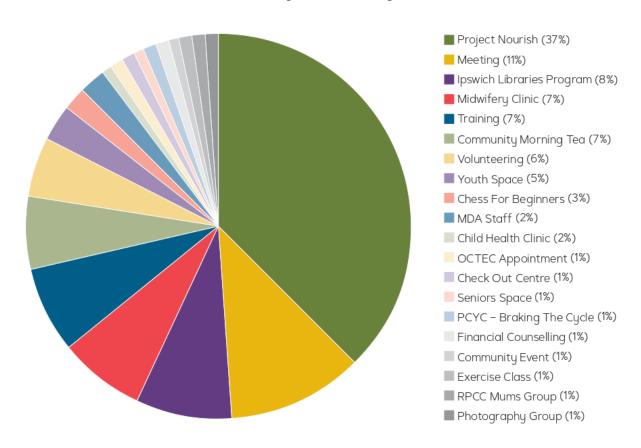


² This data documents centre visits, rather than individual people (as such, individuals may appear more than once in these graphs)

REASONS FOR VISITING THE CENTRE

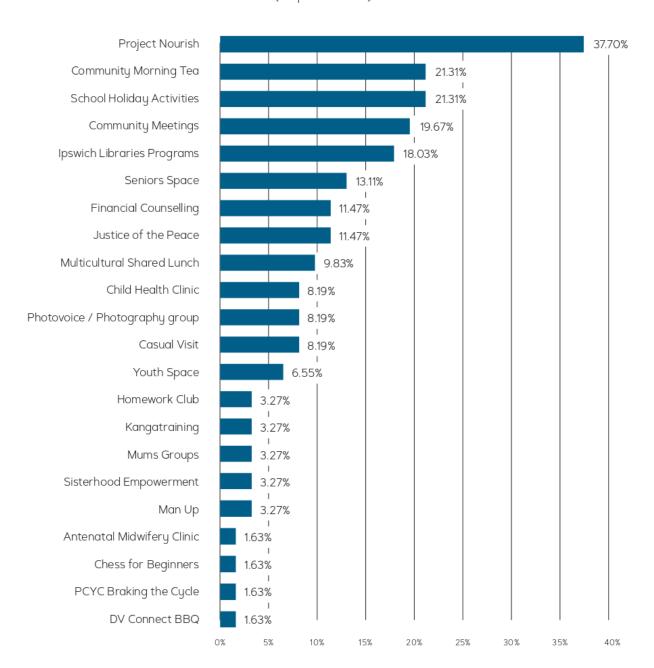
Drawing on Community Centre data, Project Nourish accounts for 37% of visits of visits to the Centre.

Primary Reason for Visiting



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.

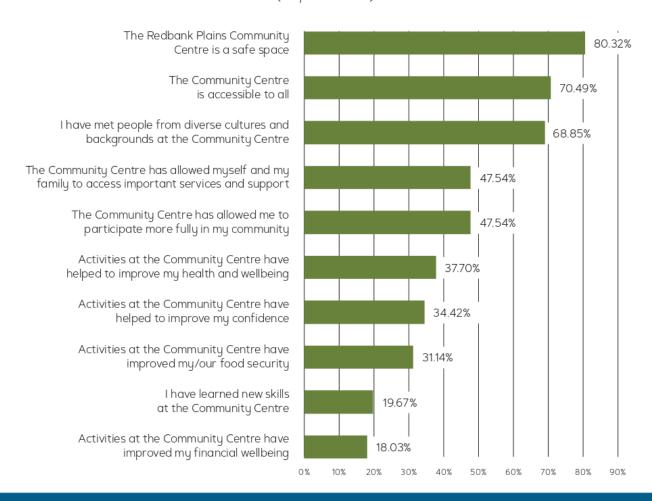
What programs and activities have you taken part in at the Community Centre? (Respondents = 61)



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)

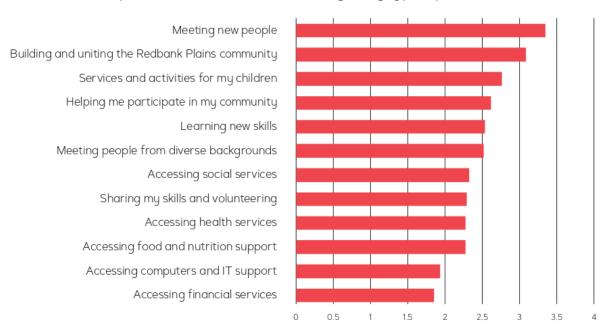


VALUE OF THE COMMUNITY CENTRE TO INDIVIDUALS

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:

	"Always a good crowd turning up to events"
Meeting new people	Focus group participants gave good feedback on the Seniors Space, as a valuable opportunity for older people to build connections, including building intergenerational connections.
Building and uniting the Redbank Plains community	"It helps with a sense of belonging to a great range of help and groups"
	"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"
Services and activities for my children	"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)" "[The Community Centre is] very aware of needs and wants in the community"
Helping me participate in my community	"Interesting community events and access to community health groups"
Meeting people from diverse backgrounds	"Provides opportunities for people to socialise and get to know different people from different cultural backgrounds"

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

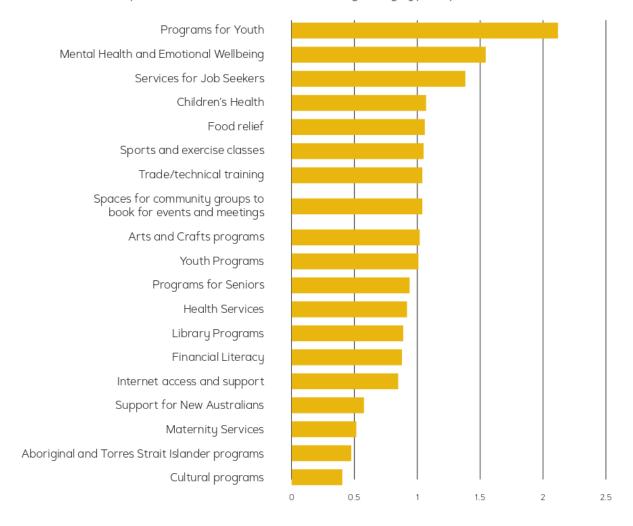
All survey participants also had the opportunity to comment on those programs and services which they felt were most important for the Community Centre to offer. While offering guidance to the Community Centre, these responses can also be taken as a proxy for key issues and needs in the community. The 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.3 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.

³ 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

CONCLUSIONS

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 placebased 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.

NEXT STEPS

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.

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Λ	PPENDIX	Λ.	CON	AMI INITY	CLIDVEA
	PPLIDIA				

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 upto-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) O to 14
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 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

	l □ Secondary Sc	on? (please tick one) chool – 🗌 Year 10 🗎 Ye I Postgraduate 💢 🗎		
10.What strengths o	loes the Redbank Pla	ains Community have	? (Briefly describe	below)
11. Are there any cha	allenges that the Rec	dbank Plains commun	ty is facing? (Brief	fly describe below)
12. How safe do you	feel walking alone in	n Redbank Plains? (ple	ase circle one of t	he below)
Very Unsafe	Somewhat Unsafe	Safe Enough	Quite safe	Very Safe
1	2	3	4	5
☐ Yes (please de	tail)	ty meetings in the pas	□ No ith community gro	ups/events?
Redbank Plains a	rea?=	groups and communit	_	
		Redbank Plains/Ipswic		
17. Are you a member Yes (please de	er of any community tail)	groups?		
On a scale of 1 (stro statements:	ngly disagree) to 5 (strongly agree), how i	much do you agree	e or disagree with the followi
18. There is a strong	sense of communit	y in my local area (ple	ase circle one of t	he below)
Strongly disagree	Disagree	Neither agree/disag	ree Agree	Strongly agree
1	2	3	4	5
19. I feel welcome in	the local communitu	(please circle one of	the below)	
Strongly disagree	Disagree	Neither agree/disag		Strongly agree
1	2	3	4	5
20. It is a good thing (please circle on		to be made up of pec	ple from different	cultures
Strongly disagree	Disagree	Neither agree/disag	ree Agree	Strongly agree
1				

21. Have you experienced any problems accessing service (eq - health services, dental care, legal services)	s or supports in th	ne last 12 m	nonths?	
Yes (please detail)	DN	lo 🗆 Ur	isure	
22. Have you visited the Redbank Plains Community Centr ☐ Yes (please go to question 23) ☐ No (please go to question 26) ☐ Unsure (please go to question 26)	e since it opened	in May?		
23. What programs and activities have you taken part in a (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 Mums Group PCYC Brakin Photovoice Project Nour School Holid School holid Seniors Space Youth Space	Shared Luck os ng the Cycl / Photogra rish ay Activition ay events ce	e phy group	0
24. Do the following statements apply to you?		T 7/		
I have learned new skills at the Community Centre		Yes	No	Not Applicable
I have met people from diverse cultures and backgrounds the Community Centre	s at			
The Community Centre has allowed myself and my family important services and support	y to access			
The Community Centre is accessible to all				
Activities at the Community Centre have helped to impro and wellbeing	ve my health			
Activities at the Community Centre have helped to impro	ve my confidence			
The Community Centre has allowed me to participate moin my community	ore fully			
Activities at the Community Centre have improved my fir	nancial wellbeing			
Activities at the Community Centre have improved my/or	ur 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					

the Community	terested in taking part in a community focus group, about the Redbank Plains community and Centre, in February 2019? ovide your details below)
with MDA)	o be kept up-to-date about Community Centre activities? (This information will be shared rovide your details below)
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-e	economic Disadvantage ⁴	
City of Ipswich's small are	as and benchmark areas	
	2016 index	Percentile ⁵
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

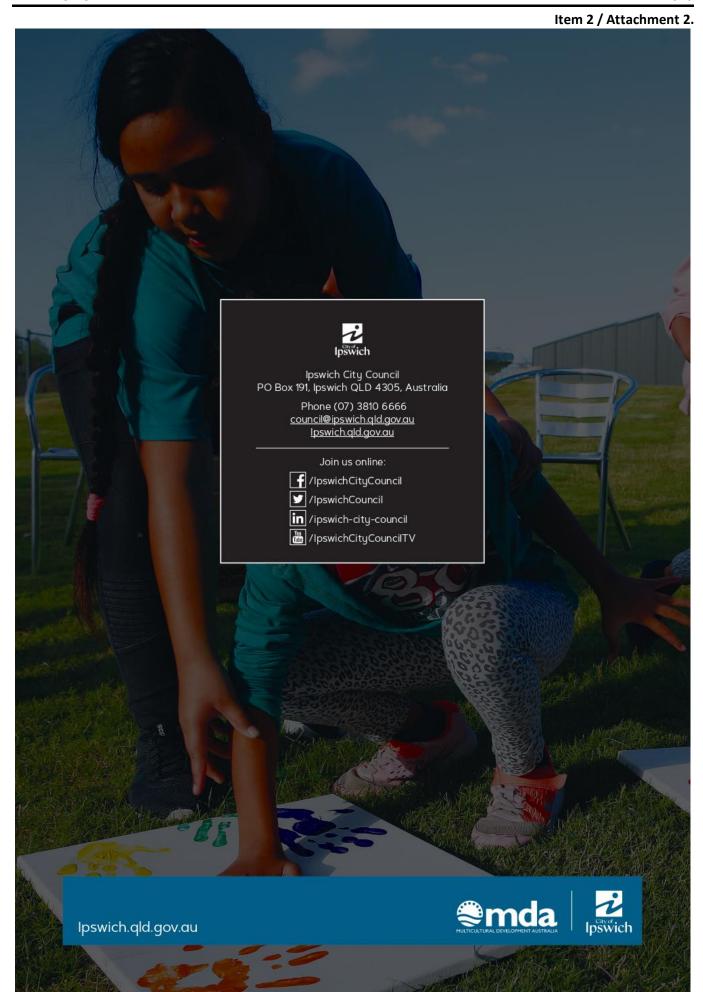
⁴ The ABS (ABS, 2018) writes "The Index of Relative Socio-economic Disadvantage (IRSD) is a general socio-economic index that summarises a range of information about the economic and social conditions of people and households within an area. Unlike the other indexes, this index includes only measures 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."

^a 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."





Measuring the Social Impact - Twelve-Month Study Results



Redbank Plains Community Centre: Measuring the Social Impact - Twelve-Month Study Results Developed in partnership with Multicultural Australia

November 2019

Community Research and Engagement Team, Community Engagement and Development Branch Community, Cultural and Economic Development Department

Acknowledgement of Country

 $Ipswich \ City \ Council \ respectfully \ acknowledges \ the \ Traditional \ Owners \ as \ custodians \ of \ the \ land, winds \ and \ water \ we \ share. \ We \ pay \ our \ description \ for \ and \ water \ we \ for \ f$ respects to their elders, past, present and emerging, as the keepers of the traditions, cultures and stories of a proud people.

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ACKNOWLEDGEMENTS

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

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

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 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 who manage the daily operations of the Community Centre.

Council, in partnership with Multicultural Australia, has been conducting a multi-year social impact assessment, to track the impact of the Community Centre over time. A baseline study was conducted in June 2018, followed by an interim study after six months, in December 2018. This report documents the results of a twelve-month study, building on the data collected in the baseline study and the sixmonth study. 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.

SOCIAL IMPACT ASSESSMENT

Drawing on community development literature¹ (see Ipswich City Council, 2018), the assessment focuses on the following key impacts and associated indicators:

Impact	Indicators
Social cohesion and social capital	 People from different demographics are engaging with centre activities Self-assessments of improved cross-cultural linkages Centre is considered culturally safe Community is considered safe Centre is accessible to all Collaboration between community groups is fostered.
Community capacity	 Education, employment, skills, literacy improve Community is organising events The Community Centre is linking with community organisations and providing facilities for organisations Rates of volunteering and volunteering opportunities improve.
Community needs: health, nutrition and wellbeing	 Quantification of activities Health services considered valuable Self-assessments of health and wellbeing Centre is considered a safe place to access health services.
Community needs: local economic development	 Centre contributes to local economy Centre provides opportunities for businesses Increased opportunities for employment and income.
Place-based community development	 Community Centre recognised as a community hub Community has the capacity to self-organise Greater sense of safety Connections with Traditional Owners Community Centre as a 'third place' Centre considered a safe place to organise collectively.

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

Twelve-month study methodology

The above key indicators have been integrated into the design of the overall social impact assessment. The key methods used for the twelve-month study included:

- A community survey which engaged 111 community members (see Appendix A). 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 with five community members. The focus group gathered feedback on:
 - Survey findings
 - Elaboration on key findings
 - Feedback on key strengths and challenges.
- Tracking of visits to the Community Centre by Multicultural Australia.

The same suite of methods were used for the baseline and six-month study. The ongoing social impact assessment will also include:

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

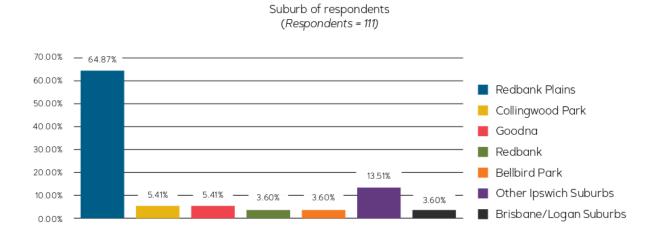
SURVEY RESPONDENTS

The following section outlines demographics data for survey respondents. 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. For privacy, numeric results for small numbers of people have not been included.

Suburb of residence

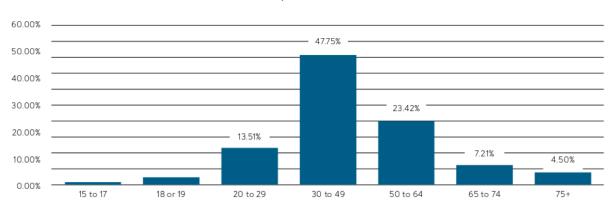
The majority of respondents to the survey were residents of Redbank Plains, or surrounding suburbs (around 83.00%). 13.51% were from other Ipswich suburbs, while 3.60% were from Brisbane or Logan suburbs.



Age

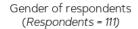
A large proportion of respondents (47.75%) were aged between 30 to 49 years of age.

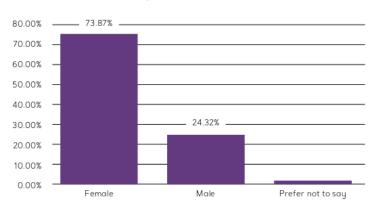
Age of respondents (*Respondents* = 111)



Gender

The majority of survey respondents (73.87%) were women.

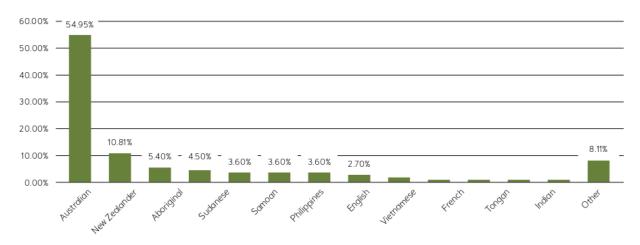




Cultural background

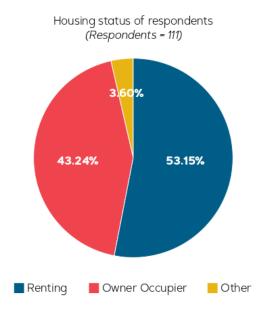
Redbank Plains is a diverse and multicultural neighbourhood. Drawing on 2016 ABS census data, 30.50% of Redbank Plains residents are born overseas, in comparison to 20.10% of the broader Ipswich community, and 21.60% of the broader Queensland population. 4.20% of the Redbank Plains community identify as being Aboriginal and/or Torres Strait Islander (id.profile, 2019). Other than English, the top languages spoken at home are Samoan (6.70%), Dinka (1.90%), Vietnamese (1.20%), Swahili (1.20%) and Hindi (0.80%) (ABS, 2016). Survey respondents similarly reflect this diversity, with 45.05% or respondents identifying with a cultural background other than Australian.

Cultural background of respondents (Respondents = 111, note that some respondents selected more than one option)



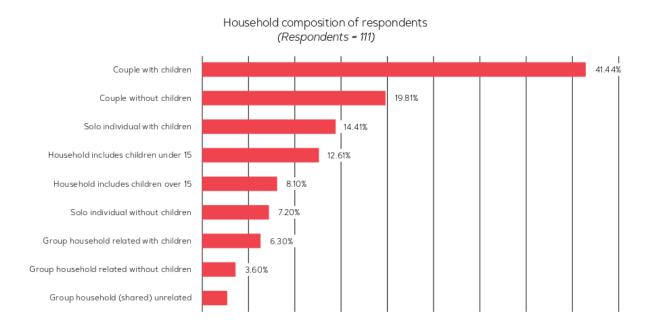
Housing

The majority of respondents (53.15%) responded that they rent the homes they live in. This is reflective of the Redbank Plains community more broadly, with 2016 ABS census data saying that 51.70% of Redbank Plains residents are renting (id.profile, 2019).



Household

The majority of respondents (62.15%) are from households with children (including couples with children, solo individuals with children and group households with children). According to 2016 ABS census data, 56.10% of Redbank Plains households are home to children (id.profile, 2019).

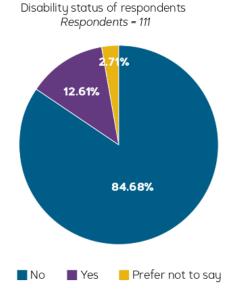


Disability

12.61% of survey respondents indicated that they identify as having a disability.

In the 2016 census, there were 11,044 people in the Ipswich LGA (or 5.70% of the city's population) that reported needing help in their day-to-day lives due to disability. There were also 17,162 carers (11.60%) providing unpaid assistance to a person with a disability, long term illness or old age in 2016.

According to 2016 ABS census data, 4.40% of the Redbank Plains community need help in their day-to-day lives due to disability. Around 7.80% of people in Redbank Plains also provide unpaid assistance to a person with a disability (this includes recipients of Carer Allowance or Carer Payment) (ABS, 2016).

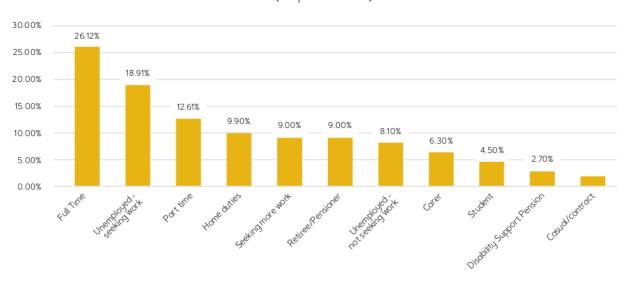


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Employment

Around 26.12% of respondents indicated that they were engaged in full-time work. However, 27.91% of respondents indicated that they were 'seeking further work' (including people who may have some level of employment). March 2019 quarter data reported unemployment in Redbank Plains to be at 9.20%, in comparison to the broader Ipswich LGA rate of 6.80% (Dept. of Jobs and Small Business, 2019).

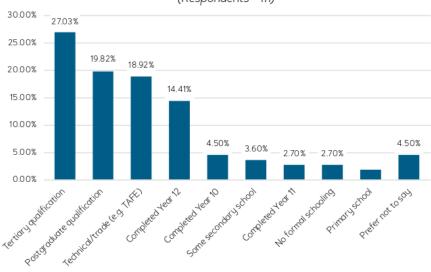




Education

The majority of survey respondents had either a tertiary qualification (27.03%), a postgraduate qualification (19.82%) or a technical/trade qualification (18.92%).

Education status of respondents (Respondents = 111)



TWELVE-MONTH SURVEY RESULTS

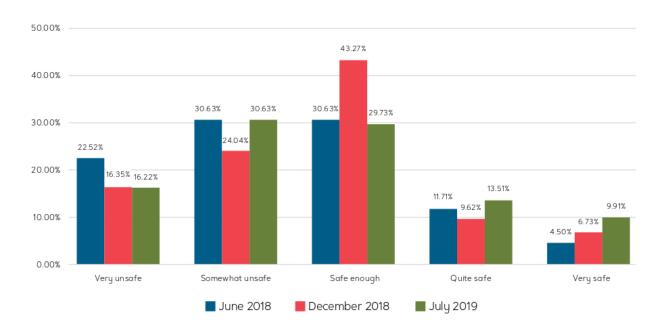
The following section outlines community feedback on key indicators regarding social cohesion, community capacity, community needs and place-based community development.

It should be noted that while respondents to the sixmonth survey were fairly evenly split between those people who had visited the Community Centre, and those who had not, this round of research engaged a larger proportion of people who had visited the Community Centre (around 75.00%). As such, results are likely to be somewhat skewed. Where relevant, results have been disaggregated for those who have visited the Community Centre, and those who have not, for comparison between these groups. Broadly, those who had visited the Community Centre reported higher levels of engagement, cohesion, community connections, and more positive attitudes towards diversity, as also reflected in the six-month survey.

Perceptions of safety

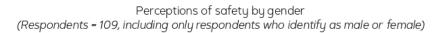
As a measure of community cohesion, survey respondents were asked "how safe do you feel walking alone in Redbank Plains?". While there has been some fluctuation in responses, only a minority of respondents across the three surveys indicated that they feel "quite safe" or "very safe". For the twelve-month survey, 46.85% of respondents indicated that they felt "very unsafe" or "somewhat unsafe". The nationwide Scanlon Foundation report found that 66.00% of people felt 'very safe' or 'safe' walking alone at night in their local area (Scanlon Foundation, 2019).

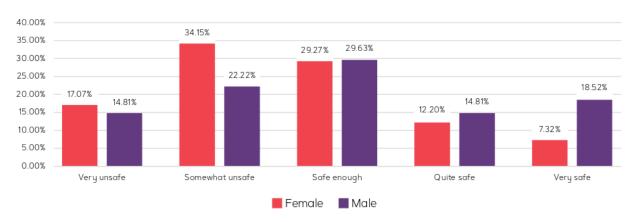
How safe do you feel walking alone in Redbank Plains? (Respondents: Jun '18 = 111, Dec '18 = 104, Jul '19 = 111)



Focus group participants re-iterated safety concerns in Redbank Plains. One participant said that "hearing about crime on facebook adds to our stress". The group felt that there was not enough street lighting, or CCTV. The group also re-iterated concerns captured in previous rounds of research regarding the links between safety and the upkeep of the neighbourhood. The group felt that Council could more regularly tidy up little parks, and cut grass in parks and medium strips more regularly, for better visibility.

Analysis of safety perceptions data also reflected the gendered nature of safety, with 19.52% of female respondents indicating that they feel "quite safe" or "very safe", compared to 33.33% of male respondents. One focus group participant noted that "As a woman, and with a disability, when it is quiet, I don't feel quite safe – I'll wait for my husband to walk the dog".





Engagement in community meetings

Community capacity describes the skills, knowledge and strengths of a community, which help communities to solve collective problems (Lohoar et al., 2013). In this social impact assessment, capacity is measured via:

- education, employment, skills, literacy
- community capacity to organise events
- the Community Centre linking with community organisations and providing facilities for organisations
- rates of volunteering and volunteering opportunities.

As a measure of both community capacity and community cohesion, respondents were asked if they had taken part in community meetings in the past twelve months. There has been a steady increase in the number of respondents indicating that they have taken part in community meetings, which in part could be attributed to activity at the Community Centre. One respondent noted that a strength of the Community Centre is "Bringing community together and education and info for community".

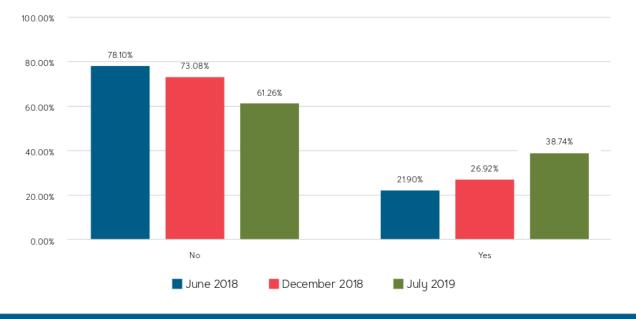
Many respondents indicated that they have taken part in community meetings hosted at the Community Centre, including:

- "Community meetings that are held at RPCC such as Aged Care, Nutrition, Safety"
- "Senior Space and the regular weekly community meetings plus info sessions that are held"
- aged care information sessions (2)
- photography group (2)
- Redbank Plains Neighbourhood Watch meeting (3)
- seniors groups (4).

Other meetings in the broader community included:

- 'Community Champions' meetings
- 'Save Bellbird Park' meetings
- Acholi Community Neighbourhood events
- church meetings
- council meetings
- MDA events
- Park Clean-Up
- school holiday events
- school meetings
- Sudanese community events
- youth events.

Have you taken part in any community meetings in the past 12 months? (Respondents: Jun '18 = 113, Dec '18 = 104, Jul '19 = 111)

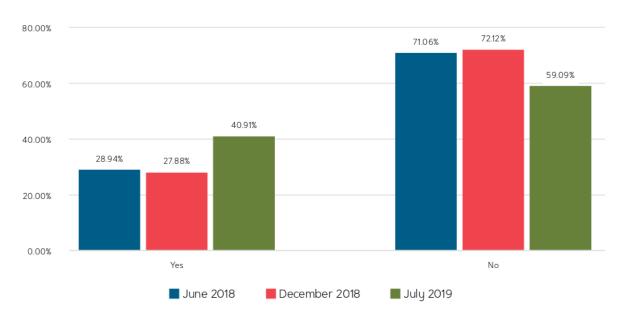


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Volunteering

As a further measure of community capacity, respondents were asked if they had volunteered or assisted with any community groups in the past 12 months. Reflective of the large proportion of respondents who have visited the Community Centre, 40.91% of respondents indicated that they had recently volunteered in the community.

Have you volunteered in the community or assisted with community groups in the past 12 months? (Respondents: Jun '18 = 113, Dec '18 = 104, Jul '19 = 110)



For many, this included volunteering opportunities at the Community Centre. One respondent said, "Volunteers are given opportunities to operate some admin tasks in preparation for obtaining a full or part time paid jobs...".

Volunteering at the Community Centre included:

- community BBQ at the Community Centre
- general volunteering at the Community Centre (5)
- helping at Mums and Bubs sessions
- helping at Project Nourish (3)
- helping at regular morning teas
- helping at RPCC 1st Birthday Celebrations
- helping at Aged Care information sessions
- helping at Antenatal Care sessions
- helping with a driving program at the Community Centre
- offering JP services
- volunteering at the Seniors Space/Young at Heart.

Other volunteering included:

- church groups (2)
- ComLink
- community cleanups
- community fundraisers
- driving a bus
- Historical Village photography group
- Pink Divas Breast Cancer Support Group
- Redbank Plains Community Christmas Carols
- school P&C and helping at local schools (3)
- sports groups
- volunteering with Community Champions
- volunteering with Footprints in the Park
- volunteering with LiveCity Care (3)
- volunteering with St Vincent de Paul
- volunteering with The Movement.

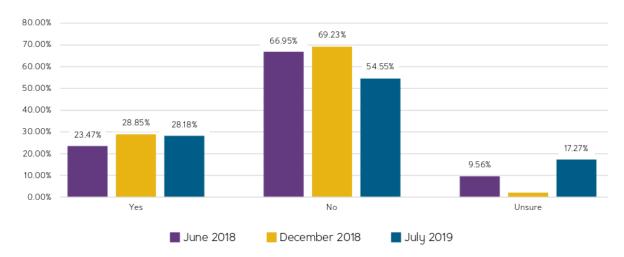
Connections between cultural groups

Community cohesion can be defined as a process of co-operation and shared responsibilities, based on mutual respect, values, aspirations and identity (Moreland City Council, 2018). In this social impact assessment, community cohesion is measured via:

- people from different demographics are engaging with Community Centre activities
- improved cross-cultural linkages
- the Community Centre is considered culturally safe
- the broader community is considered safe
- the Community Centre is accessible to all.

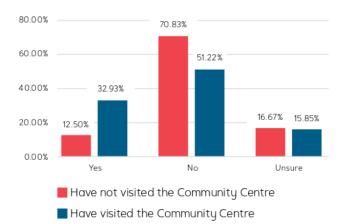
As a measure of community cohesion respondents were asked, "Do you have any connections to cultural groups or communities other than your own in Redbank Plains?". The proportion of respondents indicating 'yes' across the three surveys has remained relatively steady, however, for the most recent survey, there has been an increase in the proportion of people indicating 'unsure'.

Do you have any connections to cultural groups or communities other than your own in Redbank Plains? (Jun' 18 = 115, Dec' 18 = 104, Jul' 19 = 110)



Notably, however, those respondents who have visited the Community Centre are more likely to indicate that they have connections to cultural groups and communities other than their own. 32.93% of people who have visited the Community Centre have connections to cultural groups other than their own, in comparison to 12.50% of people who have not visited the Community Centre.

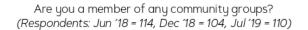
Do you have any connections to cultural groups or communities other than your own in Redbank Plains? (Have visited RPCC = 24, Have not visited RPCC = 82)

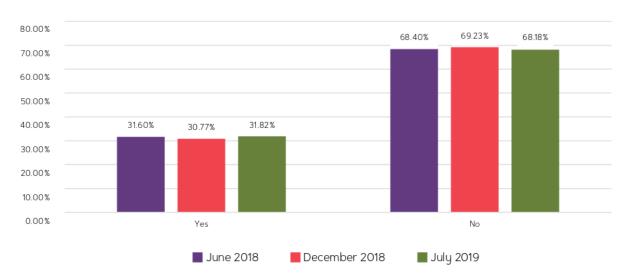


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Involvement in community groups

As a further measure of community cohesion respondents were asked "are you a member of any community groups?". Responses have remained steady over the three rounds of research. 31.82% of respondents indicated that they were a member of one or more community groups.





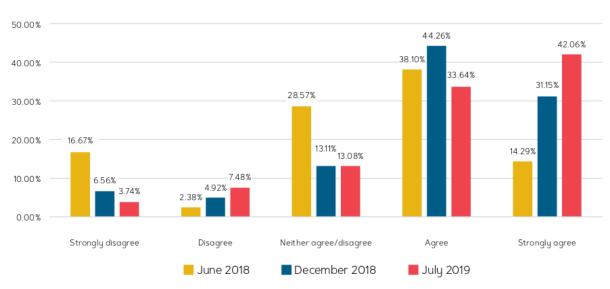
Groups that respondents were involved with included:

- Neighbourhood Watch
- Parent groups
- Church groups
- Cultural groups
- Fitness groups
- Online/facebook groups
- Seniors groups

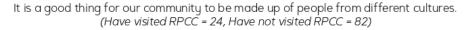
Valuing diversity

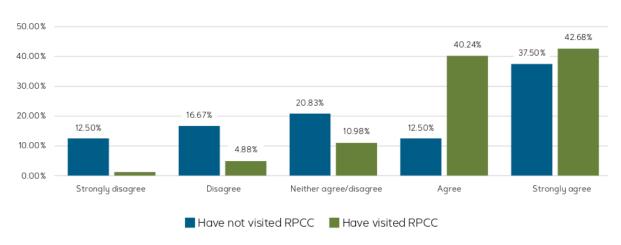
As a measure of community cohesion, community members were asked to indicate to what degree they agreed with the statement, "It is a good thing for our community to be made up of people from different cultures". Most respondents (75.70%) either agreed or strongly agreed with the value of diversity. However, 11.22% of respondents either disagreed or strongly disagreed

It is a good thing for our community to be made up of people from different cultures. (Respondents: Jun '18 = 114, Dec '18 = 104, Jul '19 = 107)



Those respondents who had visited the Community Centre were more likely to feel positive about diversity – 82.92% of people who had visited the Community Centre felt positively about diversity, compared to 50.00% of people who had not visited.



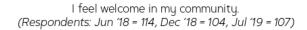


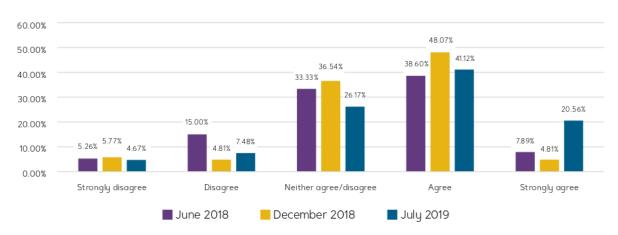
Nationwide, the Scanlon Foundation report finds that 85.00% of people agree that 'multiculturalism has been good for Australia', while 53.00% of people feel that levels of migration are 'about right' or 'too low' (Scanlon Foundation, 2019). Notably, attitudes towards migration are closely linked to employment levels, suggesting that a core factor in community cohesion is economic wellbeing.

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Sense of welcome

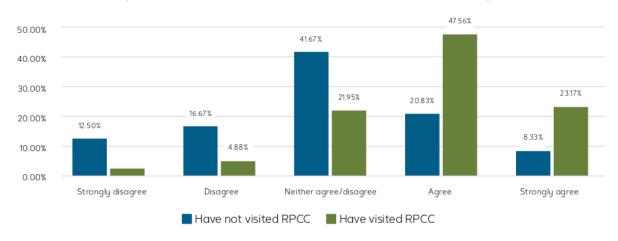
As a measure of community cohesion, community members were asked to indicate to what degree they agreed with the statement, "I feel welcome in my community". Nearly 62.00% of respondents agreed or strongly agreed that they felt welcome in their community.





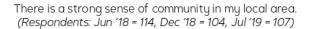
Those respondents who have visited the Community Centre were also more likely to feel welcome in their community.

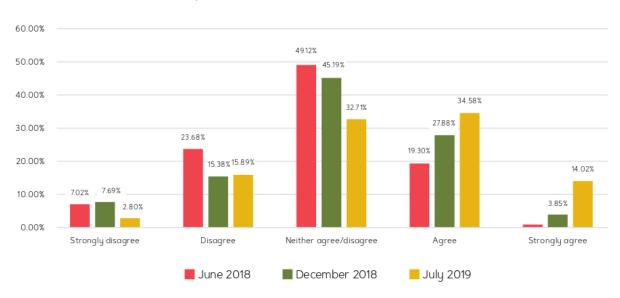
I feel welcome in my community.
(Have visited RPCC = 24, Have not visited RPCC = 82, 1 unsure excluded)



Sense of community

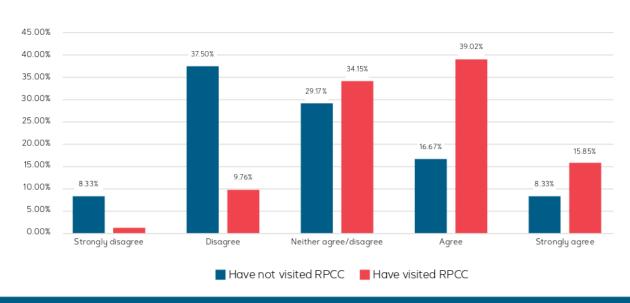
As a measure of community cohesion, community members were asked to indicate to what degree they agreed with the statement, "There is a strong sense of community in my local area". 48.60% of people 'agree' or 'strongly agree' that there is a strong sense of community in their local area.





Those respondents who had visited the Community Centre were more likely to feel that there was a strong sense of community in their local area.

There is a strong sense of community in my local area. (Have visited RPCC = 24, Have not visited RPCC = 82, 1 unsure excluded)



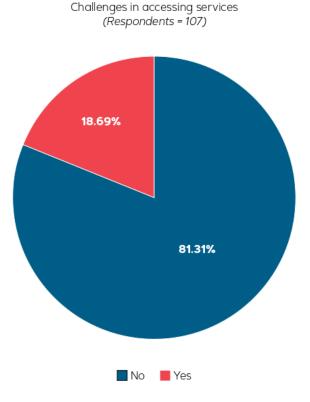
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Challenges in accessing services

Respondents were asked, "Have you experienced any problems accessing services or supports in the last 12 months?". This has remained relatively steady, with 18.69% of participants responding 'yes', in comparison to 19.24% in the six-month survey. Key access challenges included:

- Centrelink
- dental services
- DV support
- employment support
- Legal Aid
- mental health services
- paediatrics
- public transport
- specialist services
- broader health services, including emergency.

Access challenges included affordability, transport and long waiting periods. One respondent said "Travelling to Ipswich by taxi to access specialist services when unable to drive. Taxi fare averages \$40 each way" while another said "[Difficult to find] Mental health service for children and adults, [which are] affordable and not very long waiting lists". Focus group participants commented that while there was a growing availability of services in Redbank Plains, including doctors and dentists, affordability barriers still exist, particularly for dental care. As noted below under 'Community challenges', 'Access to services and social infrastructure' remains an ongoing concern.



Community strengths

As a measure of community capacity, cohesion and social capital, community members were asked to identify what strengths the Redbank Plains community has. Response themes are presented in the table below, along with a demonstrative quote.

Consistent with previous surveys, the key strengths of the community included diversity, access to shops and services, sense of community, access to sports fields and outdoor spaces, and affordable housing. Focus group participants reflected on how well-used parks and sports fields are, including sports fields for cricket, tennis, soccer training, playing ball with kids and families. Focus group participants also discussed the Community Centre itself as a key strength in the community, helping to build a sense of community.

Theme	Instances	Representative Quote
Value of diversity	16	"The community is highly multiculturalalso, long time residents are friendly and welcoming and readily available to help when needed".
Access to shops and services	13	"A wide range of services, resources, etc e.g shopping centres, parks, public areas, libraries".
Sense of community	13	"A community that comes together".
Sports and outdoors	5	"The park near School Rd is great for sports, kite flying bike riding picnics".
Affordable housing	3	"Cheaper rent".
Great schools	3	"[Redbank Plains has] good schools".
Community groups	2	"[Redbank Plains has] support groups". "Neighbourhood Watch".
Great place for families	2	"[Redbank Plains is a] great place for families".
Growing community	1	"It has been growing and improving". "Welcome people from various background".
Proximity to other urban centres	1	"Close to Ipswich, Springfield and Brisbane".

Community challenges

As a measure of community need, community members were asked to identify the key challenges facing the community. Response themes are presented in the table below, along with a demonstrative quote.

Reflective of the previous rounds of research, the key challenges include crime and safety, limited public transport, racism, financial pressures, hooning, support for young people and upkeep of public areas. Focus group participants reflected on rising rents pushing people into suburbs further from urban centres, and the challenges facing pensioners. Focus group participants reflected on the challenges facing the Ipswich City Council, including access to representation, but also reflected on the work being done by council to reduce the risk of corruption and misconduct. The group also reflected on the ongoing challenges around racism and cultural cohesion.

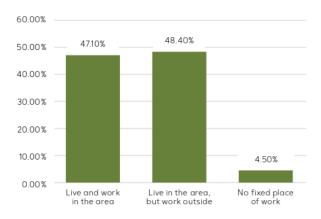
Theme	Instances	Representative Quote
Crime	17	"I hear of quite a few break and enters and theft".
Limited public transport	13	"Public transport in the area is impacting many families. Due to the limited route many people are walking significant distances to access the bus, which only operates once per hour and regularly late."
Racism	10	"Cultural clashes".
Turbini i		"Safety, Discrimination, Racism".
Financial pressures	9	"Unemployment [and] inequality".
Hooning	6	"Trail bike riders".
Support for young people	6	"Limited free opportunities for young adults to meet, mingle and stimulate minds".
Upkeep of public areas	6	"The community wants to know how we can educate or reach out to ppl who seemed careless with the environment and their neighbourhood and litter/throwing things around that makes the place a bit untidy".
Access to services		"Rapid growth and lack of infrastructure/parks etc. No local jobs".
and social infrastructure	5	"New estates will be gettos [sic], no trees, no green space, not enough sport, not enough community".
Drug use	4	"Unemployment and drugs".
Pressure of rapid development	4	"Too many people crowded into small spaces, needs new skate park, needs a water park, better opening library hours, more tree planting to replace the destruction of the areas by new housing estates, more community waterways cleanups with the housing development companies putting money into the areas they destroy to make their profits".
Safety	4	"Afraid to leave home".
Awareness of the Redbank Plains Community Centre	3	"Wider advertising of centre services [needed]".
Interpersonal conflict	3	"Violence, criminal activities, domestic violence".
Odour	3	"Smells from Swanbank".
Food insecurity	2	"Not enough food for project nourish maybe".
Mental health	1	"Mental health, Addiction-drug & alcohol, Isolation".
Safety on the roads	1	"Appalling driving, lack of police station, idiots on motor bikes".
Access to motorway	1	"[Problems with] Roads, litter and access to motorways".

Public transport and employment

Public transport and road connectivity remains a persistent challenge for the Redbank Plains community. This has emerged as a strong theme across the three rounds of research. One survey participant said "Public Transport; doesn't come on time, big wait times, only one bus, not reliable" while one focus group participant said, given time delays and lack of connectivity "people would be foolish to use public transport".

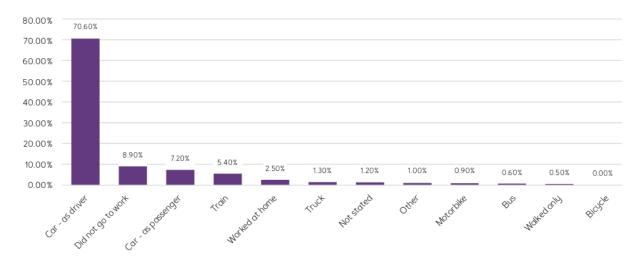
As with previous rounds of research, community members gave feedback on the links between poor public transport and employment. Focus group participants discussed the impacts that poor public transport has on families, with many families losing time to spend together to lengthy commutes. This is reflective of employment opportunities within Ipswich – 48.40% of working people in Ipswich work outside of the city, with the majority of these people going to Brisbane.

Employment location of resident workers by occupation (Source: ABS, 2016, via id.profile, 2019)



Drawing on ABS data, most working people in Ipswich – 69.00% - are travelling by car as a driver to get to work. For residents of Redbank Plains, this figure is even higher, at 70.60%, while just 0.60% of Redbank Plains residents are catching the bus to work, and 5.40% are catching the train to work.

Method of travel to work, Redbank Plains (Source: ABS, 2016, via id.profile, 2019)

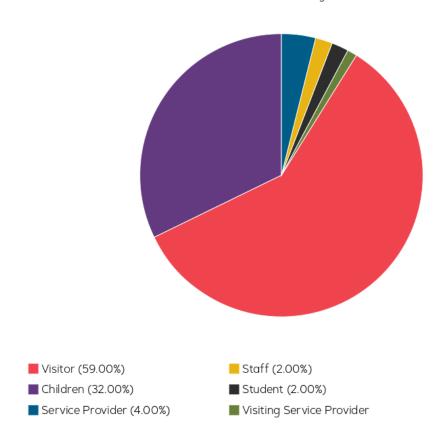


ENGAGEMENT WITH THE COMMUNITY CENTRE

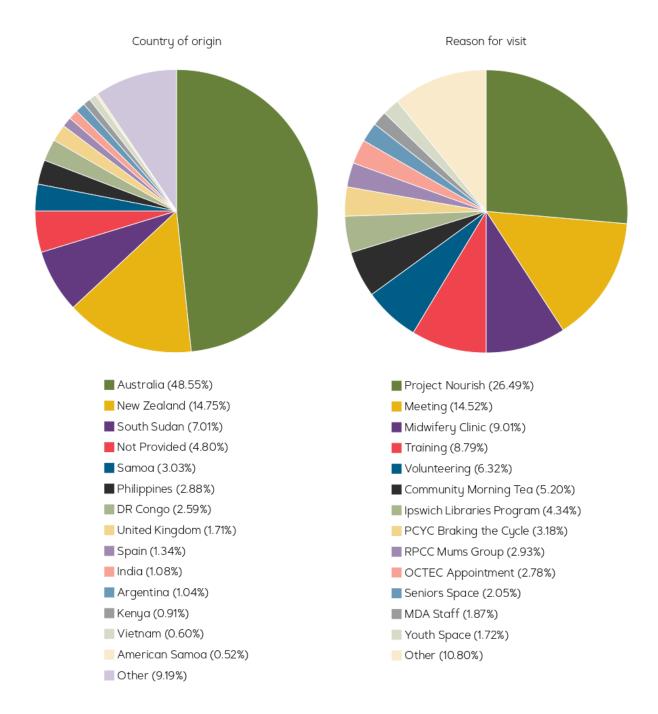
The following section examines Community Centre records regarding community engagement with the Community Centre, with feedback on patronage and community and individual benefits.

Between June 2018 and June 2019, there were 8,235 visits to the Community Centre, collected via electronic registration at the welcome desk (note that this is includes return visits by individuals). Of these visits, 32.00% were children.



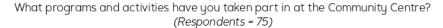


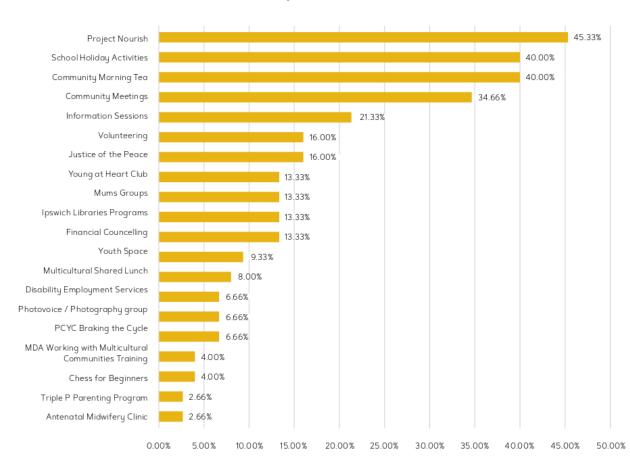
Of these visits, the majority of visitors were from Australia, New Zealand, South Sudan, Samoa, Philippines, DR Congo, and the United Kingdom. This is broadly consistent with survey respondents, most of whom identified as Australian (54.95%), New Zealander (10.81%) and Samoan (5.40%). Around 26.00% of visitors are visiting to access Project Nourish, followed by meetings (14.52%) and the midwifery clinic (9.01%).



Engagement by respondents in Community Centre programs

Survey respondents who had visited the Community Centre were asked to indicate what programs they had taken part in at the Community Centre. Many survey respondents had taken part in Project Nourish, a weekly food bank facilitated by OzHarvest (45.33%), school holiday activities (40.00%), community morning teas (40.00%) and community meetings (34.66%).



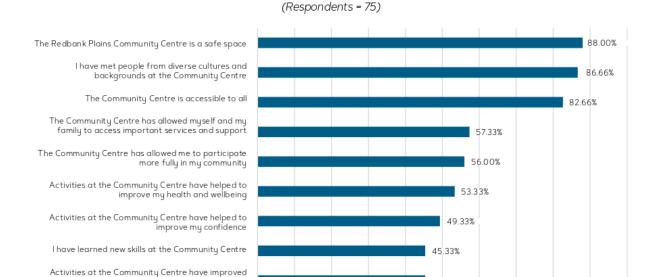


- Project Nourish This program is managed and led by the Community Centre's volunteers. The Community Centre receives contributions for food relief through OzHarvest. The Community Centre applies no eligibility criteria to accessing a bag of food, with around 30 families using the service each week.
- School Holiday Programs A range of programs for primary and high school aged children and their families throughout the school holiday period are hosted through the Redbank Plains Community Centre.
- Community Morning Teas Every Tuesday morning, members of the community are invited to use the Community Centre space to share morning tea and engage in conversation. It has been effective in welcoming and introducing people who are new to Redbank Plains to the programs and activities that are offered at the Community Centre and surrounding suburbs.
- Community Meetings Community meetings and information sessions are hosted by the Community Centre and also external groups and organisations on a range of topics and issues.

Benefits of the Community Centre to individuals

Measuring the ways in which the Community Centre is meeting community need, respondents who had visited the Community Centre were asked to reflect on a series of statements regarding possible benefits. Top responses included:

- 88.00% of people felt the Community Centre is a safe space (see further discussion on this below)
- 86.66% of people responded that they had met people from diverse cultures and backgrounds at the Community Centre (up from 68.85% at the last survey)
- 82.66% of people felt that the Community Centre is accessible to all
- 57.33% of people felt that the Community Centre had allowed them and their family to access important services and support
- 56.00% of people felt that activities at the Community Centre had allowed them to participate more fully in the community



20.00%

Benefits of the Community Centre to individuals

A key goal for the Redbank Plains Community Centre is to be "a welcoming, safe and inclusive space for everyone in the community". Focus group participants reflected on the ways in which the Community Centre aims to achieve this goal. Many talked about the ways in which the Community Centre is a welcoming space for people of all cultures. One participant said "[there is a] very diverse mix of people at the Centre every time I visit". Others talked about the efforts to make the Community Centre a 'third place' where people can feel welcome at any time. Participants talked about people being drawn to the Community

Activities at the Community Centre have improved my

my/our food security

0.00%

Centre for particular programs, who then got to know other visitors through informal meetings over cups of tea. One participant said "we tell people, come here any time, even if just for a coffee", while another said "people can come in and make a cuppa, and they get to know everybody". One participant reflected on the Community Centre being an important place for combatting social isolation for some people. One survey respondent said that the Community Centre has a "Very relaxing and friendly atmosphere" while another said that it "provides a great resource to the community and surrounds".

60.00%

45 33%

34.66%

40.00%

Page 26

100.00%

80.00%

The group reflected on ideas for the Community Centre to do more to achieve this vision, such as more regular community BBQs, a coffee kiosk, a community garden, or a fun run. The group also reflected on the challenges of promoting the Community Centre, and getting the word out to the community, so more people are able to benefit from the programs offered. Ideas included more advertisement at the Ipswich

City Council (ICC) libraries, welcome packs for new residents, text messages to community members, and encouraging people to talk about the Community Centre to their friends and neighbours. The focus group also discussed the challenges of overcoming perceptions that the Community Centre is designed only for multicultural communities, and letting people know that the Community Centre is open to everyone.

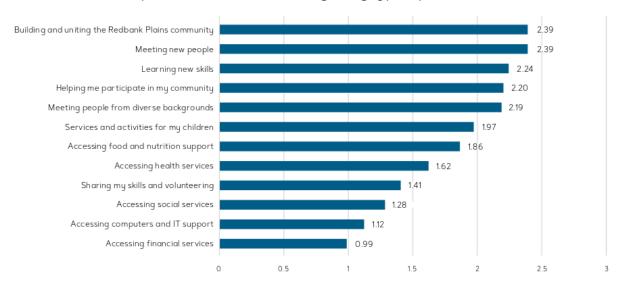
Most important aspects of the Community Centre

As a way of tracking Community Centre contribution to community capacity, cohesion, and meeting community need, respondents who had visited the Community Centre were asked to select the five top most important aspects of the Community Centre. These are reflected in the graph below, with scores presented as an average response out of five.

As a reflection of building social capital and community cohesion, the top aspects selected by respondents were:

Theme	Representative Quote
Building and uniting the Redbank Plains community	"Bringing the community together".
Meeting new people	"Having a morning tea catching up with the people in the community".
Learning new skills	"Gets us meeting so we're no longer strangers".
Helping me participate in my community	"Volunteers are given opportunities to operate some admin tasks in preparation for obtaining a full or part time paid jobs".
Meeting people from diverse backgrounds	"Helping people in need".
Services and activities for my children	"Accommodating the needs of different cultural groups. Also, very welcoming to the community."

What are the five most important aspects of the community centre for you? (Respondents = 74, scores are an average rating by participants out of 5)



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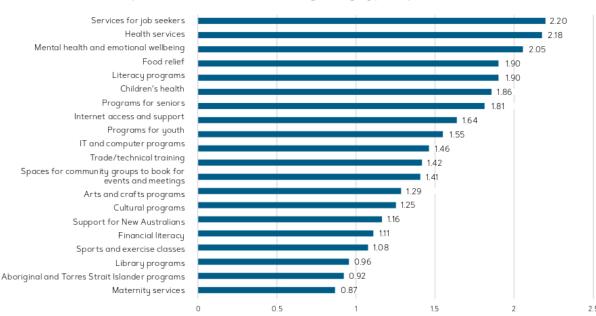
Community Centre programs and community need

As a measure of community need, and community ambitions for the Community Centre, all survey participants were asked to rank those programs and services that they felt were most important for the Community Centre to offer. These are reflected in the graph below, with scores presented as an average response out of five. Broadly reflective of previous rounds of research, the top services identified were:

- Services for Job Seekers In meeting this need, the Community Centre hosts the FutureF.I.T 'Fostering Independence Together' program every Friday. This program includes resume writing and job application support. The sessions are facilitated by Community Centre volunteers and staff.
- Health Services In meeting the need for health services, West Moreton Maternal Health Clinics deliver antenatal care to pregnant mothers at the Community Centre. These appointments are arranged through Ipswich Hospital. The clinics are run three times a week for the general, Pasifika and CALD populations.
- Mental Health and Emotional Wellbeing In meeting this need, a men's (ManUp) and women's (Sisterhood) group meet at the centre once a week. The facilitators of the program are accredited volunteer members of the community. Welcoming individuals who may be experiencing social isolation, depression, anxiety, relationship issues, etc. to be supported in a confidential environment.
- Food relief In meeting this need, a weekly food relief program 'Project Nourish' assists around 30 families each week.

- Literacy Programs In meeting this need, FutureF.I.T 'Fostering Independence Together' provides free English classes to members of the community in partnership with Supportlinks. The classes are facilitated by volunteers. The Community Centre also refers individuals to the Ipswich Community Hubs English classes.
- Children's Health In meeting this need, West Moreton Child Health, Baby Drop-In and Ipswich City Council's Community Immunisation Clinics occur at the Community Centre on the first Wednesday of every month. It is open to members of the community, with no appointments required.
- Programs for Seniors In meeting this need, the weekly 'Young at Heart Club' is a space for the community members in Ipswich region aged 55 and over to come together and participate in various activities including knitting, Zumba, canvas painting, pottery, candle-making and African drumming. Funded by the Department of Communities, Age Friendly Grants program until September 2019, however it is planned for this group to continue.

Which of these programs/services would be most important for the Community Centre to offer? (Respondents = 91, scores are an average rating by participants out of 5)



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Suggestions for activities

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

- a community garden
- language classes, including ESL
- activities for pet owners
- support for single parents
- lower-cost hiring of spaces for community groups
- a coffee kiosk at the Community Centre
- quarterly BBQs to welcome new people to the neighbourhood
- better promotion of the Community Centre:
 - use text messaging to get the word out
 - poster distribution around the community
 - welcome pack for new residents
 - put notices in local Libraries
 - promotion in the council's quarterly booklet and news
- improved access to the Community Centre, including:
 - better footpaths
 - bigger carpark
 - public transport access.

CONCLUSIONS

The following section provides an overview of the data collected in the twelve-month research, in relation to the key impacts and indicators.

Social cohesion and social capital

For those community members engaging with the Community Centre, survey and focus group data suggests that there have been improvements in social cohesion and social capital. Feedback on sense of community and sense of welcome have improved, and 86.66% of people responded that they had met people from diverse cultures and backgrounds at the Community Centre, up from 68.85% at the last survey. However, as noted across the previous rounds of research, persistent challenges exist in the Redbank Plains community around safety, support for young people, racism, access to services and social infrastructure and pressure of rapid development.

Community capacity

There have been some improvements in community capacity. For those people engaging with the Community Centre, Community Centre activities have helped to facilitate engagement in community meetings, volunteering and involvement with community groups. Many people who have engaged in the Community Centre also reported that they had learned new skills, and that activities at the Community Centre had allowed them to participate more fully in their community.

Community needs: health and wellbeing

Data on community need suggests there are ongoing challenges around employment and economic stability for many families and individuals, food insecurity, mental health, and broader health concerns. A portion of the community are facing ongoing challenges in accessing important services, including dental care, due in part to affordability and transport. However, the Community Centre is also helping to facilitate access to services, such as child and maternal health care, food security and financial counselling.

Community needs: local economic development

Economic challenges, unemployment and inequality have emerged as key issues across the three rounds of research. This is reflected in survey responses, but is also reflected in the ongoing demand for support services such as Project Nourish and financial counselling. These issues are in part linked to challenges around public transport, and are contributing to the inaccessibility of specialist, dental and other health services. The Community Centre is continuing to meet this community need, with a regular food program, financial counselling, employment services, health services and access to volunteering which may help community members secure employment.

Place-based community development

The Redbank Plains community is going through a period of exceptional growth. Pressures associated with rapid growth, including the lagging pace of infrastructure, has emerged as a key issue across each round of research. One survey respondent said "Rapid growth and lack of infrastructure/parks etc. no local jobs", while another said "too many people crowded into small spaces, [the area] needs new skate park, needs a water park, better opening library hours, more tree planting". There are persistent challenges around developing a sense of community and sense of welcome. However, for those people engaging with the Community Centre in particular, a sense of place is developing. 'Diversity' and 'Sense of Community' are seen as key community strengths. Many of those respondents visiting the Community Centre have built social connections, and found further opportunities to engage in their community.

NEXT STEPS AND ADVOCACY

The results of this twelve-month research will be shared with the community via this report, and in a series of posters at the Community Centre, and will be used to help develop ongoing programming at the Community Centre.

The baseline and the six-month report have both been used by the Community Centre in the design of ongoing programming, and as supporting documentation for grants and funding. The reports have also been shared with other community centres, and data shared at a number of community development conferences. The previous reports have been used by Ipswich City Council in conversations and advocacy with the Queensland State Government.

The next round of research will take place in mid-2020, marking the two-year mark of the Community Centre being open. The results from the six-month and twelve-month rounds of research indicate promising outcomes for those community members engaging with the Community Centre. While some of the challenges documented in this social impact assessment are likely to persist in some form, we anticipate that further progress around community cohesion, social capital and community capacity will be seen, as more members of the community engage with the Community Centre, access services, and meet their neighbours.

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Redbank Plains Community Centre: 12-Month Survey (June/July 2019)

Now that the Redbank Plains Community Centre has been open for twelve months, Ipswich City Council and Multicultural Australia 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.

Ι.	□ 0 to 14 □ 15 to 17 □ 18 to 19 □ 20 to 29 □ 30 to 49 □ 50 to 64 □ 65 to 74 □ 75+ □ 1f 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 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) No formal schooling Primary School Secondary School Year 10 Year 11 Year 12 Technical/Trade (e.g. TAFE) Tertiary qualification Postgraduate Prefer not to say					
10. What strengths o	does the Redbank Pl	lains Community have? (Bı	riefly describe below))	
					_
					_
11. Are there any cha	allenges that the Re	dbank Plains community is	s facing? (Briefly des	scribe below)	
					_ _
					_
12. How safe do you	feel walking alone in	n Redbank Plains? (please	circle one of the be	low)	
Very unsafe	Somewhat unsafe	Safe enough	Quite safe	Very safe	
1	2	3	4	5	
☐ Yes (please de	tail)	ity meetings in the past 12	\[\subseteq \text{No} \]		
14. Have you ever vo ☐ Yes (please de	olunteered in the cor tail)	mmunity or assisted with o	community groups of	r events in the past 12 ma	onths?
Padhank Plains a	rog2	groups and communities o	2	in the	
		Redbank Plains/Ipswich?	□No		
17. Are you a membe		y groups?			
On a scale of 1 (stro following statement	0 0	(strongly agree), how mucl	h do you agree or di	sagree with the	
		ty in my local area (please			
		Neither agree/disagree	T .		
1	2	3	4	5	
19. I feel welcome in	the local community	y (please circle one of the l	below)		
Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree	
1	2	3	4	5	
20. It is a good thing (please circle on		to be made up of people	from different cultu	res	
Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree	
1	2	3	4	5	

21. Have you experienced any problems accessing services or s (eq - health services, dental care, legal services)	upports in the	last 12 m	onths?	
☐ Yes (please detail)	□No	□Un	sure	
22. Have you visited the Redbank Plains Community Centre sind ☐ Yes (please go to question 23) ☐ No (please go to question 26) ☐ Unsure (please go to question 26)	ce it opened in	May?		
These questions (23-25) are for people who have visited th	e community	centre		
□ Chess for Beginners □ □ Child Health Clinic □ □ Community Meetings □ □ Community Morning Tea □ □ Financial Counselling □ □ Homework Club □ □ Ipswich Libraries Programs □ □ Justice of the Peace □	Multicultural S Mums Groups PCYC Braking Photovoice/Pl Project Nouris School holiday School holiday Seniors Space Youth Space Other	the Cycle notograph sh y activitie y events	e ny group	
I have learned new skills at the Community Centre		Yes	No	Not Applicable
I have met people from diverse cultures and backgrounds at the Community Centre				
The Community Centre has allowed myself and my family to a important services and support	ccess			
The Community Centre is accessible to all				
Activities at the Community Centre have helped to improve my and wellbeing	y health			
Activities at the Community Centre have helped to improve my	y confidence			
The Community Centre has allowed me to participate more ful in my community	lly			
Activities at the Community Centre have improved my financia	al wellheing			
Activities at the Community Centre have improved my/our foo				
The Redbank Plains Community Centre is a safe space	a security			
				1

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	Important	Important	important	important	important
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					

the Community	terested in taking part in a community focus group, about the Redbank Plains community and Centre, in August 2019? ovide your details below)
with MDA)	o be kept up-to-date about Community Centre activities? (This information will be shared rovide your details below)
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.

Item 2 / Attachment 3. lpswich City Council PO Box 191, lpswich QLD 4305, Australia Phone (07) 3810 6666 council@ipswich.qld.gov.au lpswich.qld.gov.au Join us online: f /lpswichCityCouncil /IpswichCouncil in /ipswich-city-council /IpswichCityCouncilTV MULTICULTURAL AUSTRALIA Ipswich.qld.gov.au

Doc ID No: A6040003

ITEM: 3

SUBJECT: COMMUNITY DONATIONS REPORT

AUTHOR: COMMUNITY GRANTS COORDINATOR

DATE: 3 FEBRUARY 2020

EXECUTIVE SUMMARY

This is a report providing detail about the year to date allocation of community donations as at 31 January 2020 (Attachment 1) and providing a summary of these community donations by recipient type (Attachment 2).

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:

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

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

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions: Local Government Act 2009 and Local Government Regulations 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
- <u>b)</u> a councillor for using discretionary funds.

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

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report.

FINANCIAL/RESOURCE IMPLICATIONS

Within the Community Engagement and Development Section, 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 and Development Section 2019-2020 financial year budget.

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

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 Funding and Support Policy and associated Administrative Guidelines.

This report provides detail about the allocation of community donations for the 2019-2020 financial year up to 31 January 2020 (Attachment 1), and provides a summary of these community donations by recipient type (Attachment 2).

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

- 1. 2019-2020 Community Donations Report 1 July 2019 to 31 January 2020 🗓 🖺
- 2. 2019-2020 Community Donations Recipient Type 1 July 2019 to 31 January 2020

Josie Berry

COMMUNITY GRANTS COORDINATOR

I concur with the recommendations contained in this report.

Abbey Richards

COMMUNITY ENGAGEMENT AND 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"

Community Donations Report

ear	Аррі	roval Date	Recipient	Purpose of Funding	Total Paid
2	2019	26/06/2019	Tivoli Social Enterprises Limited	Tivoli STEM show	\$1,000.00
2	2019	26/06/2019	Leichhardt State School	NAIDOC Day celebrations	\$1,545.00
2	2019	26/06/2019	Ipswich & District Rifle Club Inc	Ipswich and District Rifle Club 160th Anniversary Open Prize Meeting	\$2,211.55
2	2019	26/06/2019	Ipswich Cycling Club`	State Junior Road Cycling Championships	\$2,181.00
2	2019	26/06/2019	Dinmore Bushrats Soccer and Sports Club Inc	R2R Return to Riverview	\$2,650.99
2	2019	11/07/2019	LiveCity Church Ltd	Redbank Plains Christmas Carols 2019	\$15,000.00
2	2019	11/07/2019	Ipswich Softball Umpires Inc	Ipswich Softball Umpires Inc Start Up Project	\$3,545.63
2	2019	25/07/2019	Friends of Lakes Cultural Association Inc. (FOLCA)	PONNONAM 2019	\$2,000.00
2	2019	6/08/2019	Springfield Lakes Nature Care Inc.	Richmond Birdwing Butterfly Recovery workshop	\$558.75
2	2019	6/08/2019	Marburg and District Residents Association Inc	Black Snake Creek Festival	\$1,050.00
2	2019	6/08/2019	Staines Memorial College	IMPACT celebration (Instrumental Music, Performing Arts, Culture & Talent)	\$3,750.00
2	2019	14/08/2019	Fusion Arts Inc	Performing in local Nursing Homes	\$9,707.48
2	2019	14/08/2019	Lions Club of Rosewood Inc	Lions Club of Rosewood Christmas Street Carnival	\$1,303.40
2	2019	14/08/2019	Tivoli Social Enterprises Ltd	Christmas in Ipswich for Kids	\$13,500.00
2	2019	14/08/2019	Raceview State School P & C Assn.	2019 Spring Fair	\$471.00
2	2019	4/09/2019	Ipswich Musical Theatre Company Inc	MAMMA MIA	\$15,000.00
2	2019	4/09/2019	Batswana in Queensland Association(BIQA)	Adressing our community welfare and needs	\$6,120.68
2	2019	4/09/2019	Seniornet Association Incorporated	End of Year Breakup	\$510.00
2	2019	4/09/2019	Festival of Learning	Festival of Learning Event	\$33,187.87
2	2019	11/09/2019	St Mary's College Ipswich	St Mary's College 2019 Gala Dinner	\$2,550.00
2	2019	11/09/2019	Queensland Pathways State College	QPSC Holiday Program	\$1,179.82
2	2019	8/10/2019	Y-Care SE QLD Inc.	Formal 2019	\$3,989.50
2	2019	11/10/2019	National Seniors Australia Ipswich and District Branch Inc.	End of Year Celebration with Lunch	\$787.50
2	2019	11/10/2019	YMCA of Brisbane	Christmas and Easter School holiday program	\$4,980.35
2	2019	11/10/2019	Walloon State School P&C	Outdoor Play Equipment	\$10,125.00
2	2019	23/10/2019	Probus Ipswich East Club Inc	Membership Recruitment Day	\$500.00
2	2019	30/10/2019	The Pyjama Foundation Ltd	Christmas Party for Kids in Care	\$750.00
2	2019	30/10/2019	The Lady Musgrave Trust	Upgrade to Lady Musgrave Trust Accommodation for Women in Ipswich	\$11,740.00
2	2019	30/10/2019	Springfield Lakes State School Parents and Citizens Association	Shade and Soft-Fall - Year 5/6 playground	\$13,832.80
2	2019	4/11/2019	Goodna RSL Sub Branch	Remembrance Day Commemorative Service	\$1,039.60
2	2019	6/11/2019	Varnam Cultural Society (QLD) Inc.	Multicultural Tamil & Indian New Year Celebrations	\$7,715.90
2	2019	6/11/2019	Christian Reformed Church of Tivoli	CAP Training sessions	\$2,034.00
2	2019	6/11/2019	The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane	Christmas Eve Celebrations	\$4,244.25
2	2019	14/11/2019	Goodna Street Life Inc	Carols by Candlelight	\$3,150.00
2	2019	14/11/2019	Ipswich Central State School P&C	Ipswich Central Community Carols	\$4,045.00
2	2019	25/11/2019	Ipswich Community Care Fund Pty Ltd	Christmas Luncheon	\$551.00
2	2019	25/11/2019	Gailes Residents Commitee Inc	Kidz Biz January & April 2020 School Holiday Program	\$1,463.25
2	2019	27/11/2019	Redbank Palms Residents Resort Association	Christmas Dinner	\$500.00
2	2019	27/11/2019	Queensland Pathways State College	QPSC HP Program	\$1,268.70
2	2019	4/12/2019	Ipswich Acappella Harmony Club Inc.	Women's Uniforms	\$900.00
2	2019	4/12/2019	Weight Reduction Club of Ipswich (Tuesday Night) Inc.	Purchase of Data projector and screen	\$589.50
2	2019	4/12/2019	Ipswich Show Society	Steward School	\$750.00
2	2019	11/12/2019	Friends of Lakes Cultural Association	Christmas Concert and New Year Function	\$900.00

2019	11/12/2019 Harvest Rain Christian Care Ltd	Christmas Day Community Dinner	\$1,000.00
2019	11/12/2019 Rosewood & District Support Centre Inc	Summer Family Fun Day	\$825.93
2019	11/12/2019 St Edmunds College	Confraternity Rugby League	\$1,200.00
2019	18/12/2019 Young Life Australia	Summer Camp 2020	\$1,000.00
2019	18/12/2019 Sudanese-Australian Lost Boys and Girls Organisation of South Sudan (SALBAGOSS) Inc	Celebration of Cultural Education Achievement	\$2,500.00
2019	18/12/2019 Kruger Parade Baptist Church	Kruger Easter Festival	\$5,000.00
2019	19/12/2019 Willowbank Area Group	Advertising and venue hire costs	\$872.00
2020	30/01/2020 St Vincent de Paul Society Queensland	New Roof for Vinnies Rosewood Centre for Charity	\$7,078.50
2020	30/01/2020 National Seniors Australia Ipswich and District Branch Inc.	Linking Ipswich Seniors Through Technology	\$2,099.00
2020	30/01/2020 Auscongo Network Incorporated	Congo Flavour Event	\$3,750.00
			\$220,204.95

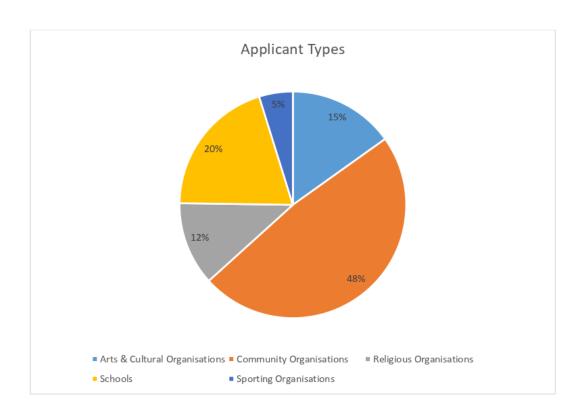
Categorised Recipient Types

Council approved community donations totalling \$220,205 to various community groups during the period 1 July 2019 to 31 January 2020.

Community donations are reported on within the month that the payment was processed. Accordingly, as the payment for some approved community donations in June 2019 did not occur until July 2019, they are included in this report.

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

•	Arts & Cultural Organisations	\$ 33,323
•	Community Organisations	\$106,058
•	Religious Organisations	\$ 26,278
•	Schools	\$ 43,957
•	Sporting Organisations	\$ 10,589



Doc ID No: A6002683

ITEM: 4

SUBJECT: COMMUNITY ENGAGEMENT STRATEGY AND POLICY

AUTHOR: COMMUNITY ENGAGEMENT AND DEVELOPMENT MANAGER

DATE: 13 JANUARY 2020

EXECUTIVE SUMMARY

This is a report concerning amendments to council's Community Engagement Strategy and Policy.

Following a significant amount of work by council to strengthen its community engagement principles, operating model, systems and processes over the past 12 months, there is a need to update relevant documentation.

Amending this documentation through the Communities Committee and Ordinary Council Meeting ensures transparency and consistency.

All changes have been tracked and provided as attachments to this report, they are generally minor and textual or aesthetic in nature.

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:

- A. That the strategy titled Public Participation and Engagement Strategy as detailed in Attachment 1 to the report by the Community Engagement and Development Manager dated 13 January 2020, as per Item No. 5 of the Communities Committee No. 2018(02) of 27 November 2018, adopted at the Council Ordinary Meeting on 12 December 2018, be repealed.
- B. That the strategy titled Community Engagement Strategy as detailed in Attachment 3 to the report by the Community Engagement and Development Manager dated 13 January 2020, be noted.
- C. That the policy titled Community Engagement Policy, as per Item No. 4 of the Governance Committee No. 2019(12) of 3 December 2019, adopted at the Council Ordinary Meeting on 10 December 2019, be amended as detailed in Attachment 5.

RELATED PARTIES

There are no related parties associated with this report.

ADVANCE IPSWICH THEME

Listening, leading and financial management.

PURPOSE OF REPORT/BACKGROUND

Council's Business Transformational Project 15 (TP15) relates to the development and implementation of a community engagement framework.

Two of the deliverables for TP15 are the development and adoption of a community engagement strategy and policy.

At the Ordinary Council Meeting on 12 December 2018, council adopted a Public Participation and Engagement Strategy (Attachment 1). As a result of subsequent actions within TP15, including the development of a community engagement operating model and the creation of a community engagement platform in Shape Your Ipswich, the content of this document has had to be updated.

Accordingly, this report seeks to repeal the previous Public Participation and Engagement Strategy (Attachment 1) and presents the new Community Engagement Strategy for note (Attachment 3). Attachment 2 is the current Public Participation and Engagement Strategy and incorporates tracked changes to highlight the amendments incorporated into the new Community Engagement Strategy (Attachment 3).

At the Ordinary Council Meeting on 10 December 2019, Council adopted a Community Engagement Policy (Attachment 4). In order to ensure alignment and consistency between the Community Engagement Strategy and Community Engagement Policy, some amendments are being proposed to the Community Engagement Policy along with an additional change in relation to roles and responsibilities. Attachment 5 is the current Community Engagement Policy and incorporates tracked changes to highlight the amendments incorporated into the new Community Engagement Policy (Attachment 6).

LEGAL/POLICY BASIS

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

RISK MANAGEMENT IMPLICATIONS

There are no apparent risk management implications associated with this report as this report seeks to update both the Community Engagement Strategy and Community Engagement Policy and ensure that this documentation is current and consistent.

FINANCIAL/RESOURCE IMPLICATIONS

There are no financial or resource implications associated with this report.

COMMUNITY AND OTHER CONSULTATION

The TP15 Project Team has been consulted on the adoption of the Community Engagement Strategy and reviewed the content of Attachments and has been consulted on the proposed amendments to the Community Engagement Policy, no objections were raised.

CONCLUSION

This is a report concerning amendments to the Community Engagement Strategy and Policy and this report proposes the repeal of the current Public Participation and Engagement Strategy (Attachment 1) presents the new Community Engagement Strategy for note (Attachment 3) and seeks the adoption of an amended Community Engagement Policy (Attachment 6).

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

- 1. Public Participation and Engagement Strategy (Current) U
- 2. Public Participation and Engagement Strategy (Tracked Changes) #
- 3. Community Engagement Strategy (New) U
- 4. Community Engagement Policy (Current) U
- 5. Community Engagement Policy (Tracked Changes) 4.
- 6. Community Engagement Policy (New) 🗓 🖺

Abbey Richards

COMMUNITY ENGAGEMENT AND 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"



PARTICIPATE IPSWICH

Public Participation and Engagement Strategy

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ACKNOWLEDGEMENT OF COUNTRY

Ipswich City Council respectfully acknowledges the Traditional Owners as custodians of the land. The traditional owners whose earth, winds and water we share, have had a deep spiritual and cultural connection to country for thousands of years. We pay our respects to their elders, past, present and emerging, as the keepers of the traditions, cultures and stories of a proud people.

INTRODUCTION

Participate Ipswich is Ipswich City Council's Public Participation and Engagement Strategy and is our vision and commitment to meaningful engagement with the community on issues affecting the city, and on local issues that significantly impact on the community.

This strategy is based on the principle that public participation and engagement is the foundation of good decision-making, and is mutually beneficial to the community and Council. It guides the delivery of community engagement processes across the organisation and builds a consistent, transparent and effective approach to engagement with the lpswich community – placing the lpswich community at the heart of everything we do.

DEFINITIONS

Community A group of any size whose members reside in the same locality,

share common characteristics (e.g. age, sex, ethnic origin, faith), interest and/or cause. People can belong to several different

communities at any one time.

Public Participation Public participation is an action or a series of actions taken by

community members and stakeholders to involve themselves in

local affairs.

Engagement Engagement is a democratic process that allows people and

decision-makers to have a dialogue and a 'stake' in the interests and

issues that matter to them.

Stakeholder/s A person, group of persons or organisations that have or feel they

have an interest, or can affect/be affected by an issue or decision.

Council The Ipswich City Council, being the local government for the City of

Ipswich, and includes all employees of Ipswich City Council (full-time, part-time, temporary and casual) and consultants and

contractors engaged by or associated with Council.

Project A planned undertaking (including strategy and policy development)

that builds, enhances and maintains Council assets or enhances Council services in order to achieve a desired outcome, within a

defined scope and funding requirements.

WHY ENGAGE?

Irrespective of where you live in Ipswich, Council believes that community members are best placed to identify and understand the challenges that affect them and potential solutions. Diverse perspectives help Council develop a balanced understanding of community experiences and ensures that decision-making is well-informed.

Participate Ipswich is the start of a continuing conversation with residents and stakeholders in the community to further build a culture of high-quality engagement at Ipswich City Council to achieve meaningful outcomes across the city.

Ipswich is South East Queensland's fastest-growing city, with an estimated population of 210,000¹ which is projected to rise to 520,000 by 2041.²

Our rapid population growth and new developments are helping to shape the dynamics of the city. While Council embraces this, such growth and the physical size of our region brings its own set of unique challenges, and highlights the importance of communication and connection. Now, more than ever, it is critical for Council to consistently and effectively engage with the community, and to provide the community with opportunities to engage with Council.

Honest and respectful conversations are needed to debate and decide the best responses for Ipswich as we grow to a population of half a million people.

The rise of digital information and communication technologies makes possible a new environment for community engagement to occur. This strategy intends to harness the benefits of online engagement whilst retaining the best of print and face-to-face consultation, purposefully engaging with as many people as we can, being inclusive and aiming to connect with those hardest to reach.

Community engagement is a legislative requirement under the Queensland *Local Government Act 2009* to ensure *democratic representation, social inclusion and meaningful community engagement* for public participation in government decision making.³ Further, in some instances, particular methods of community consultation are required in accordance with specific legislation,⁴ and the implementation of such community engagement methods will be aware of this Public Participation and Engagement Strategy.

This strategy defines engagement as the democratic process that allows people and decision-makers to have a dialogue and a 'stake' in the interests and issues that matter to them. It outlines Council's commitment to providing a process for transparent, respectful and authentic communication between the community and Council.

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¹ As per Ipswich City Council's internal modelling undertaken in March 2018.

² The State of Queensland, Department of Infrastructure, Local Government and Planning (2017) *Shaping SEQ: South East Regional Queensland Regional Plan 2017.*

³ Local Government Act 2009 (Qld), s 4(2)(c).

 $^{^{4}}$ For example, the *Planning Act 2016* (Qld).

OUR VISION

Ipswich City Council prioritises listening, leading and caring for our community.⁵ The community is well informed about the work of Council, what projects are coming up and how they are progressing. Community views are carefully considered and are always at the forefront of our minds.

The Ipswich community is at the heart of everything we do. We engage early and often to achieve outcomes that are community driven and enhance our city. Every day community members tell Council about their local experiences because they are as passionate about Ipswich as we are.

OUR GOALS

- To increase community participation in important decisions that impact on the liveability, social and economic future of Ipswich
- To involve communities and stakeholders early to define problems, identify opportunities and create options together
- To build healthy and enduring stakeholder relationships in a culture of continual improvement
- To be a leader in community engagement, exploring new ways to engage people in the decisions that affect how we live, work, play and connect in the future

OUR PRINCIPLES

Each engagement will have a different purpose, be at a different time and place, with different people, and will involve different interests. Council will carefully consider these differences and tailor our engagement to suit each situation, to ensure that we achieve genuine two-way engagement with a clear purpose.

The guiding principles of Council's engagement approach are:

- We know why we are engaging and we communicate this clearly
- We deliberately include as many people as we can
- We aim to be inclusive and connect with those hardest to reach
- We are sensitive to history and know the context
- Whenever possible, we engage early on challenges and not just solutions
- We genuinely listen at every stage and we keep coming back
- We are relevant and purposeful

⁵ As articulated in Advance Ipswich 2015 and Council's Corporate Plan 2017-2022, available at https://www.ipswich.qld.gov.au/about_council/corporate_publications>.

1. We know why we are engaging and we communicate this clearly

Engagement is an integral part of all Ipswich City Council's work. We will be very clear with ourselves, our stakeholders and communities about why we are engaging, what we want to achieve and how people can get involved. We will be very clear about the extent that communities can influence outcomes and what Council will do with their feedback and ideas.

2. We deliberately include as many people as we can

Showing respect for and knowing the community that Council wants to engage is essential to achieving quality outcomes. Council's aim is to hear the views and ideas of as many community members as is possible. This requires extra effort to build good relationships on the ground using the right language for the right audience. Interested stakeholders may also include, among others, non-government organisations, advocacy groups, universities and think tanks.

3. We aim to be inclusive and connect with those hardest to reach

Diverse perspectives help Council to develop a balanced understanding of community experiences. For this reason we reach out and adapt how we connect with diverse groups. Identifying possible alternatives to barriers that limit the community's ability to participate in Council activities is an important part of our engagement planning.

4. We are sensitive to history and context

When engaging, it is important to understand what has happened in the past, at all levels of government, to avoid any obvious pitfalls and to build trust. Knowing the history and background to previous engagements will also prevent going over old territory, while being aware of any future opportunities for collaboration.

5. Whenever possible we engage early and often

Early engagement is essential for better outcomes because it brings more voices to the table to identify issues and ideas before options for solutions are developed. Engaging early on the challenges allows us greater opportunity to discuss, debate and decide on long term solutions. Providing the community with timely and accurate information about Council initiatives is considered early in our project planning.

While Council may not always be able to engage as early as we would like, we can make it clear when there will be opportunities for the community to have a say and what we will do with their feedback.

6. We genuinely listen at every stage and we keep coming back

Genuine engagement requires active listening. Council recognises that only communities who feel they have been genuinely listened to will be meaningfully involved. One of the most important elements of listening is considering what is said and responding in an appropriate and timely way by explaining what has happened as a result. This doesn't mean always agreeing but showing people how their ideas and participation have influenced outcomes and contributed to decision making.

7. We are relevant and purposeful

Council realises that not everyone has the time to attend public meetings or participate in focus group sessions, so if we want people to take part in engagement activities we need to capture their imagination and be relevant.

Whether it's a carefully constructed policy discussion on housing, or a social media post on recycling, we want our engagements to have a clear purpose and to reach the maximum number of interested people. Council will continue to explore new ways to engage diverse voices, in order to ensure that our engagement is both relevant and purposeful.

OUR APPROACH

Engagement is a two way process

Engagement is a two way process which ranges from sharing and consulting, to deliberating and collaborating with the community.

Ipswich City Council uses the Ontario Public Engagement Framework⁶ to help identify the appropriate form of engagement depending on the goals, time frames, resources and levels of impact in the decision to be made.

While different types of problems or projects will require different community engagement approaches, it is vital to engage with the community early in the process. By identifying community interests, issues and concerns from the outset, we can optimise the benefits and minimise impacts.

Different stakeholder groups might be engaged at different points of the engagement on any particular project, depending on their level of interest in a particular topic. Some people and organisations will want to work in partnership to develop solutions, while others may only want to be kept informed of developments. Further, multiple methods may be used throughout the individual life of a project. What is vitally important is to determine what aspects of the project the community can influence and to ensure the various stakeholder groups are clear about their role in the decision-making process.

When projects are not circumscribed by other regulatory or legislative requirements, the community and stakeholders should have an opportunity to influence the shape and direction of the project within the engagement process.

Forms of engagement

Recognising that no two issues are the same and that different issues will require different forms of engagement, Council utilises the four key approaches set out in the Ontario Public Engagement Framework to guide our engagement with the community.

⁶ Government of Ontario, Canada, available at https://www.ontario.ca/page/public-engagement.

Form of engagement	((p)) Share	Consult	Deliberate	Collaborate
Objective	Council informs the community about its initiatives	Council gathers views from the community on an issue, policy, development or decision	Council works with the community in varying degrees of depth to frame an issue and/or arrive at solutions	Council works with the community to frame an issue, arrive at and deliver solutions
Commitment	Ipswich community members receive information about a Council service, program, plan or decision in a way that is accessible to them	Ipswich community members have opportunity to weigh-in on a matter of interest	Ipswich community members are involved to varying degree From Identifying and understanding the issue To Developing a strategy that Council commits to deliver	Ipswich community members work with Council to define an issue, develop and deliver solutions
Process	This is one-way communication	Participants advocate for their views on a subject	Participants find common ground and collectively arrive at an agreement	Partners share decision-making and implementation of solutions
Examples	Fact sheets Websites Corporate documents Speeches Public presentations Media releases Advertising	Surveys Focus groups One-on-one meetings Public meetings Consultative workshops Interviews Online feedback Submissions	Advisory Panels Reference Groups Consultative Committees Deliberative forums Multi-stakeholder workshops	Working Groups Joint projects Multi-stakeholder initiatives Partnerships

Our engagement journey and priorities

Building an engagement culture for the shared benefit of the organisation and community requires sustained and consistent effort by all staff across Ipswich City Council. In order to achieve this, Council is focusing resources on the following four (4) priorities:

1. Policy and strategy development

Council's Public Participation and Engagement Policy and *Participate Ipswich* outlines our engagement vision, goals and principles, and articulates our commitment to the Ipswich community.

2. Organisational awareness and capability

The establishment of Council's Public Participation and Engagement Working Group substantiates Council's commitment to building an engagement culture and works to build organisational awareness and capabilities through the implementation of training programs, tools, standards, processes and systems.

3. Knowing our audience

Council is committed to ensuring that those who are interested or affected by a particular engagement activity are included and engaged early. Considering our audience for each engagement activity, and how best to reach them, is part of our engagement planning process.

4. Continual learning

Council is committed to a process of evaluation and improvement. We will continually share our learnings from our engagement activities and adapt to changing demands, technologies and environments.

WHAT YOU CAN EXPECT FROM US

Wherever you live, work or play we will proactively engage with you so we collectively make the best decisions.

As part of this commitment you can expect to:

- Have a real say in how the city functions;
- Have mistakes acknowledged and addressed;
- Be able to see Council's policy thinking on projects early in the pipeline;
- Be given honesty around what is and isn't negotiable;
- Be engaged on problems as well as solutions; and
- Be listened to, heard and provided opportunities to influence decisions that affect you.

REVIEW PERIODS

This strategy was adopted by Council on 4 December 2018 and will be reviewed annually alongside other related Council documents.

ACKNOWLEDGEMENTS

In developing this Public Participation and Engagement Strategy, Ipswich City Council wishes to acknowledge the learnings we have reviewed from other local Councils and leaders in the field across all levels of government in Queensland and across Australia and internationally. We are grateful for the generosity of Mitchell Shire (Vic) and Northern Beaches (NSW) Councils who shared their community engagement and digital transformation journeys with our Community Engagement Branch.

This strategy draws from research into the Ontario Provincial Government Engagement Framework, and borrows heavily from Engage VicRoads. In the process of developing this strategy a variety of guidelines were reviewed including the Queensland Government's Online Community Engagement Guideline and Community Engagement Toolkit and resources produced by the International Association for Public Participation (IAP2).

The collaborative input from across all Ipswich City Council Departments through its Public Participation and Engagement Working Group has been especially valuable to the development of this strategy. We will continue to share and learn from others to advance our practice of public participation and community engagement.



PARTICIPATE IPSWICH SHAPE YOUR IPSWICH

Public Participation and Community Engagement
Strategy

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ACKNOWLEDGEMENT OF COUNTRY

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INTRODUCTION

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This strategy is based on the principle that <u>public participation and community</u> engagement is the foundation of <u>good sustainable</u> decision-making, and is mutually beneficial to the community and <u>Council council</u>. It guides the delivery of community engagement processes across the organisation and builds a consistent, transparent and effective approach to engagement with the Ipswich community – placing the Ipswich community at the heart of everything we do.

DEFINITIONS

Community	A group of any size whose members reside in the same locality, share common characteristics (e.g. age, sex, ethnic origin, faith), interests and/or causes. People can belong to several different communities at any one time.			
Public Participation	Public participation is an action or a series of actions taken by community members and stakeholders to involve themselves in local affairs.			
Community Engagement	The process by which community and council work together to facilitate community input into council decision making.			
Community Engagement Fran	The suite of council documents which outlines council's vision and commitment to engagement with the community, detail the community engagement roles and responsibilities across council and the various community engagement processes, tools and resources.			
Engagement	Engagement is a democratic process that allows people and decision-makers to have a dialogue and a 'stake' in the interests and issues that matter to them.			
Stakeholder/s	A person, group of persons or organisations that have or feel they have an interest, or can affect/be affected by an issue or decision.			
Council	The Ipswich City Council, being the local government <u>area</u> for the City of Ipswich, and includes all <u>Councillors</u> , employees of Ipswich City Council (full-time, part-time, temporary and casual) and consultants and contractors engaged by or <u>associated with Councilacting on behalf of council</u> .			

International Association of P	ublic Participation (IAP2)	The prominent international organisation	
		advancing the practice of public	
		participation and community engagement.	
Ontario Public Engagement Fi	ramework	The public engagement approach utilised by	
		the Government of Ontario, Canada. The	
		Ontario Public Engagement Framework is	
		similar to the IAP2 Public Participation	
		Spectrum, developed by the International	
		Association of Public Participation (IAP2).	
Project/Initiative/Activity	A planned undertaking	(including strategy and policy development)	
	that builds, enhances a	ind maintains Council assets or enhances	
	council services in orde	er to achieve a desired outcome, within a	
defined scope and		ding requirements.	
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Honest and respectful conversations are needed to debate and decide the best responses for Ipswich as we grow to a population of half a million people.

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This strategy defines <u>community</u> engagement as the <u>democratic</u> process that allows people and <u>decision makers to have a dialogue and a 'stake' in the interests and issues that matter to them.by which community and council work together to facilitate community input into council decision <u>making.</u> It outlines <u>Council's council's commitment</u> to providing a process for transparent, respectful and authentic communication between the community and <u>Councilcouncil</u>.</u>

OUR VISION

Ipswich City Council prioritises listening, leading and caring for our community. The community is well informed about the work of Council what projects are coming up and how they are progressing. Community views are carefully considered and are always at the forefront of our minds.

¹ As per Ipswich City Council's internal modelling undertaken in March 2018.

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OUR GOALS

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OUR PRINCIPLES

Each <u>community</u> engagement <u>process</u> will have a different purpose, be at a different time and place, with different people, and will involve different interests. Council will carefully consider these differences and tailor our engagement to suit each situation, to ensure that we achieve genuine two-way engagement with a clear purpose.

The guiding principles of Council's community engagement approach are:

- We know why we are engaging and we communicate this clearly
- We deliberately include as many people as we can
- We aim to be inclusive and connect with those hardest to reach
- We are sensitive to history and know the context
- Whenever possible, we engage early on challenges and not just solutions
- We genuinely listen at every stage and we keep coming back
- We are relevant and purposeful

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3. We aim to be inclusive and connect with those hardest to reach

Diverse perspectives help Council council to develop a balanced understanding of community experiences. For this reason we reach out and adapt how we connect with diverse groups. Identifying possible alternatives to barriers that limit the community's ability to participate in Council activities is an important part of our community engagement planning.

4. We are sensitive to history and context

When engaging, it is important to understand what has happened in the past, at all levels of government, to avoid any obvious pitfalls and to build trust. Knowing the history and background to previous engagements will also prevent going over old territory, while being aware of any future opportunities for collaboration.

5. Whenever possible we engage early and often

Early engagement is essential for better outcomes because it brings more voices to the table to identify issues and ideas before options for solutions are developed. Engaging early on the challenges allows us greater opportunity to discuss, debate and decide on long term solutions. Providing the community with timely and accurate information about Council council initiatives is considered early in our project planning.

While Council may not always be able to engage as early as we would like, we can make it clear when there will be opportunities for the community to have a say and what we will do with their feedback.

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Genuine engagement requires active listening. Council recognises that only communities who feel they have been genuinely listened to will be meaningfully involved. One of the most important elements of listening is considering what is said and responding in an appropriate and timely way by explaining what has happened as a result. This doesn't mean always agreeing but showing people how their ideas and participation have influenced outcomes and contributed to decision making.

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Council realises that not everyone has the time to attend public meetings or participate in focus group sessions, so if we want people to take part in engagement activities we need to capture their imagination imagination and be relevant, have a clear purpose and reach the maximum number of interested people.

Whether it's a carefully constructed policy discussion on housing, or a social media post on recycling, we want our engagements to have a clear purpose and to reach the maximum number of interested people. Council will continue to explore new ways to engage diverse voices, in order to ensure that our engagement is both relevant and purposeful.

OUR APPROACH

Engagement is a two way process

<u>Community Engagement engagement</u> is a <u>two way process which process of involving the community in decision-making. This</u> ranges from sharing and consulting, to deliberating and collaborating with the community.

<u>Ipswich City Council has a clear process for designing and delivering community engagement. This process has five key stages: understand, plan, deliver, report and evaluate as shown in the below figure.</u>

Ipswich City Council uses the Ontario Public Engagement Framework⁶ to help identify the appropriate form of engagement depending on the goals, time frames, resources and levels of impact in the decision to be made.

While different types of problems or projects will require different community engagement approaches, it is vital to engage with the community early in the process. By identifying community interests, issues and concerns from the outset, we can optimise the benefits and minimise impacts.

Different stakeholder groups might be engaged at different points of the engagement on any particular project, depending on their level of interest in a particular topic. Some people and organisations will want to work in partnership to develop solutions, while others may only want to be kept informed of developments. Further, multiple methods may be used throughout the individual life of a project. What is vitally important is to determine what aspects of the project the community can influence and to ensure the various stakeholder groups are clear about their role in the decision-making process.

When projects are not circumscribed by other regulatory or legislative requirements, the community and stakeholders should have an opportunity to influence the shape and direction of the project within the engagement process.

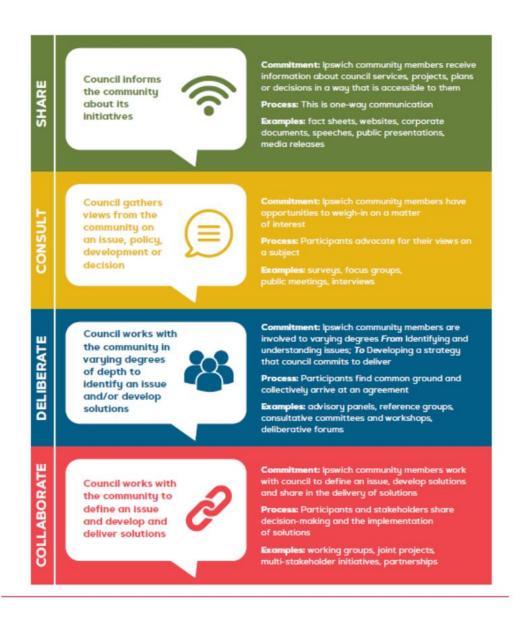
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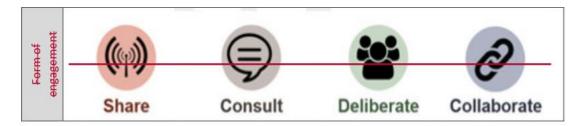
⁶ Government of Ontario, Canada, available at https://www.ontario.ca/page/public-engagement.



Forms of engagement

Recognising that no two issues are the same and that different issues will seek the input of the community and stakeholders to varying degrees, council applies the Ontario Public Engagement Framework. The Ontario Public Engagement Framework guides the level of influence that community and stakeholders will have in a decision making process. require different forms of engagement, Council utilises the four key approaches set out in the Ontario Public Engagement Framework to guide our engagement with the community.





Objective	Council informs the community about its initiatives	Council gathers views from the community on an issue, policy, development or decision	Council works with the community in varying degrees of depth to frame an issue and/or arrive at solutions	Council works with the community to frame an issue, arrive at and deliver solutions
Commitment	Ipswich community members receive information about a Council service, program, plan or decision in a way that is accessible to them	lpswich community members have opportunity to weigh-in on a matter of interest	Ipswich community members are involved to varying degree From Identifying and understanding the issue To Developing a strategy that Council commits to deliver	Ipswich community members work with Council to define an issue, develop and deliver solutions
Process	This is one way communication	Participants advocate for their views on a subject	Participants find common ground and collectively arrive at an agreement	Partners share decision-making and implementation of solutions
Examples	Fact sheets Websites Corporate documents Speeches Public presentations Media releases Advertising	Surveys Focus groups One-on-one meetings Public meetings Consultative workshops Interviews Online feedback Submissions	Advisory Panels Reference Groups Consultative Committees Deliberative forums Multi-stakeholder workshops	Working Groups Joint projects Multi stakeholder initiatives Partnerships

In addition to the example forms of engagement outlined in the above table, council will use its online community engagement website *Shape Your Ipswich* (Shapeyouripswich.com.au) and other relevant and appropriate digital solutions to engage with the community.

Our engagement journey and priorities

Building a <u>community n</u>-engagement culture for the shared benefit of the organisation and community requires sustained and consistent effort by all staff across Ipswich City Council. In order to achieve this, Council is focusing resources on the following four (4)-priorities:

1. Policy and strategy development

Council's Public Participation and Engagement Policy and Participate Ipswich outlines our engagement vision, goals and principles, and articulates our commitment to the Ipswich community.

2-1. Organisational awareness and capability

The establishment of Council's Public Participation and Engagement Working Group substantiates Council has committedment to building an engagement culture of quality community engagement, and workings to build organisational awareness and capabilities through the implementation of training programs, tools, standards, processes and systems.

3-2. Knowing our audience

Council is committed to ensuring that those who are interested or affected by a particular <u>community</u> engagement activity are included and engaged early. Considering our audience for each engagement activity, and how best to reach them, is part of our engagement planning process.

4.3. Continual learning

Council is committed to a process of evaluation and improvement as part of our community engagement planning processes. We will continually share our learnings and remain agile to changing demands, technologies and environments. We will regularly review our Community Engagement Framework and work to ensure that we are operating in accordance with best practice community engagement principles and techniques. from our engagement activities and adapt to changing demands, technologies and environments.

WHAT YOU CAN EXPECT FROM US

Wherever you live, work or play we will proactively engage with you so we collectively make the best decisions.

As part of this commitment you can expect to:

- Have a real say in how the city functions;
- Have mistakes acknowledged and addressed;
- Be able to see Council's council's policy thinking on projects early in the pipeline;
- Be given honesty around what is and isn't negotiable;
- Be engaged on problems as well as solutions; and
- Be listened to, heard and provided opportunities to influence decisions that affect youimpact and/or interest you.

REVIEW PERIODS

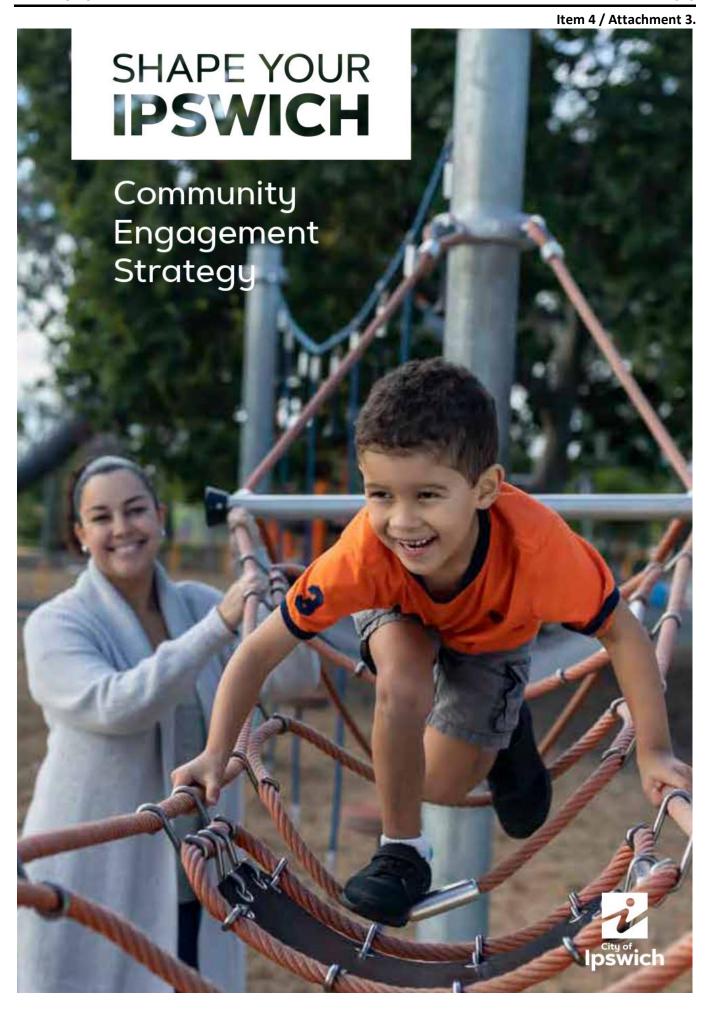
This strategy was adopted by Council on 4 December 2018 and will be regularly reviewed annually alongside other related Council documents.

ACKNOWLEDGEMENTS

In developing this Public Participation and Community Engagement Strategy, Ipswich City Council wishes to acknowledge the learnings we have reviewed from other local Councils and leaders in the field across all levels of government in Queensland and across Australia and internationally. We are grateful for the generosity of Mitchell Shire (Vic) and Northern Beaches (NSW) Councils who shared their community engagement and digital transformation journeys with our Community Engagement Branchus.

This strategy draws from research into the Ontario Provincial GovernmentPublic Engagement Framework, and borrows heavily from Engage VicRoads. In the process of developing this strategy a variety of guidelines were reviewed including the Queensland Government's Online Community Engagement Guideline and Community Engagement Toolkit and resources produced by the International Association for Public Participation (IAP2).

The collaborative input from across all Ipswich City Council Departments departments through its Public Participation and Engagement Working Group has been especially valuable to the development of this strategy. We will continue to share and learn from others to advance our practice of public participation and community engagement.



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ACKNOWLEDGEMENT OF COUNTRY

lpswich City Council respectfully acknowledges the Traditional Owners as custodians of the land. The Traditional Owners whose earth, winds and water we share, and have had a deep spiritual and cultural connection to country for thousands of years. We pay our respects to their elders, past, present and emerging, as the keepers of the traditions, cultures and stories of a proud people.

INTRODUCTION

Shape Your Ipswich is Ipswich City Council's Community Engagement Strategy and is our vision and commitment to meaningful engagement with the community on issues affecting the city, and on local issues that significantly impact on the community.

This strategy is based on the principle that community engagement is the foundation of sustainable decision-making, and is mutually beneficial to the community and council. It guides the delivery of community engagement processes across the organisation and builds a consistent, transparent and effective approach to engagement with the Ipswich community – placing the Ipswich community at the heart of everything we do.

DEFINITIONS

Community A group of any size whose members reside in the same locality, share common characteristics (e.g. age, sex, ethnic origin, faith), interests and/or causes. People can belong to several different communities at any one time.

Community Engagement The process by which community and council work together to facilitate community input into council decision making.

Community Engagement Framework The suite of council documents which outlines council's vision and commitment to engagement with the community, detail the community engagement roles and responsibilities across council and the various community engagement processes, tools and resources.

Council The Ipswich City Council, being the local government area for the City of Ipswich, and includes all Councillors, employees of Ipswich City Council (full-time, part-time, temporary and casual) and consultants and contractors engaged by or acting on behalf of council.

International Association of Public Participation (IAP2) The prominent international organisation advancing the practice of public participation and community engagement.

Ontario Public Engagement Framework The public engagement approach utilised by the Government of Ontario, Canada. The Ontario Public Engagement Framework is similar to the IAP2 Public Participation Spectrum, developed by the International Association of Public Participation (IAP2).

Project/Initiative/Activity A planned undertaking (including strategy and policy development) that builds, enhances and maintains council assets or enhances council services in order to achieve a desired outcome, within a defined scope and funding requirements.

Stakeholder/s A person, group of persons, organisation or group of organisations that have or feel they have an interest, or can affect/be affected by an issue or decision.

WHY ENGAGE?

'***** Irrespective of where you live in Ipswich, council believes that community members are best placed to identify and understand the challenges that affect them and potential solutions. Diverse perspectives help council develop a balanced understanding of community experiences and ensures that decision-making is well-informed.

Shape Your Ipswich is the start of a continuing conversation with residents and stakeholders in the community to further build a culture of high-quality community engagement at Ipswich City Council to achieve meaningful outcomes across the city.

lpswich is South East Queensland's fastest-growing city, with an estimated population of 210,0001 which is projected to rise to 520,000 by 2041.2

Our rapid population growth and new developments are helping to shape the dynamics of the city. While council embraces this, such growth and the physical size of our region brings its own set of unique challenges, and highlights the importance of communication and connection. Now, more than ever, it is critical for council to consistently and effectively engage with the community, and to provide the community with opportunities to engage with council.

Honest and respectful conversations are needed to debate and decide the best responses for Ipswich as we grow to a population of half a million people.

The rise of digital information and communication technologies makes possible a new environment for community engagement to occur. This strategy intends to harness the benefits of online community engagement whilst retaining the best of print and face-to-face consultation, purposefully engaging with as many people as we can, being inclusive and aiming to connect with those hardest to reach.

Community engagement is a legislative requirement under the Queensland Local Government Act 2009 to ensure democratic representation, social inclusion and meaningful community engagement in government decision making.3 Further, in some instances, particular methods of community engagement are required in accordance with specific legislation,4 and the implementation of such methods will be aware of this Community Engagement Strategy.

This strategy defines community engagement as the process by which community and council work together to facilitate community input into council decision making. It outlines council's commitment to providing a process for transparent, respectful and authentic communication between the community and council.

PThe State of Queensland, Department of Infrastructure, Local Government and Planning (2017) Shaping SEQ: South East Regional Queensland Regional Plan 2017. Clocal Government Act 2009 (Qld), s 4(2)(c).

OUR VISION

Ipswich City Council prioritises listening, leading and caring for our community.⁵ The community is well informed about the work of council, what projects council is seeking input on and how they are progressing. Community views are carefully considered and are always at the forefront of our minds.

The Ipswich community is at the heart of everything we do. We engage early and often to achieve outcomes that are community driven and enhance our city. Community members tell council about their local experiences because they are as passionate about Ipswich as we are.

OUR GOALS

- To increase community participation in important decisions that impact on the liveability, social and economic future of Ipswich.
- To involve communities and stakeholders early to define problems, identify opportunities and create options together.
- To be a leader in community engagement, exploring new ways to engage people in the decisions that affect how we live, work, play and connect in the future.

³ As articulated in Advance Ipswich 2015 and council's Corporate Plan 2017-2022, available at Ipswich.qld.gov.au/about_council/corporate_publications.

SHAPE YOUR IPSWICH

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OUR PRINCIPLES

Each community engagement process will have a different purpose, be at a different time and place, with different people, and will involve different interests. Council will carefully consider these differences and tailor our engagement to suit each situation, to ensure that we achieve genuine two-way engagement with a clear purpose.

The guiding principles of council's community engagement approach are:

- We know why we are engaging and we communicate this clearly
- We deliberately include as many people as we can
- We aim to be inclusive and connect with those hardest to reach
- We are sensitive to history and know the context
- Whenever possible we engage early on challenges and not just solutions
- We genuinely listen at every stage and we keep coming back
- We are relevant and purposeful

1. We know why we are engaging and we communicate this clearly.

Community engagement is an integral part of all Ipswich City Council's work. We will be very clear with ourselves, our stakeholders and communities about why we are engaging, what we want to achieve and how people can get involved. We will be very clear about the extent that communities can influence outcomes and what council will do with their feedback and ideas.

2. We deliberately include as many people as we can.

Showing respect for and knowing the community that council wants to engage with is essential to achieving quality outcomes. Council's aim is to hear the views and ideas of as many community members as is possible. This requires extra effort to build good relationships on the ground and using the right language for the right audience. Interested stakeholders may also include, among others, non-government organisations, advocacy groups, universities and think tanks.

3. We aim to be inclusive and connect with those hardest to reach.

Diverse perspectives help council to develop a balanced understanding of community experiences. For this reason we reach out and adapt how we connect with diverse groups. Identifying possible alternatives to barriers that may limit the community's ability to participate in council activities is an important part of our community engagement planning.

4. We are sensitive to history and context.

When engaging, it is important to understand what has happened in the past, at all levels of government, to avoid any obvious pitfalls and to build trust. Knowing the history and background to previous engagements will also prevent going over old territory, while being aware of any future opportunities for collaboration.

5. Whenever possible we engage early and often.

Early engagement is essential for better outcomes because it brings more voices to the table to identify issues and ideas before options for solutions are developed. Engaging early on the challenges allows us greater opportunity to discuss, debate and decide on long term solutions. Providing the community with timely and accurate information about council initiatives is considered early in our project planning.

While council may not always be able to engage as early as we would like, we can make it clear when there will be opportunities for the community to have a say and what we will do with their feedback.

6. We genuinely listen at every stage and we keep coming back.

Genuine engagement requires active listening. Council recognises that only communities who feel they have been genuinely listened to will be meaningfully involved. One of the most important elements of listening is considering what is said and responding in an appropriate and timely way by explaining what has happened as a result. This doesn't mean always agreeing but showing people how their ideas and participation have influenced outcomes and contributed to decision making.

7. We are relevant and purposeful.

Council realises that not everyone has the time to attend public meetings or participate in focus group sessions, so if we want people to take part in engagement activities we need to capture their imagination, have a clear purpose and reach the maximum number of interested people.

Council will continue to explore new ways to engage diverse voices, in order to ensure that our engagement is both relevant and purposeful.

OUR APPROACH

Community engagement is a process of involving the community in decision-making. This ranges from sharing and consulting, to deliberating and collaborating with the community.

Ipswich City Council has a clear process for designing and delivering community engagement. This process has five key stages: understand, plan, deliver, report and evaluate as shown in the below figure.

Council uses the Ontario Public Engagement Framework⁶ to help identify the appropriate form of engagement depending on the goals, time frames, resources and levels of impact in the decision to be made.

While different types of problems or projects will require different community engagement approaches, it is vital to engage with the community early in the process. By identifying community interests, issues and concerns from the outset, we can optimise the benefits and minimise impacts.

Different stakeholder groups might be engaged at different points of the community engagement process on any particular project, depending on their level of interest in a particular topic. Some people and organisations will want to work in partnership to develop solutions, while others may only want to be kept informed of developments. Further, multiple methods may be used throughout the individual life of a project. What is vitally important is to determine what aspects of the project the community can influence and to ensure the various stakeholder groups are clear about their role in the decision-making process.

When projects are not circumscribed by other regulatory or legislative requirements, the community and stakeholders should have an opportunity to influence the shape and direction of the project within the engagement process.

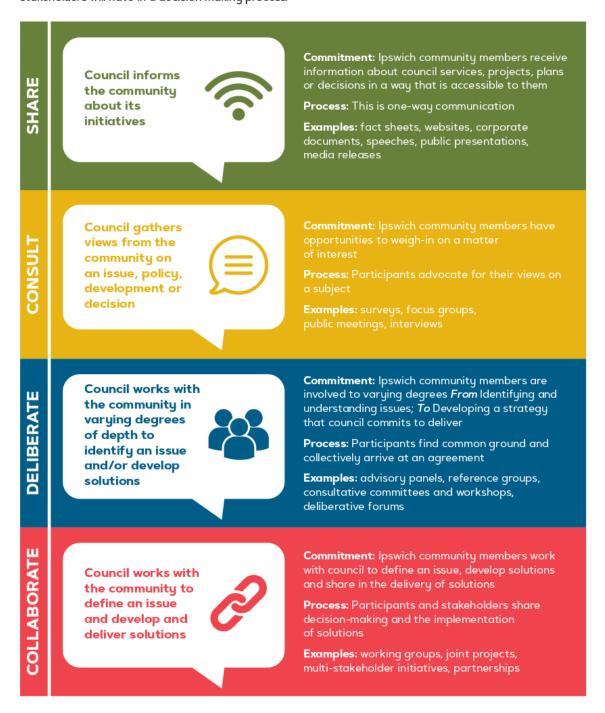


⁶ Government of Ontario, Canada, available at Ontario.ca/page/public-engagement.

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FORMS OF COMMUNITY ENGAGEMENT

Recognising that no two issues are the same and that different issues will seek the input of the community and stakeholders to varying degrees, council applies the Ontario Public Engagement Framework. The Ontario Public Engagement Framework guides the level of influence that community and stakeholders will have in a decision making process.



In addition to the example forms of engagement outlined in the above table, council will use its online community engagement website *Shape Your Ipswich* (Shapeyouripswich.com.au) and other relevant and appropriate digital solutions to engage with the community.

OUR COMMUNITY ENGAGEMENT JOURNEY AND PRIORITIES

Building a community engagement culture for the shared benefit of the organisation and the community requires sustained and consistent effort by all staff across Ipswich City Council. In order to achieve this, council is focusing resources on the following priorities:

1. Organisational awareness and capability

Council has committed to building a culture of quality community engagement, working to build organisational awareness and capabilities through the implementation of training programs, tools, standards, processes and systems.

2. Knowing our audience

Council is committed to ensuring that those who are interested or affected by a particular community engagement activity are included and engaged early. Considering our audience for each engagement activity, and how best to reach them, is part of our community engagement planning process.

3. Continual learning

Council is committed to a process of evaluation and improvement as part of our community engagement planning processes. We will share our learnings and remain agile to changing demands, technologies and environments. We will regularly review our Community Engagement Framework and work to ensure that we are operating in accordance with best practice community engagement principles and techniques.

WHAT YOU CAN EXPECT FROM US

Wherever you live, work or play we will proactively engage with you so we collectively make the best decisions.

As part of this commitment you can expect to:

- Have a real say in how the city functions
- Have mistakes acknowledged and addressed
- Be able to see council's policy thinking on projects early in the pipeline
- Be given honesty around what is and isn't negotiable
- Be engaged on problems as well as solutions
- Be listened to, heard and provided opportunities to influence decisions that impact and/or interest you.

REVIEW PERIODS

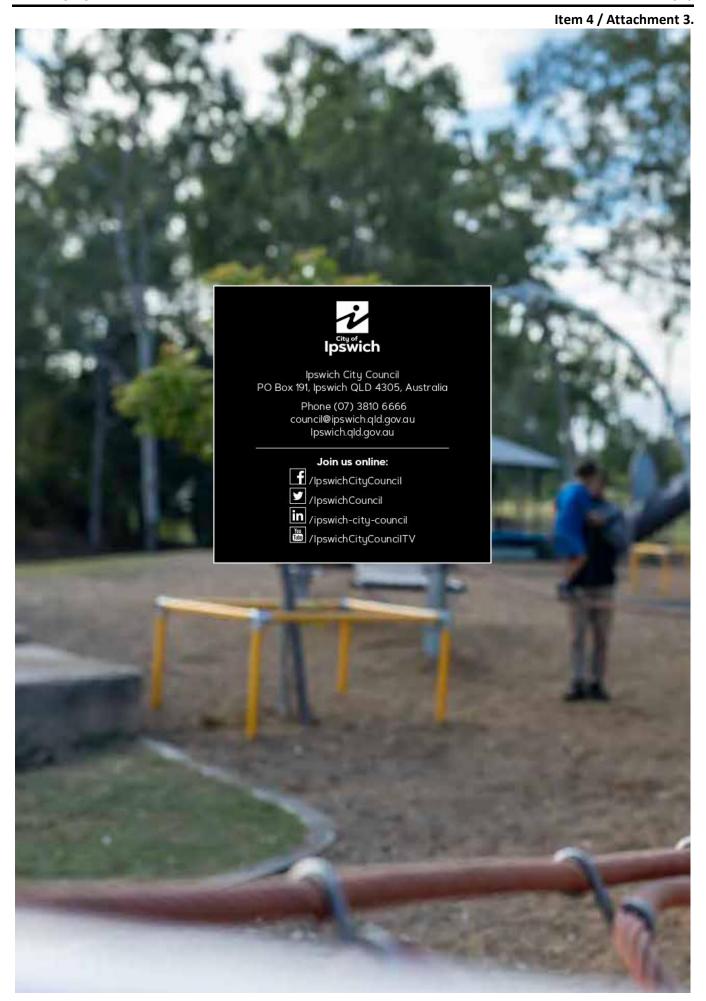
This strategy will be regularly reviewed alongside other related council documents.

ACKNOWLEDGEMENTS

In developing this Community Engagement Strategy, Ipswich City Council wishes to acknowledge the learnings we have received from other local councils and leaders in the field across all levels of government in Queensland and across Australia and internationally. We are grateful for the generosity of Mitchell Shire (Vic) and Northern Beaches (NSW) councils who shared their community engagement and digital transformation journeys with us.

This strategy draws from research into the Ontario Public Engagement Framework, and borrows heavily from Engage VicRoads. In the process of developing this strategy a variety of guidelines were reviewed including the Queensland Government's Online Community Engagement Guideline and Community Engagement Toolkit and resources produced by the International Association for Public Participation (IAP2).

The collaborative input from across all Ipswich City Council departments has been especially valuable to the development of this strategy. We will continue to share and learn from others to advance our practice of community engagement.





IPSWICH CITY COUNCIL

Community Engagement Policy

Version Control and Objective ID	Version No: 2	Objective ID: A5888002
Approved by Council on	10 December 2019	
Date of Review	10 December 2023	

1. Statement

Ipswich City Council is committed to meaningful engagement with the community on issues affecting the city, and on local issues that significantly impact on the community. Community engagement is the foundation of sustainable decision-making, and is mutually beneficial to the community and council.

This policy confirms council's commitment to section 4(2)(c) of the *Local Government Act* 2009 (the Act) which prescribes community engagement as a legislative requirement to ensure democratic representation, social inclusion and meaningful community engagement in government decision making.

2. Purpose and Principles

The purpose of this policy is to provide council with a framework to guide a consistent, transparent and effective approach to community engagement.

The following principles guide council's approach to community engagement:

- · We know why we are engaging and we communicate this clearly
- We deliberately include as many people as we can
- We aim to be inclusive and connect with those hardest to reach
- We are sensitive to history and know the context
- Whenever possible we engage early on challenges and not just solutions
- We genuinely listen at every stage and we keep coming back
- We are relevant and purposeful.

3. Strategic Plan Links

This policy relates to Ipswich City Council's strategic plan, Advance Ipswich 2015, specifically the following themes:

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

4. Regulatory Authority

Local Government Act 2009 (Qld).

5. Scope

This policy applies to all Councillors, council staff (full-time, part-time, temporary and casual), and consultants and contractors engaged by, or acting on behalf of, council.

IPSWICH CITY COUNCIL | Community Engagement Policy

This policy does not apply to the responsibilities, commitments or actions of other levels of government.

6. Roles and Responsibilities

Implementation of this policy is a whole-of-council responsibility. Specifically, the following roles include the responsibilities listed below.

Councillors

Councillors are responsible for advocating for quality community engagement activities and considering community feedback when making decisions. Councillors will be regularly briefed on current and upcoming community engagement activities and will be invited to community engagement events and activities to observe and listen to community feedback.

Community members can contact Councillors directly and their contact details are available on council's website. Councillors can help constituents who raise questions or concerns about community engagement activities by referring them to the appropriate community engagement channels relevant to particular projects.

Councillors may also seek input from their constituents through engagement practices of their own volition however this cannot parallel or seek to affiliate with council projects and community engagement activities.

Chief Executive Officer (CEO)

The CEO is responsible for advocating for quality community engagement activities and understanding the different roles and responsibilities outlined in this policy. The CEO should be aware of current and upcoming community engagement activities and consider community engagement feedback when making decisions.

General Managers

General Managers are responsible for having a robust understanding of council's Community Engagement Framework, identifying strategic community engagement opportunities, resourcing departmental community engagement activities by allocating staff time and budgets and considering community engagement feedback when making decisions.

Branch and Section Managers

Branch and Section Managers are responsible for having a good level of understanding of council's Community Engagement Framework, advocating for quality community engagement activities, supporting staff involvement in community engagement processes, approving community engagement plans and budgets and reporting project-based community engagement findings to the Executive Leadership Team and Councillors.

Council officers who undertake or are involved with community engagement activities

Council officers who undertake or are involved with community engagement activities are responsible for having a good level of understanding of council's Community Engagement Framework and adhere to community engagement principles and processes.

IPSWICH CITY COUNCIL | Community Engagement Policy

Community Engagement Team

Council's Community Engagement Team is responsible for having a robust understanding of, and implementing, maintaining and continuously improving, council's Community Engagement Framework. The Community Engagement Team is responsible for providing guidance to council officers about community engagement principles, processes, resources and reporting. The Community Engagement Team is also responsible for monitoring community engagement processes across council, providing updates to the Executive Leadership Team and Councillors and building community engagement skills and capabilities across the organisation.

7. Our Community Engagement Process

Community engagement is a two-way process which ranges from sharing and consulting, to deliberating and collaborating with the community.

Council has a clear process for designing and delivering community engagement. This process has five key stages: Understand, Plan, Deliver, Report and Evaluate as shown in the below figure.

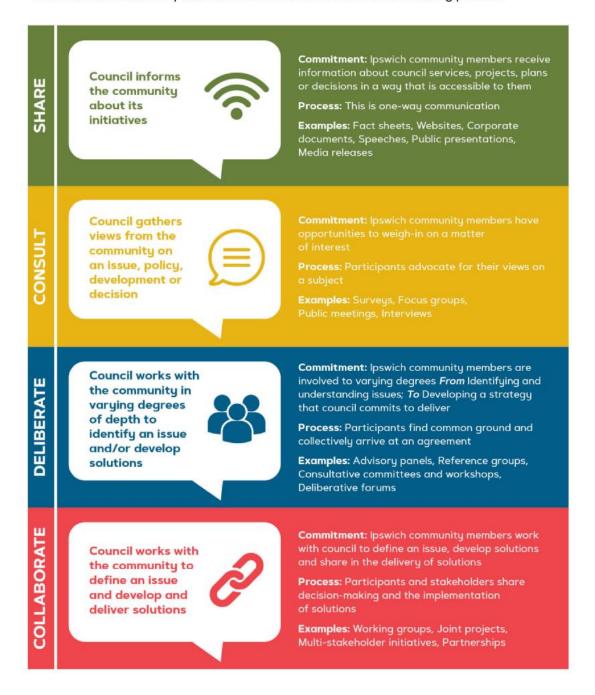


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8. Forms of Engagement

Recognising that no two issues are the same and that different issues will seek the input of community and stakeholders to varying degrees, council applies the Ontario Public Engagement Framework. The Ontario Public Engagement Framework guides the level of influence that community and stakeholders will have in a decision making process.



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IPSWICH CITY COUNCIL | Community Engagement Policy

In addition to the example forms of engagement outlined in the above table, council will use its online community engagement website *Shape Your Ipswich* and other relevant and appropriate digital solutions to engage with the community.

9. Key Stakeholders

The following will be consulted during the review process for this policy:

• The CEO and General Managers.

10. Monitoring and Evaluation

The effectiveness of this policy can be measured by:

- Demographically broad and diverse community participation in community engagement activities
- Annual growth in the number of council community engagement activities
- · Annual number of council decisions informed by community input
- Analytics regarding community support and satisfaction with community engagement processes and activities

11. Definitions

Community	A group of any size whose members reside in the same locality, share common characteristics (e.g. age, sex, ethnic origin, faith), interest and/or cause. People can belong to several difference communities at any one time.
Community Engagement	A process by which community and council work together to facilitate community input into council decision-making.
Community Engagement Framework	The suite of council documents which outline council's vision and commitment to engaging with the community, detail the community engagement roles and responsibilities across Council and the various community engagement processes, tools and resources.
Councillors	All elected representatives including the Mayor.
Ontario Public Engagement Framework	The public engagement approach utilised by the Government of Ontario, Canada. The Ontario Public Engagement Framework is similar to the IAP2 Public Participation Spectrum, developed by the International Association of Public Participation (IAP2).

12. Policy Owner

The General Manager (Community, Cultural and Economic Development Department) is the policy owner and the Manager (Community Development) is responsible for authoring and reviewing this policy.



IPSWICH CITY COUNCIL

Community Engagement Policy

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Approved by Council on	10 December 2019	
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Ipswich City Council is committed to meaningful engagement with the community on issues affecting the city, and on local issues that significantly impact on the community. Community engagement is the foundation of sustainable decision-making, and is mutually beneficial to the community and council.

This policy confirms council's commitment to section 4(2)(c) of the *Local Government Act* 2009 (the Act) which prescribes community engagement as a legislative requirement to ensure democratic representation, social inclusion and meaningful community engagement in government decision making.

2. Purpose and Principles

The purpose of this policy is to provide council with a framework to guide a consistent, transparent and effective approach to community engagement.

The following principles guide council's approach to community engagement:

- · We know why we are engaging and we communicate this clearly
- We deliberately include as many people as we can
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IPSWICH CITY COUNCIL | Community Engagement Policy

This policy does not apply to the responsibilities, commitments or actions of other levels of government.

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Implementation of this policy is a whole-of-council responsibility. Specifically, the following roles include the responsibilities listed below.

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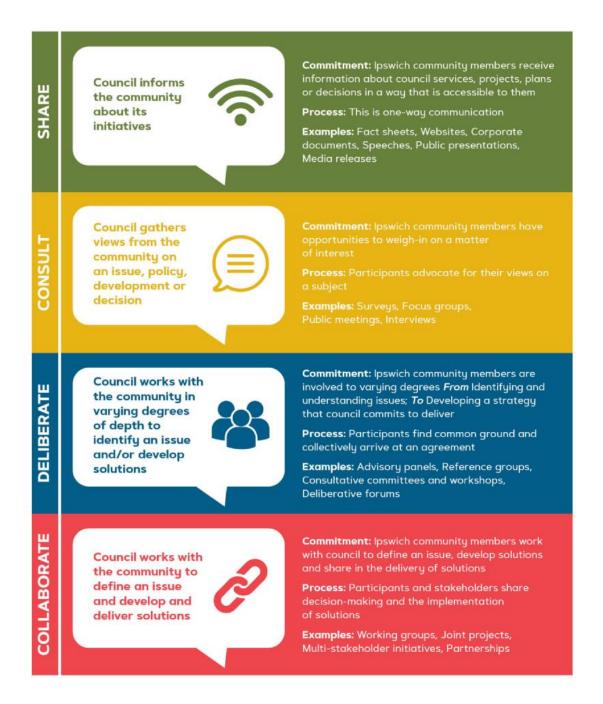
IPSWICH CITY COUNCIL | Community Engagement Policy



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IPSWICH CITY COUNCIL | Community Engagement Policy



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IPSWICH CITY COUNCIL | Community Engagement Policy

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IPSWICH CITY COUNCIL

Community Engagement Policy

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Councillors are responsible for advocating for quality community engagement activities and considering community feedback when making decisions. Councillors will be regularly briefed on current and upcoming community engagement activities. Councillors invited to community engagement events and activities will be able to observe and listen to community feedback.

Community members can contact Councillors directly and their contact details are available on council's website. Councillors can help constituents who raise questions or concerns about community engagement activities by referring them to the appropriate community engagement channels relevant to particular projects.

Councillors may also seek input from their constituents through engagement practices of their own volition however this cannot parallel or seek to affiliate with council projects and community engagement activities.

Chief Executive Officer (CEO)

The CEO is responsible for advocating for quality community engagement activities and understanding the different roles and responsibilities outlined in this policy. The CEO should be aware of current and upcoming community engagement activities and consider community engagement feedback when making decisions.

General Managers

General Managers are responsible for having a robust understanding of council's Community Engagement Framework, identifying strategic community engagement opportunities, resourcing departmental community engagement activities by allocating staff time and budgets and considering community engagement feedback when making decisions.

Branch and Section Managers

Branch and Section Managers are responsible for having a good level of understanding of council's Community Engagement Framework, advocating for quality community engagement activities, supporting staff involvement in community engagement processes, approving community engagement plans and budgets and reporting project-based community engagement findings to the Executive Leadership Team and Councillors.

Council officers who undertake or are involved with community engagement activities

Council officers who undertake or are involved with community engagement activities are responsible for having a good level of understanding of council's Community Engagement Framework and adhere to community engagement principles and processes.

IPSWICH CITY COUNCIL | Community Engagement Policy

Community Engagement Team

Council's Community Engagement Team is responsible for having a robust understanding of, and implementing, maintaining and continuously improving, council's Community Engagement Framework. The Community Engagement Team is responsible for providing guidance to council officers about community engagement principles, processes, resources and reporting. The Community Engagement Team is also responsible for monitoring community engagement processes across council, providing updates to the Executive Leadership Team and Councillors and building community engagement skills and capabilities across the organisation.

7. Our Community Engagement Process

Community engagement is a process of involving the community in decision-making. This ranges from sharing and consulting, to deliberating and collaborating with the community.

Council has a clear process for designing and delivering community engagement. This process has five key stages: Understand, Plan, Deliver, Report and Evaluate as shown in the below figure.

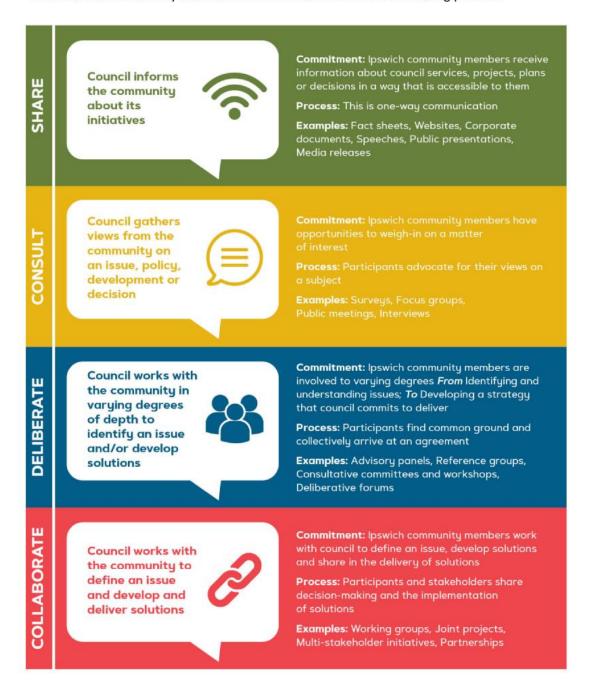


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IPSWICH CITY COUNCIL | Community Engagement Policy

8. Forms of Engagement

Recognising that no two issues are the same and that different issues will seek the input of community and stakeholders to varying degrees, council applies the Ontario Public Engagement Framework. The Ontario Public Engagement Framework guides the level of influence that community and stakeholders will have in a decision making process.



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IPSWICH CITY COUNCIL | Community Engagement Policy

In addition to the example forms of engagement outlined in the above table, council will use its online community engagement website *Shape Your Ipswich* and other relevant and appropriate digital solutions to engage with the community.

9. Key Stakeholders

The following will be consulted during the review process for this policy:

• The CEO and General Managers.

10. Monitoring and Evaluation

The effectiveness of this policy can be measured by:

- Demographically broad and diverse community participation in community engagement activities
- Annual growth in the number of council community engagement activities
- Annual number of council decisions informed by community input
- Analytics regarding community support and satisfaction with community engagement processes and activities

11. Definitions

Community	A group of any size whose members reside in the same locality, share common characteristics (e.g. age, sex, ethnic origin, faith), interest and/or cause. People can belong to several difference communities at any one time.
Community Engagement	A process by which community and council work together to facilitate community input into council decision-making.
Community Engagement Framework	The suite of council documents which outline council's vision and commitment to engaging with the community, detail the community engagement roles and responsibilities across Council and the various community engagement processes, tools and resources.
Councillors	All elected representatives including the Mayor.
Ontario Public Engagement Framework	The public engagement approach utilised by the Government of Ontario, Canada. The Ontario Public Engagement Framework is similar to the IAP2 Public Participation Spectrum, developed by the International Association of Public Participation (IAP2).

12. Policy Owner

The General Manager (Community, Cultural and Economic Development Department) is the policy owner and the Community Engagement and Development Manager is responsible for authoring and reviewing this policy.

Doc ID No: A6048702

ITEM: 5

SUBJECT: COMMUNITY REFERENCE GROUPS

AUTHOR: COMMUNITY ENGAGEMENT AND DEVELOPMENT MANAGER

DATE: 5 FEBRUARY 2020

EXECUTIVE SUMMARY

This is a report concerning Council's five Community Reference Groups and discusses the impact of Council's Election Caretaker Period Policy on the operation of the Community Reference Groups.

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:

That the contents of the report by the Community Engagement and Development Manager dated 5 February 2020 be received and noted.

RELATED PARTIES

There are no related parties matters associated with this report.

ADVANCE IPSWICH THEME

Listening, leading and financial management.

PURPOSE OF REPORT/BACKGROUND

Public participation and community engagement is the foundation of good decision-making, and is mutually beneficial to the community and council. One of the ways that council engages with the Ipswich community is through its five Community Reference Groups, which align to the standing committees of Council:

- 1. Economic Development
- 2. Environment
- 3. Growth Management
- 4. Resilient Communities
- 5. Transparent Governance

Each Community Reference Group meets approximately every two months, with the next round of meetings scheduled to occur between 17 and 26 February 2020.

Ipswich Local Government Elections and Caretaker Period

The Electoral Commission of Queensland has published 'Key election dates' on its website and notes:

"The ECQ proposes to publish the Notice of Election on Saturday, 22 February 2020. The caretaker period for all councils will start upon publication of the notice on the ECQ's website."

In addition to information available from the Queensland Government, Department of Local Government, Racing and Multicultural Affairs, regarding caretaker period, Council on 17 September 2019 adopted the Election Caretaker Period Policy.

The Election Caretaker Period Policy specifically notes, among others things:

"The following Council organised events and ceremonies will have the following variations and or restrictions during the election period:

...

 Community Reference Groups – there will be no meetings held during the Caretaker Period."

Further, the Election Caretaker Period Policy states:

"12. Public Consultation / Stakeholder Engagement

No discretionary public consultation, will take place during the election period on an issue which is significant, contentious or not of an ongoing operational matter.

For the purposes of this policy, discretionary public consultation means consultation which is not legislatively mandated and is a process which involves an invitation from or to individuals, groups or organisations or the community generally to comment on an issue, proposed action or proposed policy.

This policy does not prevent any mandatory public consultation required by the Local Government Act 2009, Planning Act 2016 or any other Act which is required to be undertaken to enable the Council to fulfil its functions in relation to any matter or decisions which are not prohibited by this policy.

Where public consultation is approved to occur during the Election Period, the results of that consultation will not be reported to Council until after the Election Period, expect where it is necessary for the performance of functions of Council and approved by the Chief Executive Officer."

A copy of Council's Election Caretaker Period Policy is included at Attachment 1.

Implications for Community Reference Groups

The Election Caretaker Period Policy specifically notes that Community Reference Group meetings will not be held during the caretaker period, which will likely begin on 22 February 2020. However, the next round of Community Reference Group are scheduled to occur between 17 and 26 February 2020.

It is understood that the intention of the Election Caretaker Period Policy is to ensure that major policy decisions are not made during an election period and that Council resources are not used for any political or electoral purposes (see Section 2. Purpose and Principles in Attachment 1).

Accordingly, the Election Caretaker Period Policy explains the areas of council operations that will be impacted during the election period, one of which is significant public events and consultations. It is understood that the intention behind this restriction is to ensure that Councillors who are holding office during an election period are, understandably, restricted in their ability to utilise events and consultations which are occurring as a matter of Council operations for their own campaigning and/or promotional activities.

Council's Chief Executive Officer, General Manager (Community, Cultural and Economic Development Department) and Community Engagement and Development Manager have discussed these above-mentioned implications and determined that as council is currently under administration, there is no current need to restrict or limit consultation and community engagement activities during this upcoming election period.

Accordingly, Council's Chief Executive Officer, General Manager (Community, Cultural and Economic Development Department) and Community Engagement and Development Manager have decided to allow the Community Reference Group meetings scheduled for between 17 and 26 February 2020 to occur as scheduled.

LEGAL/POLICY BASIS

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

As discussed above, Council's Election Caretaker Period Policy, limits Council's ability to undertake community engagement activities, specifically, hold meetings with the Community Reference Groups, during the upcoming caretaker period which is anticipated to begin on 22 February 2020.

There are two Community Reference Group meetings which are scheduled to occur post-22 February 2020, on the 25th and 26th of February 2020. More generally, there are ongoing community engagement initiatives of an operational nature (that is, they are not legislatively mandated) which have already begun or are scheduled to begin shortly which would be impacted should they not be able to occur throughout the caretaker period.

RISK MANAGEMENT IMPLICATIONS

As discussed above, the impact of Council's Election Caretaker Period Policy on the operation of the Community Reference Groups has been considered by Council's Chief Executive Officer, General Manager (Community, Cultural and Economic Development Department) and Community Engagement and Development Manager. The reputational risks and delays to work-in-progress which wold occur if council were to cancel the scheduled Community Reference Group meetings between 17 and 26 February 2020 are not-insignificant.

Further, as Council is currently under administration, there is no current need to restrict or limit consultation and community engagement activities during this upcoming election period as any risk of Councillors utilising events and consultations which are occurring as a matter of Council operations for their own campaigning and/or promotional activities does not currently exist.

Furthermore, the Terms of Reference documentation for the Community Reference Groups include the following statement:

"Elections

During election periods (whether federal, state or local government elections), members who are considering or intending to stand for elections should remain aware of any conflicts of interest that may arise as a result of being a member of the Resilient Communities Community Reference Group and declare this at meetings (see discussion of 'Agendas and minutes'). Further, upon formal notification or announcement of a members' candidacy for election, that member will be automatically suspended from the Resilient Communities Community Reference Group until after the relevant election is held. Any successful candidates will no longer be eligible to be a member of the Resilient Communities Community Reference Group and unsuccessful candidates will be reinstated as a member.

Members are at all times to be aware of their conduct obligations (see discussion of 'Conduct')."

A copy of the Terms of Reference for the Resilient Communities Community Reference Group document as included at Attachment 2.

FINANCIAL/RESOURCE IMPLICATIONS

There are no financial or resource implications associated with this report.

COMMUNITY AND OTHER CONSULTATION

COUNCIL'S CHIEF EXECUTIVE OFFICER HAS BEEN CONSULTED ON THE NATURE OF THIS REPORT. CONCLUSION

Council's five Community Reference Groups discuss the impact of Council's Election Caretaker Period Policy on the operation of the Community Reference Groups. This report

outlines that the next round of Community Reference Groups are scheduled to occur between 17 and 26 February 2020 and that Council's Chief Executive Officer, General Manager (Community, Cultural and Economic Development Department) and Community Engagement and Development Manager have decided to allow the Community Reference Group meetings to occur as scheduled.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

- 1 Election Caretaker Period Policy J
- 2 Resilient Communities Community Reference Group Terms of Reference 🗓 🖺

Abbey Richards

COMMUNITY ENGAGEMENT AND 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"



IPSWICH CITY COUNCIL

Election Caretaker Period Policy

Version Control and Objective ID	Version No: 1	Objective ID: A5811749
Approved by Council on	17 September 2019	
Date of Review	17 September 2023	

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IPSWICH CITY COUNCIL | Election Caretaker Period Policy

1. Statement

Council is committed to transparent and accountable local government through compliance with both the law and reasonable community expectations during a local government election period. For the purposes of this Policy an election period is defined as per the *Local Government Electoral Act 2011* Schedule Dictionary:

'Election Period' – for an election, means the period –

- a) starting on the day when public notice of the holding of the election is given under section 25(1) of the *Local Government Electoral Act 2011*; and
- b) ending on the close of the poll for the election.

2. Purpose and Principles

This policy provides appropriate standards and restrictions for councillors and council officers during the election period for a local government quadrennial election, fresh election and a by-election:

- major policy decisions will not be made during the Election Period unless approved by the
 Minister during the caretaker period for a quadrennial election; and
- Council resources will not be used for any political or electoral purposes.

3. Strategic Plan Links

This policy relates to:

Listening, Leading and Financial Management

4. Regulatory Authority

Local Government Act 2009 Local Government Electoral Act 2011 Local Government Regulation 2012

5. Scope

This policy applies to all councillors, council staff, contractors, and others that act on Council's behalf to provide information regarding decision making during an election period with respect to:

- appropriate decision making;
- equity and transparency between existing Councillors and new candidates regarding access to Council resources;
- effective day to day management of Council activities; and
- Council resources are not diverted for electoral purposes.

6. Major Policy Decisions

The areas of Council's operations that will be impacted during the election period are:

- major policy decisions;
- use of Council resources; and

IPSWICH CITY COUNCIL | Election Caretaker Period Policy

 significant public events and consultation (including media announcements; public consultations and publications).

Schedule 4 of the Local Government Act 2009 (the Act) defines "major policy decisions" as meaning:

- about the appointment of a chief executive officer of the local government; or
- about the remuneration of the chief executive officer of the local government; or
- to terminate the employment of the chief executive officer of the local government; or
- to enter into a contract the total value of which is more than the greater of the following:
 - \$200,000;
 - 1% of the local government's net rate and utility charges as stated in the local government's audited financial statements included in the local government's most recently adopted annual report.

Section 90B of the Act allows for local governments to make application to the Minister for approval to make a major policy decision under exceptional circumstances. However, if Council has approved the budget expenditure prior to the commencement of the caretaker period for a quadrennial election and the decision is purely to award a contract or to implement the policy then Council will seek confirmation from the Department in each instance on a project basis that this is not prohibited under section 90B.

In addition to this core legal obligation, Council has determined that it will not consider any new major policies, significant changes to policy and or major new projects during the Election Period. In this context, when defining a major policy and/or project, the following will be taken into consideration:

- What is the impact of the policy/project on the financial sustainability of the Council?
- Will the project/policy materially divert Council resources?
- Does the project/policy have the likely potential to be controversial or generate significant public interest? and
- Would the project/policy generally require significant community engagement prior to initiating or finalising?

Note: Significant decisions required by legislation are exempt from this provision unless the legislation makes provision for Caretaker Periods. Section 90D also prohibits Council from publishing or distributing election material during the Caretaker Period.

7. Use of Council Resources

Care is to be taken to ensure that there can be no perception that Council resources are being used to assist candidates in their election campaign. Councillors may continue to use Council resources for routine activities in the fulfilment of their roles and responsibilities as a councillor and in accordance with Council's Expenses Reimbursement Policy until their term of office ends.

Council owned resources, including vehicles shall not be used for election or campaigning purposes. Councillors are not permitted to fix or allow to remain affixed, to Council property any poster,

IPSWICH CITY COUNCIL | Election Caretaker Period Policy

election sign, sticker, decal, magnetic or adhesive that promotes the Councillor or another person as a candidate or potential candidate in a Federal, State or Local Government election.

The use of Council resources and equipment (office space, laptops, printers, photocopiers or stationery) for the production of election material is strictly prohibited.

8. Councillor Administrative Support

Normal service delivery and business activities will be maintained throughout the Election Period and councillor support persons will continue to provide support for core Council activities, but not for election or politically related matters. The Media team will not assist individual councillors with their election campaign media activities.

In summary, the use of any Council staff or resources for election campaigns is strictly prohibited except as specifically provided in clause 14 of this policy regarding personal time.

9. Major Events and Community Engagement Activities

The following Council organised events and ceremonies will have the following variations and or restrictions during the election period:

- Citizenship ceremonies formal citizenship ceremonies will continue and all public events will be advertised.
- Community awards and recognition and civic receptions there will be no formal awards, recognitions or civic receptions during the election period.
- Community Reference Groups there will be no meetings held during the Caretaker Period.

Should extenuating circumstances warrant a civic/major event activity, then the official duties and formalities will be undertaken by the Chief Executive Officer.

10. Media

Media releases will be limited to operational issues rather than policy and/or major projects. Council will not make comment on individual election campaigns except if harmful, inaccurate comments are made by a candidate that directly relates to Council operations. In these circumstances, the Chief Executive Officer reserves the right to correct the inaccuracy.

Council staff (including Marketing and Communications) will not provide media advice to Councillors who have nominated as candidates regarding public comment on the elections.

11. Publications

Section 90D of the *Local Government Act 2009* states that a local government must not, during a Caretaker Period for the local government, publish or distribute election material. Election material is anything able to, or intended to:

- influence an elector about voting at an election;
- affect the result of an election.

Any advertisement, handbill, pamphlet or notice that contains "election material" whether physical or electronic during the election period is prohibited.

IPSWICH CITY COUNCIL | Election Caretaker Period Policy

12. Public Consultation / Stakeholder Engagement

No discretionary public consultation, will take place during the election period on an issue which is significant, contentious or not of an ongoing operational matter.

For the purpose of this policy, discretionary public consultation means consultation which is not legislatively mandated and is a process which involves an invitation from or to individuals, groups or organisations or the community generally to comment on an issue, proposed action or proposed policy.

This policy does not prevent any mandatory public consultation required by the *Local Government Act 2009, Planning Act 2016* or any other Act which is required to be undertaken to enable the Council to fulfil its functions in relation to any matter or decisions which are not prohibited by this policy.

Where public consultation is approved to occur during the Election Period, the results of that consultation will not be reported to Council until after the Election Period, except where it is necessary for the performance of functions of Council and approved by the Chief Executive Officer.

13. Requests for Information and Contact with Staff

The Chief Executive Officer will ensure councillors are provided with appropriate support to continue to fulfil their official duties and responsibilities during the election period. During the election period Councillors may still seek information and advice on Council issues in accordance with Council's Staff Interaction and Access to Information Policy.

During the Election Period, Councillors shall limit information requests to those matters that are either routine, or essential to continue Council operations. Requests for reports on substantive matters shall not be processed during the Election Period unless they involve a matter of public safety or are requested by a resolution of Council.

Any approach to an officer from a candidate for information shall also be referred to their General Manager in the first instance.

14. Conduct of Staff

Prior to the election period commencing, the Chief Executive Officer will ensure that all staff are advised of the application of this policy and ensure that:

- staff will not undertake any activity that may affect voting in the election.
- staff will not authorise, use or allocate a Council resource for any purpose which may influence voting in the election.
- staff will not assist Councillors or a candidate in a way that is or could create a perception that they are being used for electoral purposes.

IPSWICH CITY COUNCIL | Election Caretaker Period Policy

should any member of staff wish to provide support or assistance to a Councillor or a
candidate in their own time as a private citizen including on the day of the election they must
in no way be seen to be acting as a representative of Council and in these actions they are
acting as a private citizen.

15. Council Website and Social Media

Council controlled websites and social media pages including Facebook, Twitter, Instagram, blogs and other social media hosted or published by Council will carry a notice to exclude political comment. No response will be made to any political comments posted and council reserves the right to remove any such comments. Content of a political nature posted to Council's social media sites will be removed as will posts which mention the organisation that are under the control of Ipswich City Council.

Council Officers are required to be mindful of their obligations under the code of conduct when interacting with political content during the Election Period. Care is required when liking, retweeting, posting, sharing or undertaking other interactions where your profile or presence is identifiable as an employee of Ipswich City Council.

Council's website will not feature any new articles or events which are not approved by the CEO.

16. Roles and Responsibilities

This policy applies to all Councillors and any Council employee who either performs a support role for the Councillors or processes any of the requirements of this policy.

17. Monitoring and Evaluation

The effectiveness of this policy will be reflected in the Councillors ability to successfully navigate the requirements as outlined in the *Local Government Act 2009* as they apply to the Election Caretaker Period while continuing to still meet community expectations as they apply to good governance and accessibility.

18. Definitions

As per Schedule Dictionary of the <i>Local Government Electoral Act 2011</i> means an election to replace a Councillor after the Councillor's office becomes vacant.		
As per s90A of the Local Government Act 2009: (1) The caretaker period for a local government is the period during an election for the local government that—		
 (a) starts on the day when public notice of the holding of the election is given under the Local Government Electoral Act, section 25(1); and (b) ends at the conclusion of the election. 		
(2) There is no caretaker period during a by-election or fresh election.		
Means the period— (a) starting on the day when public notice of the holding of the election is given under section 25(1) of the Local Government Electoral Act 2011; and (b) ending on the close of the poll for the election.		

Fresh Election	As per Schedule 4 of the Local Government Act 2009 and Schedule Dictionary		
	of the Local Government Electoral Act 2011 means an election of all the		
	Councillors of a local government that is not a quadrennial election.		
Quadrennial	As per Schedule 4 of the Local Government Act 2009 and Schedule Dictionary		
Election	of the Local Government Electoral Act 2011 means the election for local		
	governments that is held in 2012, and every fourth year after 2012.		

19. Policy Owner

The General Manager (Corporate Services) is the policy owner and the Corporate Governance Manager (Legal and Governance Branch) is responsible for authoring and reviewing this policy.

Terms of ReferenceResilient Communities Community Reference Group



INTRODUCTION

lpswich City Council is committed to meaningful engagement with the community on issues affecting the city, and on local issues that significantly impact on the community. Public participation and engagement is the foundation of good decision-making, and is mutually beneficial to the community and council.

One of the ways that council engages with the lpswich community is through its five (5) Community Reference Groups, which align to the standing committees of council:

- Economic Development (Economic Development Committee)
- 2. Resilient Communities (Communities Committee)
- Growth Management (Growth Management and Infrastructure Committee)
- 4. Environment (Environment Committee)
- Transparent Governance (Governance Committee).

This Terms of Reference (TOR) sets out the operating conditions for the Resilient Communities Community Reference Group including the purpose, structure and responsibilities of the group's members. This TOR should be read in conjunction with the 'Guidelines for Community Reference Groups'.

PURPOSE, SCOPE AND OBJECTIVES

The purpose of the Resilient Communities Community Reference Group is to provide a platform where community representatives provide information, advice and views to council on matters relating to core business functions. The scope of the Resilient Communities Community Reference Group is limited to the following:

- Community engagement
- Community development
- Council owned community centres and sporting clubs
- Community grants and funding
- Social policy framework
- Literary, performing and visual arts (Libraries, Civic Centre, Studio 188, Art Gallery)

- Public art
- Community health, safety and amenities, including the Safe City Program
- Collection and analysis of data relating to communities in lpswich

The objectives of the Resilient Communities Community Reference Group are:

- To provide a deliberative forum for members to discuss issues of community interest related to matters within the scope of the Resilient Communities Community Reference Group;
- To draw on local knowledge and enhance community voice in decision making processes and outcomes related to matters within the scope of the Resilient Communities Community Reference Group; and
- To build community understanding of council's core business functions and specific projects or activities related to matters within the scope of the Resilient Communities Community Reference Group.

MEMBERSHIP

The Resilient Communities Community Reference Group will consist of:

- A maximum of 20 and a minimum of 10 members all of whom are appointed through an Expression of Interest process (see 'Guidelines for Community Reference Groups');
- A Convenor, who is the Chairperson of the relevant council standing committee;
- A Facilitator, being the General Manager from the Community, Cultural and Economic Development Department (or their delegate) assisted by council officers from the relevant Department.

Councillors who are members of the relevant council standing committee may also attend at their discretion as observers of the Community Reference Group proceedings.

Subject matter experts from council may also be invited to attend a meeting/s from time-to-time, if required, for particular projects or issues.

Term

The term of membership is two (2) years, subject to compliance with these Terms of Reference. The Facilitator (supported by the Community Engagement Team) is responsible for implementing another public EOI process at the end of each term. Members may submit another EOI at the end of their two year term however priority may be afforded to new applicants in the assessment process to ensure a diversity and evolution of community participation is possible.

Vacancy

In the event of a member vacancy, replacement shall be appointed by council's Chief Executive Officer (CEO) by revisiting unsuccessful EOI applications.

Termination

A member will be removed from the Resilient Communities Community Reference Group if they are absent from three (3) consecutive meetings. Members may also be removed, by decision of the Facilitator, if they breach these Terms of Reference. The Facilitator will formally notify the member in writing if their removal is required.

Members may terminate their membership at any time. Notice of membership termination must be provided in writing to the Facilitator.

Elections

During election periods (whether federal, state or local government elections), members who are considering or intending to stand for elections should remain aware of any conflicts of interest that may arise as a result of being a member of the Resilient Communities Community Reference Group and declare this at meetings (see discussion of 'Agendas and minutes'). Further, upon formal notification or announcement of a members candidacy for election, that member will be automatically suspended from the Resilient Communities Community Reference Group until after the relevant election is held. Any successful candidates will no longer be eligible to be a member of the Resilient Communities Community Reference Group and unsuccessful candidates will be reinstated as a member.

Members are at all times to be aware of their conduct obligations (see discussion of 'Conduct')

POWERS OF THE RESILIENT COMMUNITIES COMMUNITY REFERENCE GROUP

The Resilient Communities Community Reference Group provides information, advice and views and, where sought, recommendations to Council. Any information, advice, views and recommendations will be recorded in the minutes. The group has opportunity to influence council decision making, however, does not have decision-making authority. This remains the function of council.

ROLES AND RESPONSIBILITIES

Ipswich City Council

The Convenor of the Resilient Communities Community Reference Group is the Chairperson of the Communities Committee.

The Facilitator, which is the General Manager from the Community, Cultural and Economic Development Department (or their delegate) will oversee the governance and coordination of the Resilient Communities Community Reference Group, including:

- Participating in meetings and adhering to the Terms of Reference:
- Ensure group adherence to the Terms of Reference;
- Coordinate the agendas, minutes and other documentation;
- Undertake a review of the Terms of Reference and group's efficacy every two years;
- Report to the relevant council standing committee; and
- Notify the relevant council standing committee of any changes to group membership.

The Facilitator will be supported by administrative support including minute taking, agenda preparation, filing, coordinating correspondence and communication, meeting preparation and logistics and information disclosure.

Subject-matter experts from council may also be invited to attend a meeting/s from time-to-time, if required, for particular projects or issues.

Members

Members of the Resilient Communities Community Reference Group are required to:

- Attend and participate in meetings;
- Adhere to the Terms of Reference; and
- Represent community views and provide information and advice to council on items related to the group's purpose, scope and objectives.

MEETINGS

Frequency

The Resilient Communities Community Reference Group will meet, at a minimum, quarterly for approximately two hours at a location in central lpswich. Depending on the agenda and discussion, meeting run times may be shortened or lengthened.

Agendas and minutes

The Facilitator will set the agenda and circulate to the group at least one week prior to the meeting. Each agenda will incorporate a standing agenda item call

'Declaration of potential or actual conflicts of interest' and require members to declare any conflicts of interest they may have, including conflicts of interest with any particular agenda item/s or issue/s to be discussed at the meeting. Other members can also request items be added to the agenda. Members will deliberate based on the set agenda items. The agenda and any accompanying documents will be circulated to members at least one week prior to the meeting. Minutes will be recorded and will be circulated to members within two weeks of the meeting. The final minutes will be uploaded onto council's website within three weeks of the meeting. Minutes are to be appropriately filed.

Conduct

Members are required to:

- Act with honesty, good faith and integrity;
- Abide by the Terms of Reference;
- Actively participate in meetings;
- Declare any actual or perceived conflicts of interest at the commencement of the meeting;
- Represent the interests of their local community rather than individual interests or issues; and
- Maintain confidentiality of discussions within meetings. Members are not permitted to liaise with the media and represent either the opinions of council or the group.

In particular, members are required not to use any Community Reference Group for any public lobbying or political purposes, including use of social media to promote specific campaigns or strategies.

Any material breach of this code of conduct may result in immediate termination of membership.

Any member charged with any offence as defined in section 153 of the Local Government Act 2009 (being treason, electoral or integrity offences) shall be automatically suspended until the matter has been resolved. Any person convicted of an offence as defined in section 153 of the Local Government Act 2009 shall not be eligible for membership of any Community Reference Group.

Voting

The role and format of the Resilient Communities Community Reference Group in providing information, advice and views means that voting will not occur.

Information

Members will not use any information disclosed at meetings for personal purposes or gains for either themselves or others (including financial gains) and maintain confidentiality of all information provided.

RECORD KEEPING

Council will manage record keeping of the group's activities in council's internal filing system, including:

- Member details as provided on the EOI application (personal details will be managed confidentially, in accordance with council's privacy standards);
- EOI applications and other selection process documentation;
- Register of when meetings were held;
- Terms of Reference;
- Agendas and minutes for each meeting; and
- Any other related correspondence or information.

DISCLOSURE

The following information will be published on council's public website:

- Names of the members;
- The Guidelines and Terms of Reference; and
- Agendas and minutes of each meeting.

REVIEW

The Facilitator will undertake a review of the efficacy of the Resilient Communities Community Reference Group every two years. This includes reviewing the TOR document, suitability of meeting frequency and the efficacy of the group in meeting the objectives and working to the TOR.

Version #	Date	
1	7 March 2019	
2	4 October 2019	

PRIVACY

The personal information of all members and applicants will be managed in accordance with council's privacy standards. The names of the group's members will be published on council's public website upon their appointment.

INSURANCE

Reference group members are covered under council's public liability insurance policies when partaking in meetings.

CONTACT DETAILS

Further information on the group can be gained by contacting council's Community Engagement Team at **communityengagement@ipswich.qld.gov.au**.

Doc ID No: A6025854

ITEM: 6

SUBJECT: TI TREE BIOENERGY PAYMENTS

AUTHOR: COMMUNITY ENGAGEMENT AND DEVELOPMENT MANAGER

DATE: 23 JANUARY 2020

EXECUTIVE SUMMARY

This is a report concerning the receipt and distribution of Ti Tree Bioenergy Payments, pursuant to a Planning and Environment Court development permit approval judgment on 29 May 2002 (see Attachment 1).

Historically, the Ti Tree Bioenergy Payments have been distributed through proportionate allocation of the payments received to each of the ten divisional community donation accounts and an additional allocation to the former Division 10 community donation account for specific projects nominated by the Willowbank Area Group Inc.

Changes to the Ipswich electoral divisions and potential compliance and governance risks associated with the allocation and distribution of the Ti Tree Bioenergy Payments leads this report to recommend the repeal of previous council decisions relating to the receipt and distribution of Ti Tree Bioenergy Payments.

This report recommends that the Infrastructure and Environment Department and Community, Cultural and Economic Development Department develop and implement an Administrative Directive and relevant associated procedures which detail a revised governance framework for the assessment and determination of suitable projects to ensure compliance with the Planning and Environment Court development permit approval judgment on 29 May 2002.

Ti Tree Bioenergy and Willowbank Area Group Inc would continue to be consulted on the allocation and utilisation of funds.

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:

A. That the decision of Council, as per the Finance and Special Purposes Committee Report No. 2003(03) of 5 March 2003 and adopted at the Council Ordinary Meeting of 12 March 2003, be repealed.

- B. That the decision of Council, as per Item No. 09.02 of the City Management and Finance Committee Report No. 2004(10) of 16 November 2004 and adopted at the Council Ordinary Meeting of 14 November 2004, be repealed.
- C. That the decision of Council, as per Item No. 02.13 of the Planning, Development and Environment Committee No. 2006(06) of 6 June 2006 and adopted at the Council Ordinary Meeting of 14 June 2006, be repealed.
- D. That the decision of Council, as per Item No. 03 of the City Management, Finance and Community Engagement Committee No. 2018(03) of 20 March 2018 and adopted at the Council Ordinary Meeting of 27 March 2018, be repealed.
- E. That the decision of Council, as per Item No. 02 of the City Management, Finance and Community Engagement Committee No. 2018(09) of 14 August 2018 and adopted at the Council Ordinary Meeting of 21 August 2018, be repealed.
- F. That the Infrastructure and Environment Department and Community, Cultural and Economic Development Department develop and implement an Administrative Directive ("Directive") and relevant associated procedures ("Procedures"). The Directive and Procedures will detail a governance framework for the assessment and determination of suitable projects to ensure compliance with Condition 8 of the 29 May 2002 Planning and Environment Court development permit approval for a material change of use for a waste disposal operation and ancillary activities on Lots 1 and 2 on RP 24575, Lots 4 and 8 on RP 24574 and Lot 52 on SP 121407 at Champions Way, Willowbank.

RELATED PARTIES

The Willowbank Area Group Inc (the WAG) has provided a service and received financial support from the Ti Tree Bioenergy Payments since approximately 2004 as a result of the decision of Council on 14 November 2004 (and then subsequent Council decisions).

A copy of the Minutes of the Council Ordinary Meeting dated 24 November 2004 is included at Attachment 3.

ADVANCE IPSWICH THEME

Listening, leading and financial management, Caring for the Environment and Caring for the Community.

PURPOSE OF REPORT/BACKGROUND

Planning and Environment Court Development Permit

On 29 May 2002, the Planning and Environment Court approved a development permit for a material change of use for a waste disposal operation and ancillary activities on the then Lots 1 and 2 on RP 24575, Lots 4 and 8 on RP 24574 and Lot 52 on SP 121407 at Champions Way, Willowbank (the Approval). The facility is known as the Ti Tree Bioenergy waste disposal facility (the Facility).

In summary, Condition 8 of the Approval, titled 'Contributions for Local Environmental Improvements' (**Condition 8**), requires the operator of the Facility (Ti Tree Bioenergy) to pay Council:

- a) \$320,000.00 as a one-off payment (the One-Off Payment);
- b) an ongoing annual minimum payment of \$100,000.00, calculated by reference to the volume of waste received at the Facility each year and the payment of annual property rates (the Annual Payments).

Condition 8 specified, among other things, the following:

"...

8.6 Any funds paid in respect to this condition shall be utilised for community and environmental improvements across the City as determined by Council and having regard to the impacts (whether 'perceived' or 'real') that might arise from the development.

..."

A copy of the 29 May 2002 Planning and Environment Court Judgment, which includes Condition 8, is included at Attachment 1.

Distribution of the One-Off Payment

Council received the One-Off Payment on 6 January 2003.

Council at its Ordinary Meeting of 12 March 2003 adopted the Finance and Special Purposes Committee Report No. 2003(03) of 5 March 2003 and determined that the One-Off Payment of \$320,000.00 be allocated utilising divisional community donation accounts as follows:

- 1. \$220,000 on an equal divisional basis (with an equivalent citywide allocation); and
- 2. \$100,000 provided to the division in which the development is to occur for community and environment improvements (being the former Division 10).

A copy of the Finance and Special Purposes Committee Report No. 2003(03) of 5 March 2003 is included at Attachment 2.

Distribution of the Annual Payments

Council at its Ordinary Meeting of 24 November 2004 adopted the City Management, Finance and Community Engagement Committee Report No. 2004(10) of 16 November 2004, subject to the following amendments:

"Inclusion of the following Clause after Clause 9.01:

9.02 COMMUNITY DONATIONS

With reference to the community donations funded by the Collex planning approval condition order.

RECOMMENDATION

- A. That one twelfth of the funding available from the Collex planning approval condition order be available for each divisional community donation account and the city wide community donation account, with the remaining one twelfth being available for additional funding to the Division 10 community donation account to support projects recommended by the Willowbank Area Group Inc.
- B. That the Chief Executive Officer be delegated power, in consultation with the Mayor and the Councillor for Division 10, to approve projects recommended by the Willowbank Area Group Inc from the additional Division 10 community donation funding."

As a result of the above, and in summary, the Annual Payments were allocated in two ways:

- 1. 11/12th equally to each of the ten (10) divisional community donation accounts and the city wide community donation account; and
- 2. 1/12th to the Division 10 community donation account for specific projects nominated by the Willowbank Area Group Inc (the WAG).

Each of the above is discussed further below.

A copy of the Minutes of the Council Ordinary Meeting dated 24 November 2004 is included at Attachment 3.

Distribution of the 11/12th of the Annual Payments equally to each of the ten divisional community donation accounts and the city wide community donation account

Up until 30 June 2018, each divisional community donation account and the city wide community donation account contained a number of budget line items. One of these line items was specific to the Annual Payments. In or around October each year, the line item related to the Annual Payments for each divisional community donation account and the city wide community donation account was added to equally with 11/12th of the annual payment received for that year.

In practice, and despite the Annual Payments being noted as a separate budget line item, these monies were encompassed within the community donation allocation for both city wide and each division and utilised in the exact same manner as community donations. That is, no additional criteria or requirements were placed on the way in which these monies could be expended to ensure compliance with Condition 8 of the Approval.

Distribution of the 1/12th of the Annual Payments to the Division 10 community donation account for specific projects nominated by the WAG

The WAG was incorporated on 19 June 2003. As stated on its Facebook page, the WAG acts to represent and enhance the liveability of the residents of Willowbank and surrounding suburbs including Amberley, Ebenezer, Jeebropilly, Mt Forbes and Purga West.

Whilst council had resolved on 24 November 2004 to distribute 1/12th of the Annual Payments to the WAG, it was not until 21 December that a procedure for the distribution of these funds was established. The most recent version of this procedure, titled 'Distribution of Annual Veolia Environmental Services Funding for Grants Nominated by the Willowbank Area Group Inc', is included at Attachment 4.

In summary, this procedure specifies that the WAG will manage a grants program that local community organisations can apply to. The WAG will have full responsibility for the initial assessment for all applications except where the WAG itself is seeking funding. The final outcome of the WAG assessments are then referred to council officers who then provide a report with the WAG's assessment outcomes to the relevant manager for consideration and referral to the Chief Executive Officer, Mayor and Division 10 Councillor, for consideration and formal approval. Upon approval, the WAG then notifies successful organisations who submit to council an invoice, council processes the relevant cheques, WAG distributes these cheques and then WAG is responsible for the management of the acquittal process.

In relation to the expenditure of the 1/12th of the Annual Payments to the Division 10 community donation account, it has been a consistent practice since at least 2008 where the WAG has submitted for financial support to cover administrative and operational costs.

The 2018 Council decisions

Council at its Ordinary Meeting of 27 March 2018 adopted the City Management, Finance and Community Engagement Committee Report No. 2018(03) of 20 March 2018 which discussed the streamlined management of the Annual Payments, a centralised program of work and the continuation of the current funding arrangements for the WAG.

A copy of the City Management, Finance and Community Engagement Committee Report No. 2018(03) of 20 March 2018 is included at Attachment 6.

Council at its Ordinary Meeting of 20 August 2018 adopted the City Management, Finance and Community Engagement Committee Report No. 2018(09) of 14 August 2018 which discussed both the funding allocated to specific projects nominated by the Willowbank Area Group and a proposal made to council by the Willowbank Area Group that its operating expenses be funded out of this allocation.

A copy of the City Management, Finance and Community Engagement Committee Report No. 2018(09) of 14 August 2018 is included at Attachment 7.

It is understood that no further action has been taken to progress either of the above council resolutions, excepting the centralisation of available funds.

Purpose for which the Annual Payments may be distributed

Further information about the purpose for which the Annual Payments may be distributed is attached as Confidential Attachment 8.

ISSUES

The historical management and distribution of the Annual Payments raises governance and compliance issues, these are discussed below.

Compliance and effective processes and transparent governance

The historical practice of distributing the Annual Payments equally to each of the ten divisional community donations accounts in the absence of any additional criteria or requirements being placed on the way in which these monies could be expended creates some uncertainty in relation to council's compliance with Condition 8 of the Approval.

There was no register of projects or initiatives specific to the Ti Tree Bioenergy Payments across the ten divisional community donation accounts to record the allocation of the Annual Payments. Consequently, use and expenditure of the Annual Payments were not obvious to the community.

Strategic decision-making in the public interest

The historical practice of distributing the Annual Payments equally to each of the ten divisional community donation accounts failed to appropriately consider the strategic corporate objectives of council and utilise the Annual Payments in a manner which is both aligned to achievement of strategic outcomes and arguably not strictly in compliance with Condition 8 of the Approval.

PROPOSAL

It is proposed that all previous Council decisions relating to the distribution and management of the Ti Tree Bioenergy Payments are repealed and that a new process for the management of the Annual Payments is implemented.

It is proposed that the entirety of the Annual Payments from Ti Tree Bioenergy is managed by council.

This report recommends that the Infrastructure and Environment Department and Community, Cultural and Economic Development Department develop and implement an Administrative Directive and relevant associated procedures which detail a governance framework for the assessment and determination of suitable projects to ensure compliance with the Planning and Environment Court development permit approval judgment on 29 May 2002.

LEGAL/POLICY BASIS

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

RISK MANAGEMENT IMPLICATIONS

The risk associated with adopting the recommendations of this report relate primarily to the sustainability of the Willowbank Area Group (the WAG). With the repeal of former decisions and the centralisation of the management and administration of the Ti Tree Bioenergy Annual Payments within council, it is no longer necessary for WAG to submit for financial support to cover administrative and operational costs. The WAG will however, as with all other local community organisations continue to be able to apply for and utilise the various community funding programs offered by council.

Council is appreciative of the commitment and dedication the Willowbank Area Group Inc has demonstrated to its local community and we look forward to continued collaboration and consultation with the organisation regarding the Ti Tree Bioenergy Annual Payments to ensure meaningful community outcomes are delivered for Willowbank and the surrounding suburbs.

The risks associated with not approving the recommendations contained within this report relate primarily to governance and compliance, as detailed above.

FINANCIAL/RESOURCE IMPLICATIONS

There are no financial or resource implications for council as the Annual Payments will continue to be received in accordance with the Approval.

COMMUNITY AND OTHER CONSULTATION

Council's Environment and Sustainability Branch has been consulted on this report and agree with the recommendations of this report.

Council's Legal and Governance Branch has been consulted on this report and agree with the recommendations of this report.

Council's Finance Branch has been consulted on this report and agree with the recommendations of this report.

Council representatives have consulted with representatives of the WAG and informed them of the recommendations being made in this report. The WAG has confirmed its agreement with council's proposal to centralise the management and administration of the Annual Payments and as a result understands that the grants program which they previously administered will now cease. In relation to the cessation of financial support for administrative and operational costs to the WAG, the WAG has provided a response to council requesting that we reconsider this position.

Council representatives have consulted with representatives of Ti Tree Bioenergy and informed them of the recommendations being made in this report. Ti Tree Bioenergy is supportive of the approach being taken by Council and agree with the recommendations of this report. Ti Tree Bioenergy will continue to be consulted with throughout the development of the Administrative Directive and relevant associated procedures, as detailed in Recommendation F of this report.

CONCLUSION

This is a report concerning the receipt and distribution of Ti Tree Bioenergy Payments, pursuant to a development permit approval issued by the Planning and Environment Court on 29 May 2002 (see Attachment 1).

Historically, the Ti Tree Bioenergy Payments have been distributed through proportionate allocation of the payments received to each of the ten divisional community donation accounts and an additional allocation to the former Division 10 community donation account for specific projects nominated by the Willowbank Area Group Inc.

There are risks associated with the compliance, governance and transparency of the allocation and distribution of the Ti Tree Bioenergy Payments and accordingly, this report recommends the repeal of previous Council decisions relating to the receipt and distribution of Ti Tree Bioenergy Payments.

This report recommends that the Infrastructure and Environment Department and Community, Cultural and Economic Development Department develop and implement an Administrative Directive and relevant associated procedures which detail a governance framework for the assessment and determination of suitable projects to ensure compliance with the Planning and Environment Court development permit approval judgment on 29 May 2002.

It is important to restate that council is appreciative of the commitment and dedication the Willowbank Area Group Inc has demonstrated to its local community and we look forward to continued collaboration and consultation with the organisation regarding the Ti Tree Bioenergy Annual Payments to ensure meaningful community outcomes are delivered for Willowbank and the surrounding suburbs.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

- 1. 29 May 2002 Planning and Environment Court Judgment J
- 2. Finance & Special Purposes Committee Report No. 2003(03) of 5 March 2003 U
- 3. Minutes of the Council Ordinary Meeting dated 24 November 2004 💯
- 4. Procedure No. ASDCE-017 dated 8 February 2016 U
- 5. Planning, Development and Environment Committee Report No. 2006(06) of 6 June 2006 .
- 6. City Management, Finance and Community Engagement Committee Report No. 2018(03) of 20 March 2018 U
- 7. City Management, Finance and Community Engagement Committee Report No. 2018(09) of 14 August 2018 .

CONFIDENTIAL

8. Purpose for which the Annual Payments may be distributed

Abbey Richards

COMMUNITY ENGAGEMENT AND 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"

In the Planning and Environment Court

Held at: Brisbane

No. D2686 of 2001

Between: Collex Pty Ltd (formerly Collex Waste Management Pty Ltd)

ABN 20 051 316 584

Appellant

And: Ipswich City Council

Respondent

And: Darrell Armstrong

Second Co-Respondent by Election

And: Commonwealth of Australia represented by and acting

through Department of Defence

Third Co-Respondent by Election

And: State of Queensland

Fourth Co-Respondent by Election

JUDGMENT

Before: His Honour Judge Robin QC

Date of Hearing: 29 May 2002 Date of Judgement/Order: 29 May 2002

Filed by: McCullough Robertson, Lawyers Service Address: Level 12, Central Plaza Two

66 Eagle Street

BRISBANE QLD 4000 DX 158 BRISBANE

Phone: 07 3233 8888 Fax: 07 3233 9949

This matter having on the 3rd day of August 2001, the 21nd day of September 2001 and this day come on for hearing by way of Appeal against the failure of the Respondent Council to make a decision about an application for a development permit for material change of use of land for the purpose of a waste disposal operation and ancillary activities ('the proposed development') on Lots 1 and 2 on RP 24575, Lots 4 and 8 on RP 24574, Lot 252 on SP 121407 at Champions Way, Willowbank; and

Judgment

ENVIROR

BRISEAN

led on behalf of the Appellant rm PEC-8 McCullough Robertson Lawyers

Level 12 Central Plaza Two 66 Eagle Street

Brisbane OLD 4000

Phone: (07) 3233 8888 Facsimile: (07) 3229 9949

DX 158 Brisbane

Our Ref: RHM:SAM:COL614/59 - 417936/v3/81

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UPON HEARING the solicitors for the Appellant, the solicitors for the Respondent, the Second Co-Respondent by Election in person, the solicitors for the Third Co-Respondent by Election and the solicitors for the Fourth Co-Respondent by Election.

IT IS THIS DAY ORDERED that the said Appeal be allowed and the application for a development permit be approved subject to the following conditions:

Part A Conditions of Assessment Manager (Ipswich City Council)

A. Development Application No. 3086/99 is approved as outlined in the table below and generally subject to the conditions specified below.

Proposal	Development	Decision	Approval Type
Waste	Carrying out building work	Approved	Preliminary Approval.
Disposal Operation	Carrying out operational work	Approved	Preliminary Approval.
and Ancillary Activities	Making a material change of use of premises	Approved	Refer to Condition 4 & 5

- B. Attention is drawn to Condition 4, concerning limitations to this approval.
- C. Attention is drawn to Condition 5, which details those components of the application to which a Development Permit has been granted and those components of the application to which a Preliminary Approval has been granted.
- D. Further approvals, as required by the *Integrated Planning Act 1997*, shall be obtained in respect of any Material Change of Use to which Preliminary Approval has been granted, Operational Works, Building Works and/or Plumbing Works in relation to this approval, before any such works are commenced.

1. Basis of Approval

- 1.1 Subject to these conditions, the facts and circumstances set out in the application and all relevant Council Local Laws and/or Planning Scheme Policies shall be adhered to.
- 1.2 To this end, the developer shall undertake those 'Management Measures' detailed in Section 5 of the submitted Environmental Impact Statement Volume 1 Ti-Tree Waste Management Facility, subject to or as clarified in these conditions or conditions of the Concurrence Agency.

2. Development Plan:

- 2.1 The proposed development of the site shall be undertaken generally in accordance with the following plans and subject to the following clarifications:
 - (a) Drawing number CW242-CO-01 dated 16 May 2002 prepared by Duggan and Hede Pty Ltd 'Proposed Landfill Area';
 - (b) Drawing number CW 242-CO-02 dated 18 April 2002 prepared by Duggan and Hede Pty Ltd 'Proposed Final Landform';
 - (c) Drawing number CW 242-CO-03 dated 18 April 2002 prepared by Duggan and Hede Pty Ltd 'Proposed Landfill Staging';
 - (d) Drawing number CW 242-CO-04 dated 18 April 2002 prepared by Duggan and Hede Pty Ltd 'Landfill Cross Sections'.



A detailed site plan shall be submitted to Council indicating the layout and dimensional constraints of all site infrastructure associated with the landfill operation. The plan shall be submitted in conjunction with the Material Change of Use – Development Permit application for all or any of those components detailed in Condition 4.2.

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2.3 The Developer is to notify Council and the Department of Defence, in writing, of the commencement of operations of each individual landfill cell the subject of this approval, together with the expected date of closure of each cell.

3. Bird Nuisance and Limitation to Approval

- 3.1 Prior to acceptance of any putrescible waste at the facility (for disposal or otherwise), the developer shall undertake and submit to Council for approval, an 'Implementation Strategy', as detailed in Section 5 of the submitted document entitled 'Bird Management Plan, for Proposed Ti Tree Waste Management Facility' dated June 2001 and prepared by Darryl N
 Longs
 - Council, the Department of Defence and the Environmental Protection Agency shall be furnished at quarterly intervals or otherwise upon request by the Department of Defence with the results of bird monitoring and reporting.
- 3.2 The 'Implementation Strategy' shall have due regard to any relevant recommendations in the submitted report entitled 'Assessment of Bird-Strike Potential of Proposed Ti Tree Waste Management Facility' dated 17 April 2000, together with any other requirements associated with the proposal, as identified by the Department of Defence and Council's independent consultant's evaluation (prepared by Peter Davidson and dated July 2000) of the report entitled 'Assessment of Bird-Strike Potential of Proposed Ti Tree Waste Management Facility' dated 17 April 2000.
- 3.3 The 'Implementation Strategy' referred to in 3.1 and 3.2 above, shall include, at minimum, the following criteria:
 - (a) Nomination of all relevant stakeholders, including details of agreements from relevant stakeholders as to the critical levels, notifiable events, reporting and auditing procedures, and action procedures. Agreements reached by the stakeholders shall be incorporated into the 'Implementation Strategy'. To this end, at minimum, stakeholders shall include the Department of Defence, the Environmental Protection Agency and Council
 - (b) Process for the establishment of a base-line data base, including details of the base-line study to be undertaken, duration, frequency and nomination of survey sites.
 - (c) Details and establishment of electronic reporting mechanisms to be used for nominated stakeholders.
 - (d) Details of training schedules for facility staff, for initial and on-going training by an appropriate institution(s).
- 3.4 The 'Implementation Strategy' shall be submitted to the Department of Defence and the Environmental Protection Agency for consideration and comments prior to being submitted for the approval by Council.
- 3.5 Until such time as Council has agreed all aspects of the 'Implementation Strategy', no putrescible waste shall be delivered to, disposed of or recycled on site.
- 3.6 Notwithstanding anything that is stated to the contrary in the Concurrence Agency conditions that are attached to this approval, the acceptance of any putrescible waste on site is prohibited until such time as the requirements of 3.1 3.4 above have been met.
- 3.7 If at any time, following acceptance of putrescible waste at the facility there is non-compliance with any aspect of the Bird Management Plan or agreed Implementation Strategy referred to in 3.1 3.4 above, then the site will be immediately closed to the receipt of putrescible wastes, followed, as necessary, by:
 - (a) Consultation with the nominated bird monitoring organisation and other stakeholders, including the Department of Defence, the Environmental Protection Agency and Council.



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- (b) Review all relevant monitoring programs, data and interpretation, and evaluation of site procedures.
- (c) Liaison with stakeholders to consider the argument for disruption of roosting/breeding
- (d) Make any necessary changes to site operations, then initiate intensive monitoring program.
- (e) Revise the Bird Management Plan as necessary.
- (f) Completion of those works necessary comprising of, but not necessarily limited to, the provision of suitable cover or capping of putrescible waste material on site, that may attract bird migration, despite the cessation of operations at the facility.
- 3.8 Receipt of putrescible wastes shall not commence until such time as Council in consultation with all nominated stakeholders, is satisfied with the outcomes of the abovementioned actions and subject to the following 'Reopening Criteria':
 - (a) Implementation of alternate Active Control Procedures in line with new and emerging bird control technologies; or
 - (b) Implementation of Total Exclusion Netting Systems.

4. Limits to Approval

4.1 The components of this approval to which a Development Permit for a Material Change of Use and Preliminary Approval for Operational Works, in respect of those aspects of the application to which the Town Planning Scheme applies, are approved are as follows:

A waste management facility comprising an engineered landfill [ERA No.75(b)] comprising but not limited to; bulk earthworks, clay winning pits, clay and HDPE liner systems, leachate management systems, groundwater management systems, surface water management systems, landfill gas management systems, visual bunds and associated landscaping, haul roads and other activities as outlined in the supporting documentation 'Environmental Impact Statement – Ti Tree Waste Management Facility', excluding those items specifically detailed below in 4.2 as a Preliminary Approval.

Note: In order for Council to consider an application for Operational Works - Development Permit, the Developer shall comply with relevant conditions of the Development Permit component of this approval.

- 4.2 The components of this approval to which a Preliminary Approval for a Material Change of Use and Preliminary Approval for Building Works and Operational Works, in respect of those aspects of the application to which the Town Planning Scheme applies, are approved are as follows:
 - (a) Site infrastructure, including the following:
 - (i) Site Office and Amenities
 - (ii) Weighbridge
 - (iii) Wheel Wash
 - (iv) Truck and Equipment Depot
 - (v) Recycling Premises
 - (vi) Horticultural Activities and Wholesale Plant Nursery
 - (vii) Landfill Gas Control Compound including electricity generator
 - (viii) Sealed entry road.

The Preliminary Approval for a Material Change of Use, identified in 4.2 above, addresses external impacts of the proposal and therefore, pursuant to Section 3.1.6 of the *Integrated Planning Act*, any further application in respect of a Material Change of Use in 4.2 above and



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which is stated by the Ipswich City Planning Scheme as requiring impact assessment, shall now require code assessment only.

Any application which is stated by the Ipswich City Council Planning Scheme to require impact assessment and which is not in accordance with the criteria set down in the conditions of this approval shall otherwise continue to require impact assessment.

- 4.4 Condition 4.3 above no longer applies when the first of the following happens: -
 - (a) The development approved by the preliminary approval and authorised by a later development permit is completed for each particular stage of the development.
 - (b) The time limit for completing the development ends, as stated in either this or any subsequent approval.
- 4.5 Pursuant to Section 3.1.6 of the *Integrated Planning Act*, development approved for a Preliminary Approval - Material Change of Use and Preliminary Approval - Operational Works shall comply, in addition any relevant conditions of this approval, with the following codes:
 - (a) Ipswich Planning Scheme (Parts 1-6, including Strategic Plan and Zoning Scheme);
 - (b) Planning Scheme Policy for Environmental Management in Relation to Development;
 - (c) Parking Code;
 - (d) Landscape & Fencing Code;
 - (e) Planning Scheme Policy for Water Supply and Sewerage Infrastructure Contributions:
 - (f) Planning Scheme Policy for Ipswich Roadworks Infrastructure Contributions;
 - (g) Planning Scheme Policy for Flood Liable or Drainage Problem Land;
 - (h) Ipswich City Council Engineering Works Manual;
 - (i) Australian Rainfall and Runoff (The Institution of Engineers, Australia);
 - Austroads Guide to Traffic Engineering Practice Intersections at Grade;
 - (k) Ipswich City Council Standards Drawings;
 - (l) Manual of Uniform Traffic Control Devices (Department of Main Roads);
 - (m) Australian Standard 2890.1 Off-Street Car Parking;
 - (n) Australian Standard 2890.2 Commercial Vehicle Facilities; and
 - (o) Policy Guidelines for Earthworks (including allotment filling).
- 4.6 Nothing in this condition precludes compliance with all of the requirements of Condition 4 of this approval.

5. Particular Use

5.1 This approval is for the particular uses stated, and does not imply approval for other similar uses. To this end, this approval does not extend to any activity that involves or includes biological treatment processes (including composting) or chemical waste treatment processes (including sewage sludge treatment). Any proposal to include such activities on site will require a new application for a Material Change of Use – Impact Assessment.



Mining Leases

Unless otherwise approved by Council, prior to commencement of the use for any stage(s) of the development, the applicant shall ensure that the relevant part of any mining lease(s) that affect that stage(s) of the development are relinquished. The applicant shall ensure that the written agreement is obtained from the Department of Natural Resources and Mines to the terms and conditions that guarantee compliance with any outstanding conditions of the leases

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in the event that the landfill rehabilitation does not proceed or the proposed use ceases operations. A copy of that written agreement shall be provided to the Development Manager.

7. Compliance with conditions

- 7.1 Unless otherwise stated, all applicable conditions shall be completed prior to commencement of use of the landfill.
- 7.2 Operation of the landfill shall not commence, nor shall any waste be received on site, until such time as all necessary site infrastructure, as generally identified in Condition 4.2 above, has been approved and constructed.
- 7.3 All conditions shall be completed to the satisfaction of the Development Manager.

8. Contributions for Local Environmental Improvements

- 8.1 The developer shall contribute a sum of \$320 000 for amenities within the City, together with a minimum of \$100 000 per annum (to be indexed as below and linked to the volume of waste received and discounted as outlined below) for use on roads or environmentally sensitive areas of the City.
- 8.2 Such contribution is additional to, and separate from, any other contribution for Road Headworks contributions.
- 8.3 The sum of \$320 000 for amenities shall be paid within 1 year of the granting of this approval or prior to approval of the operational works or any building works approval over the site, whichever is the sooner.
- 8.4 The minimum sum of \$100 000 per annum shall be paid on an annual basis commencing 12 months from the date of commencement of the use. This annual payment shall be linked to the volume of waste received [i.e. \$1.00 per tonne for the first three (3) years of operation and thereafter also indexed by the same percentage change as in the 'Gate Rate']. The total of the annual payment shall, however, be discounted by a sum equal to 80% of the general rate payable in respect of the property at the time of payment. The minimum annual levy of \$100 000 shall also be indexed every three (3) years by the same percentage change as occurs in the Gate Rate.
- 8.5 Council considers that there are potential negative outcomes associated with solid waste disposal for the City of Ipswich, including potential environmental and amenity impacts and negative image connotations of Ipswich as a 'dumping ground' for SEQ and other regions. Therefore any funds paid in respect to this condition shall be deemed to be for the mitigation of any and all 'perceived' or 'real' social and environmental impacts that may arise from the development.
- 8.6 Any funds paid in respect to this condition shall be utilised for community and environmental improvements across the City as determined by Council and having regard to the impacts (whether 'perceived' or 'real') that may arise from the development.
- 8.7 Note: for the purposes of this condition, the 'Gate Rate' shall be determined by dividing the total revenue received for material coming into the landfill, by the tonnages involved. It shall be reviewed every three (3) years.

9. Engineering requirements - Development Permit

1 The following engineering requirements, detailed in Conditions 10-23, shall be completed to the satisfaction of the Senior Development Engineer.

Terms

(a) RPEQ - A Registered Professional Engineer of Queensland, suitably qualified and experienced in the particular area of expertise required. Furthermore, the RPEQ



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- required for the analysis and reporting for mining shall be experienced in the analysis of underground and surface mining within the Ipswich area.
- (b) DMR Department of Main Roads.
- (c) MUTCD The Manual of Uniform Traffic Control Devices, published by DMR.
- (d) Ipswich Water Commercial Business Unit of Ipswich City Council providing water and sewerage services.

10. Mining

- 10.1 The proposed development shall be designed and constructed in accordance with the recommendations as outlined in the geotechnical report prepared by Allan Watson Associates Pty Ltd and Moreton Geotechnical Services Pty Ltd titled 'Geotechnical Aspects of the Proposed Ti Tree Waste Management Facility' and included as Appendix 1 in the Environmental Impact Statement, dated October 1999. Particular emphasis shall be placed on the effect of nearby blasting activities on the landfill liner construction. Design drawings submitted to Council as part of the Operational Works Application shall detail the effects of blasting on the liner/cell design and shall be accompanied by a geotechnical report indicating the adequacy of the proposed design.
- 10.2 Prior to the approval of any application for building works, the Developer shall submit to Council a Structural Engineer's Certificate certifying that the proposed structures have been designed in accordance with the abovementioned geotechnical report.

11. Roadworks

- 11.1 The Developer shall undertake the recommendations for the efficient and effective drainage of the pavement in Champions Way (between the Cunningham Highway and points of access to the site), as outlined in the report prepared by Duggan & Hede Pty Ltd titled 'Pavement Evaluation Champions Way, Willowbank' dated November 1999. All proposed civil works within Champions Way (between the Cunningham Highway and points of access to the site) shall be clearly detailed on the engineering drawings submitted as part of the relevant Operational Works Application.
- 11.2 Roadworks shall be designed and constructed in accordance with Council's Standards, Austroads Publications, the relevant and appropriate roadworks design standards and guidelines, and any other documentation deemed appropriate by Council. Such design and construction shall ensure that road carriageway widths are consistent with the road function and position in the road hierarchy and are in accordance with the relevant design speed environment.
- 11.3 The pavement designs shall be in accordance with the Ipswich City Council's Engineering Works Manual, Chapter 5 Roadworks.
- 11.4 All traffic signs and delineation shall be installed in accordance with MUTCD.
- 11.5 The Developer shall not commence landfill operations on the subject site until such time as the intersection of Champions Way and the Cunningham Highway has been upgraded to the satisfaction of the Department of Main Roads and Council's Senior Development Engineer and written confirmation of the same shall be submitted to Council.
 - N.B. The Department of Main Roads has not made the Developer responsible for the upgrade of the Champions Way / Cunningham Highway Intersection.
- All refuse shall be transported to the site only on those roads specified in the EIS. Access to the site shall be limited to one point of entry from Champions Way, being the existing coal haul road, as shown on Drawing No. CW 242-CO-01 over the life of the landfill unless otherwise approved by Council.
 - The Developer shall undertake such measures to ensure that dirt, coal, dust and the like are not deposited on Champions Way by vehicles gaining egress from the site. To this end, all



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- vehicles gaining egress from the site are to pass through wheelwash facilities which are to be constructed as part of the sealed access road. Details, including the proposed sealed crossing and sealed egresses from the wheel wash, are to be submitted as part of the relevant Operational Works application.
- 11.8 The Developer shall construct and maintain an adequate, 2 coat, bitumen sealed or asphalt roadway from the point of access to the site into the property boundary. In addition the roadway shall be capable of sustaining the expected loads produced by all haul vehicles used on the site throughout the landfill period.
- 11.9 The Developer shall provide a Type 'A' intersection in accordance with Austroads and Council standards at the point of access to the site. The intersection turn outs and access pavement shall be adequate for the turning movements of the haul vehicles expected to access the site and shall be capable of sustaining those repetitious loadings generated by fully laden haul vehicles without breakup or substantial deterioration of the turning surface. The Type 'A' intersection shall be lit to the lighting levels as stipulated in the relevant Australian Standards.
- 11.10 The landfill shall be designed and constructed to such a standard as to enable the construction of a road within the road reserves that are affected by the landfill at a latter date. The Developer shall submit comprehensive geotechnical design details regarding the issue of the mining operations and proposed rehabilitation measures in respect to the reinstatement and stability of the road reserves with the relevant Operational Works Application.

12. Access/Parking

- 12.1 Design and construction of all access and parking shall be in accordance with the provisions of the Ipswich City Council Parking Code and the Australian Standards (2890 series).
- 12.2 Parking and manoeuvring areas shall accommodate the largest anticipated vehicle to use the site.
- 12.3 Provision shall be made for all vehicles to enter and exit the site in forward gear.
- 12.4 The Developer shall provide adequate off street parking for employees working on the site.

 The Developer shall ensure and enforce, as much as possible, that all vehicles belonging to employees working on the site are not parked on the side of Champions Way.
- 12.5 Prior to commencement of the use, provision shall be made on site for a designated parking area, constructed to the requirements and satisfaction of the Senior Development Engineer, to accommodate all employees vehicles and all other vehicles associated with the operation of the landfill. Such details are to be provided with an application for a Development Permit for a Material Change of Use and/or Operational Works application required under this approval.
- 12.6 All vehicles transporting waste to the site are to enter the site via the approved point of access, unless otherwise approved by the Health, Environmental Protection and Waste Manager and the Senior Development Engineer.

13. Traffic

- 13.1 The recommendations pertaining to signage along Champions Way, as outlined in the Traffic Impact Assessment Report prepared by Eppell Olsen & Partners dated October 1999, shall be undertaken by the Developer to the satisfaction of Council's Senior Development Engineer.
- 13.2 The Developer shall provide a supplementary traffic study, prepared by a RPEQ in respect to those aspects of the approval to which a Preliminary Approval for a Material Change of Use. Amongst other matters, the supplementary study shall address the following:
 - (a) a review of the traffic generated by the proposal;
 - (b) recommendation of specific measures to be undertaken to improve the alignment, sight distances, and signage of Champions Way which will result in safe movements of light and heavy vehicles, and reduce delays and queuing distances; and



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(c) recommendation of specific measures to be undertaken to define and improve the intersection of the access road and Champions Way.

The study shall be submitted prior to or at the same time as the submission of an application for a Development Permit for a Material Change of Use, for those aspects of the development detailed in Condition 4.2.

13.3 The Developer shall undertake any works deemed necessary by the Senior Development Engineer, to comply with the requirements of the supplementary traffic study.

14. Sewerage

14.1 The Developer shall submit to Council, in conjunction with the application for a Development Permit for a Material Change of Use for those aspects of the development detailed in Condition 4.2, a detailed report on the proposed method of septic effluent and grey water disposal on the site. The report shall reference the relevant sections of the Department of Natural Resources 'Interim Code of Practice for On-Site Sewerage Facilities', and shall be designed and constructed to the satisfaction of Council's Senior Plumbing Inspector.

If the on-site sewage treatment facility will be capable of treating in excess of 20 Equivalent Persons (EP's), the Developer shall at the same time apply for the environmentally relevant activity (ERA No. 15) component of the Material Change of Use.

14.2 All sewerage effluent shall be disposed of in a manner such that the effluent does not enter any adjoining premises, pond or cause a health nuisance.

15. Water

- 15.1 On-site water shall be used for dust suppression and fire fighting requirements. In the event that on-site water is not available, water shall be trucked to the site, or consideration shall be given to other methods of water supply. A connection to Council's water supply shall only be available for domestic purposes.
- 15.2 Council's water supply is not capable of supplying the required fire fighting flows stipulated by the Water Resource Commission and Building Code of Australia guidelines at this time. The Developer shall provide comprehensive details of an alternative water supply strategy to satisfy the fire fighting demands. The feasibility of connecting to Council's water supply shall be determined by Ipswich Water and should such a connection be deemed possible, the Developer shall be responsible for all costs associated with the augmentation of the existing water reticulation system.

N.B. It should be noted that the Council has future plans to extend the Willowbank/Ebenezer water supply to cater for the Willowbank Motorsport precinct. Should such an extension occur the Developer maybe required to make a monetary contribution towards the upgrade and any contribution shall be determined in accordance with Council's local planning policy for 'Developer Contributions towards Water Supply and Sewerage Infrastructure' should a connection from the main in Champions Way be supplied.

16. Stormwater

- 16.1 The Developer shall provide all necessary stormwater drainage (both internal and external to the development) generally in accordance with the recommendations outlined in the Environmental Impact Statement (EIS) and to the requirements of the Environmental Protection Agency and the Department of Natural Resources and Mines. Drainage works shall be designed and constructed to cater for a storm event with a ARI of 100 years.
- 16.2 No ponding or redirection of stormwater shall occur onto adjoining land unless specifically approved by Council in consultation with the owner of the adjoining land.
- Due consideration shall be given in the design and construction of the development in relation to the effect of the developed catchment flows on the downstream discharge receival areas. Suitable stormwater control devices are to be provided to ensure that there is no increase in



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- velocity in watercourses. Such control devices are to be designed so as to integrate the landscaping, recreational, infrastructural and drainage roles of watercourses.
- 16.4 Stormwater drainage plans including the design and construction of the proposed floodwater diversion bunds are to be submitted and approved by the Senior Development Engineer under cover of an Operational Works Application, initially prior to the commencement of work of any building work and subsequently on any cell of any stage of the landfill operation.

17. Utilities

17.1 Adequate provision shall be made to cater for the utility services that would normally serve a waste management facility. Additional services required to be placed within Champions Way road reserve shall be in accordance with Council's 'Engineering Works Manual', the applicable Australian Standards and to the Satisfaction of Council's Senior Development Engineer.

18. Erosion & Silt Management

- 18.1 The Developer shall be responsible for the installation and maintenance of silt management facilities during all construction activities on-site. All silt management facilities are to be in accordance with the document 'Soil Erosion and Sediment Control' published by the Institution of Engineers Australia and in accordance with Volume 2, Appendix 12 'Erosion and Sediment Devices' of the EIS, dated October 1999.
- 18.2 A procedure shall be submitted with the engineering drawings for approval for maintaining the facilities, setting out the frequency of attention, with inspections to be made after each significant rainfall event.

19. Operational Works - Municipal Works

- 19.1 Plans relating to all civil engineering works shall be prepared and submitted for review by Council under the cover of Form 1 Part A (Common details for all applications) and Form 1 Part E (Planning Scheme Works). The plans shall show full construction details, layout dimensions, and finished surface levels and shall be submitted together with the appropriate fees for Council approval, prior to the commencement of construction on site.
 - Application for Operational Works for components of the development detailed in Condition 4.2 shall not precede application for a Development Permit Material Change of Use for those components.
- 19.2 The Developer shall comply with the requirements of the document entitled 'Engineering Works Manual'.
- 19.3 All engineering drawings submitted to Council shall be in accordance with Council's Engineering Works Manual, and shall include as a minimum the following:
 - (a) Engineering drawings shall be marked as confirmation that they have been checked and approved by a RPEQ.
 - (b) The drawings shall be submitted as three A3 size sets and one full size set.
 - (c) A 'Certificate of Design' shall be submitted by a RPEQ, certifying that the design is in accordance with all relevant engineering standards, Council's requirements and standards, relevant development conditions of approval, and sound engineering practice.
- Municipal works shall require a detailed design certified by a RPEQ, the design approved by Council Engineers with appropriate fees payable, a works pre-start meeting on-site, various detailed construction and audit inspection by Council Officers with appropriate fees payable, and a twelve month maintenance period for the works, with a maintenance security deposit.



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- 19.5 All works shall be supervised by a RPEQ competent in civil works and shall be undertaken by a nominated Principal Contractor experienced in the construction of Municipal Works. Council may request evidence of the Principal Contractor's competency.
- 19.6 Municipal works shall be accepted 'On Maintenance' prior to commencement of use. A maintenance bond equal to 5% of the construction cost (minimum of \$1,000.00) shall be retained by Council for a minimum period of twelve months, or until such time as the works are accepted 'Off Maintenance' by Council.
- 19.7 'As Constructed' plans for municipal works shall be submitted to Council and approved prior to the formal acceptance of the works 'On Maintenance'.
- 19.8 On completion of the works a certificate shall be submitted to Council by a RPEQ certifying that the works have been constructed in accordance with Council's construction standards and in compliance with the approved plans and specification. It is expected that the RPEQ will undertake the necessary inspections to make this certification.
- 19.9 Council reserves the right to require further amendments and/or additions at a later date should design errors or omissions become apparent.
- 19.10 Prior to the commencement of works, Council shall require the provision of a bank guarantee or bond equivalent to not less than 10% (minimum of \$1,000.00) of the value of the works as security for the performance of the various construction obligations (including the provision of engineering certification and 'As Constructed' information). The bond shall be reduced to an amount of not less than 5% of the value of the works upon formal acceptance of the works 'On Maintenance' and shall be retained by Council during the maintenance period as security for the performance of the maintenance obligations. The bond shall be returned upon formal acceptance of the works 'Off Maintenance'.

20. Operational Works – Internal Works (ie Works not being handed over to Council)

20.1 Prior to the commencement of construction of any landfill cell and/or prior to the commencement of construction of the site infrastructure ancillary to the landfill operation, an Operational Works Application shall be made.

Application for Operational Works for components of the development detailed in Conditions 4.2 shall not precede application for a Development Permit - Material Change of Use for those components.

The Geotechnical report dated October 1999 is considered adequate for the general design parameters only. Further additional Geotechnical information is required at the time of the application for Operational Works for the first cell of each stage having due regard to the recommendations, as generally indicated in the Geotechnical Report and to the satisfaction of the Council's Senior Development Engineer.

- 20.2 Details are to be submitted concerning the final liner design and construction standards (i.e. cross section and profiles to the landfill, including schematic sections), with the Operational works Application, to the satisfaction of and for approval by Council's Senior Development Engineer, prior to the construction of the proposed liner of the first landfill cell of each stage.
- 20.3 All Operational Works applications shall address, in addition to the settlement issues as they effect the proposed liners, matters such as the method of stormwater runoff control for the first cell of each stage: and the surface treatment of stormwater in the context of overall stormwater management on-site, inclusive of proposed access roadways.
 - Engineering drawings shall be marked as confirmation that they have been checked and approved by a RPEQ.

The drawings shall be submitted as three A3 size sets and one full size set. Where Municipal Works are also being undertaken, it is usually appropriate to make a combined submission.



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- 20.6 A 'Certificate of Design' shall be submitted by a RPEQ, certifying that the design is in accordance with all relevant engineering standards, Council's requirements and standards, relevant development conditions of approval, and sound engineering practice.
- 20.7 Council reserves the right to require further amendments and/or additions at a later date, should design errors or omissions become apparent.
- 20.8 A certificate shall be submitted to Council by a RPEQ certifying that the completed works have been constructed in accordance with Council's requirements and standards and in compliance with the approved plans and specification. It is expected that the RPEQ will undertake the necessary inspections to make this certification.

21. Contributions

- 21.1 In accordance with the current Council Policies in relation to headworks contributions, the Developer shall pay, prior to the commencement of use of the site, the following monies to Council:
 - (a) Water headworks:
 - (i) Water headworks will be assessed by Ipswich Water at the time of the application for a connection to Council's water main in Champions Way. To enable the appropriate headworks to be applied the Developer shall submit to Council for approval a report detailing the projected water usage, or increase in such use, and the assumptions on which such calculations are based.
 - (ii) The Developer is advised that Council has future plans to extend the Willowbank/Ebenezer water supply to cater for the Willowbank Motorsport precinct. The Developer maybe required to make a monetary contribution towards the upgrade in accordance with Council's local planning policy for 'Developer Contributions towards Water Supply and Sewerage Infrastructure' should a connection to this supply be deemed feasible by Ipswich Water.
 - (b) Road contribution

Landfill - \$10,083.00

- (i) Note: Additional Road contributions shall be assessed on Council's road contribution policies and on the additional traffic movements generated by the ancillary landfill activities. Existing and future traffic movements from the site shall be addressed in the supplementary traffic report to be submitted as part of Condition 13.2.
- 21.2 Calculations of headworks and contributions are based on the infrastructure contribution rates applicable at the date the development application was lodged with Council. The contributions above shall be applicable for a period of twelve months from the date of the development approval, and thereafter shall be based on the infrastructure contribution rates applicable at the date when payment is made.

22. General

- 22.1 With reference to any works, on land under other private ownership, written permission for the works shall be obtained and forwarded to Council. Similarly, written clearances shall be obtained after the works are completed, unless otherwise accepted by the Senior Development Engineer.
- 22.2 All works required for this development shall take due regard of any and all existing services and, if considered necessary by the relevant authority or the Senior Development Engineer, such works shall be altered at the cost of the Developer.
- 22.3 All imported and exported materials shall be transported only on routes approved by the Senior Development Engineer.



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22.4 Any lighting device shall be positioned so that upward light emissions are not directed above the horizontal plane. All proposed lighting designs and proposed lighting devices shall be subject to the prior written approval of the Department of Defence notified in writing to the Developer and Council.

23. Environmental Protection Agency and Department of Natural Resources and Mines requirements

23.1 The Developer shall undertake all conditions outlined in the approvals and advice from the Environmental Protection Agency and/or Department of Natural Resources and Mines. The Developer shall supply to Council written confirmation that all applicable conditions have been completed to the satisfaction of the both the Environmental Protection Agency and Department of Natural Resources and Mines, prior to the commencement of use of the landfill.

24. Health and Environmental Protection Department requirements

24.1 Conditions 25 - 37 are requirements from the Health and Environmental Protection Department and, unless otherwise stated, shall be completed to the satisfaction of the Chief Environmental Health Officer.

25. Waste Acceptance Criteria

- 25.1 Materials to be deposited in the landfill shall be in accordance with the conditions of the Concurrence Agency that attach to this approval, except as modified by Condition 4 of this approval.
- 25.2 Except as modified by Condition 4 of this approval, approved materials may only be accepted at the site in accordance with the waste acceptance criteria approved by the Environmental Protection Agency and Council's Chief Environmental Health Officer. To this end, the approved waste acceptance criteria may be modified by the Environmental Protection Agency, but only subject to the approval of the Council's Chief Environmental Health Officer.

26. Lighting

26.1 The provision of any advertising, security and flood lighting shall be designed, constructed, located and maintained to the satisfaction of the Chief Environmental Health Officer so as not to cause disturbance to the occupants of nearby properties or passing motorists or interfere with or cause nuisance to the operations of the Amberley Airforce Base. Should any lighting be proposed, the Developer shall consult with the Department of Defence with regard to any potential effects on Amberley Air Base, prior to the installation of such lighting.

27. Waste Acceptance Criteria and Reporting

- 27.1 A monthly report must be provided to the Chief Environmental Health Officer of the Ipswich City Council and the Department of Defence providing the following details about the waste being delivered to the site:-
 - (a) Date and time of receipt of waste;
 - (b) Name of the waste transporter;
 - (c) Type of waste; and
 - (d) Quantity of waste.

Such report shall be treated as 'commercial in confidence' however this in no way restricts the ability of the Department of Defence or other government body from using or disseminating such reports to any person or legal or other consultant as is necessary for the purpose of any matter relating to this order, including enforcement proceedings.



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28. Waste Transporters

28.1 Waste shall only be accepted from waste transporters approved by the Ipswich City Council pursuant to the *Environmental Protection Act 1994* or other applicable legislation.

29. Public Access

29.1 There shall be no general public access to the site for the purposes of depositing waste.

30. Notification of Emergencies and incidents

30.1 As soon as practicable after becoming aware of any emergency or incident which results in the release of contaminants not in accordance, or reasonably expected to be not in accordance with the development conditions of this development approval, the holder of this development approval must notify the Ipswich City Council of the release by telephone or facsimile.

31. Hours of operation - construction

- 31.1 Unless otherwise approved in writing by Health, Environmental Protection and Waste Manager, construction hours are to be confined to:
 - (a) Monday to Saturday 7.00 a.m. to 6.00 p.m.

No work shall be undertaken on Sundays and Public Holidays.

32. Hours of operation

32.1 Unless otherwise approved in writing by the Health, Environmental Protection and Waste Manager operating hours shall be confined to:

(a) Monday to Friday 7.00 a.m. to 6.00 p.m.
(b) Saturday 7.00 a.m. to 2.00 p.m.
(c) Public Holidays 8.00 a.m. to 6.00 p.m.

No work shall be undertaken on Sundays (including public holidays that fall on Sunday).

- 32.2 In order to avoid any potential conflict with major motor sport events on land to the south of the subject site, those activities associated with the approved use that generate heavy vehicle traffic along Champions Way shall not operate at times when any major motor sport events occur. There shall further be:
 - (a) Co-ordination with surrounding motor sport activities on an annual basis.
 - (b) Co-ordination with haul route times of mining activities.

This shall be the responsibility of the Developer and proof of this co-ordination shall be provided to Council prior to commencement of the proposed use and then on an annual basis.

33. Storage of materials

All material shall be stored so as not to be unsightly, and, if so required is to be screened to the satisfaction of the Development Manager.

34. Site Based Management Plan, Operations Manual and Staff Training Program

34.1 Prior to acceptance of waste on the site, a copy of the landfill's Site Based Management Plan, shall be forwarded to Council and the Department of Defence after it has been approved by the Environmental Protection Agency.



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35. Conservation, Parks and Sport requirements

35.1 Condition 36 is the requirement of Council's Conservation, Parks and Sport Department and, unless otherwise stated, shall be completed to the satisfaction of the Conservation, Parks and Sport Manager.

36. Site rehabilitation

- 36.1 Environmental Management during the construction phase:
 - (a) Management of remaining stands of native vegetation surrounding the site to be carried out generally in accordance with the 'Environmental Impact Assessment Volume 2 Flora, Fauna and Rehabilitation Report Ti Tree Waste Management Facility', dated September 1999, prepared by Duggan & Hede Pty Ltd. Disturbance to any existing vegetation outside the pit area is to be restricted to those areas nominated in section 2.2 'Proposed Activities' of the Flora, Fauna and Rehabilitation Report.
 - (b) Prior to the acceptance of any waste, the rehabilitation of previously disturbed outer banks of the pit and landscaping of infrastructure areas shall be substantially commenced in accordance with Section 4 'Rehabilitation Design' and Figure 3 'Initial Areas Available for Rehabilitation' of the Flora, Fauna and Rehabilitation Report.
- 36.2 Site rehabilitation is to be carried out generally in accordance with the following:
 - (a) Section 2.5.3 'Closure and Post Closure Phases'; and
 - (b) Drawing number CW 242-CO-02 dated 18 April 2002 'Proposed Final Landform'.

as detailed and included in the report entitled 'Environmental Impact Assessment - Volume 1 - Main Text - Ti Tree Waste Management Facility', dated October 1999, prepared by Duggan & Hede Pty Ltd; and

- (c) Section 4 'Rehabilitation Design';
- (d) Section 4.1 'Initial Rehabilitation';
- (e) Section 4.2 'Ongoing Rehabilitation';
- (f) Section 4.3 'Final Rehabilitation';
- (g) Figure 3 'Initial Areas Available for Rehabilitation'; and
- (h) Drawing number CW 242-CO-02 dated 18 April 2002 'Proposed Final Landform'

as detailed and included in the report entitled 'Environmental Impact Assessment - Volume 2 - Appendices - Ti Tree Waste Management Facility', dated September 1999, prepared by Duggan & Hede Pty Ltd relevant to the commencement of activities in areas marked as Future Stages on Drawing No. CW 242-CO-03 and Drawing No. CW 242-CO-04 'Landfill Cross Sections', prepared by Duggan & Hede Pty Ltd.

Additionally, details of the progressive rehabilitation of the site are to be submitted to the satisfaction of and for approval by Council's Conservation, Parks and Sport Manager as follows:

- (i) for each individual landfill cell, details are to be submitted eighteen months prior to the expected final receipt of wastes in that individual landfill cell; and
- for all other areas of the site requiring rehabilitation not the subject of a landfill cell, details are to be submitted eighteen months prior to the expected final receipt of wastes in the final landfill cell;
- (k) with regard to conditions 36.2(j) above, the Department of Defence shall be notified in writing of this event.

Further, each progressive rehabilitation plan required by item 36.2 above is to be generally consistent with the following:



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- (a) the final landform as generally indicated in the submitted Drawing number CW 242-CO-02 dated 18 April 2002 'Proposed Final Landform' and Drawing number CW 242-CO-04 dated 18 April 2002 'Landfill Cross Sections' or any other final landuse plan which may be approved by Council's Conservation, Parks and Sport Manager; and
- (b) any rehabilitation requirements set down under the Environmental Protection Agency or any subsequent document replacing or amending that authorities requirements; and
- (c) any rehabilitation requirements of the Department of Mines and Energy in respect to the relinquishment of the Mining Leases.
- (d) Details are to be submitted to the satisfaction of and for approval by Council's Conservation, Parks and Sport Manager in accordance with the timing requirements of 36.2(a) and 36.2(b) above.
- 36.4 A suitable security is to be agreed upon to ensure the requirements of 36.1, 36.2 and 36.3 above are met. Such security may take the form of bonds held for rehabilitation by the Environmental Protection Agency and/or Department of Natural Resources and Mines, provided that the Developer can provide in writing, from the relevant authority holding such bonds, that such funds being held by the relevant authority cover all of the rehabilitation requirements as detailed above in items 36.1, 36.2 and 36.3 above.
- 36.5 Where insufficient security is held by the Environmental Protection Agency and/or Department of Natural Resources and Mines, any additional security required to be held by Council shall comply with the following:
 - (a) The developer shall propose the method and estimated value by which the proposed rehabilitation work or balance of rehabilitation work, shall be guaranteed. Such security may take the form of a trust administered by the developer to which Council is a signatory. Such a trust would be funded by a % per tonne of gate takings.
 - (b) Such security shall not be relinquished until it can be demonstrated, to the satisfaction of the Conservation, Parks and Sport Manager and Senior Development Engineer, that the site has been rehabilitated in accordance with the rehabilitation plan(s) referred to in 36.1, 36.2 and 36.3 above and has satisfied the requirements of the Environmental Protection Agency in respect to post closure care.
- 36.6 Progressive and post closure rehabilitation of the site, shall be in accordance with the rehabilitation plan and any lawful requirements of the Environmental Protection Agency and is to be completed to the satisfaction of the Conservation & Landscape Manager and Senior Development Engineer.

37. Requirements of Ipswich Water

- Written agreement from Ipswich Water (as a notifiable agency) shall be provided to the Environmental Protection Agency prior to the discharge of collected waters to the waterways.
- 37.2 The water to be discharged shall be monitored in accordance Raw Water for Drinking Supply within the Australian Water Quality Guidelines for Fresh and Marine Waters from ANZEC or its superseded Guidelines. Warrill Creek upstream of the Ipswich Water's Water Treatment Facility shall be monitored after the discharge has stopped until the water quality has returned to the same standard (or better) as the pre-discharge water quality as soon as practical after the discharge has stopped.

38. When Approval Takes Effect

38.1 This approval has effect in accordance with the provisions of Section 3.5.19 of the *Integrated Planning Act 1997*.

39. When Approval Lapses

9.1 This approval lapses:



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- (a) At the end of the currency period, unless the change of use happens before the end of the currency period. The currency period for this approval is 4 years starting the day the approval takes effect; and
- (b) Where the change of use of any premises established pursuant to the development approval has ceased for a period of at least 12 months.
- 39.2 An extended currency period may be agreed upon, pursuant to Section 3.5.22 of the *Integrated Planning Act 1997*, provided a written notice to Council is made before the end of the currency period. Such written notice is to be on Council's approved form, accompanied by the owner's consent and the prescribed fee in Council's Register of General Charges.

Part B Environmental Protection Agency Requirements (Amended Concurrence Agency Response)

Integrated Planning Act 1997 ss 3.3.16 and 3.3.18

APPLICATION NO. 3086/99

EPA NO. DA063

APPLICANT Collex Waste Management Pty Ltd

DATE RECEIVED 21 October 1999

RELEVANT LAWS Environmental Protection Act 1994 & associated policies

AND POLICIES

JURISDICTION: Item 3 of Schedule 2 of the Integrated Planning Regulation 1998.

At the following place:

Let	Plan	Parish	County
1	24575	Churchill	Jeebropilly
2	24575	Churchill	Jeebropilly
252	SP121407	Churchill	Jeebropilly
4	24574	Churchill	Jeebropilly
8	24574	Churchill	Jeebropilly

located at: Champions Way

WILLOWBANK QLD 4306

TYPE OF DEVELOPMENT

Material change of use of premises – the start of a new use of the premises.

Type of environmentally relevant activity (ERA)



ERA 75(b)(iv): - Waste disposal - operating a facility for disposing of regulated waste (other than limited regulated waste) whether alone or in combination with any waste mentioned in paragraph (a), if the facility is designed to receive waste at the rate of 200 000 tonnes or more per year.

The aforementioned description of the environmentally relevant activity ('ERA') for which this development approval is issued is simply a restatement of the activity as prescribed in the

legislation at the time of issuing this development approval. Where there is any conflict between the above description of the ERA for which this development approval is issued and the conditions as specified in this development approval as to the scale, intensity or manner of carrying out of the ERA, then such conditions prevail to the extent of the inconsistency.

This development approval authorises the ERA. It does not authorise environmental harm unless a concurrence agency condition within this development approval explicitly authorises that harm. Where there is no condition or the development approval is silent on a matter, the lack of a condition or silence shall not be construed as authorising harm.

- Schedule A General Conditions
- Schedule B Air
- Schedule C Water
- Schedule D Stormwater Management
- Schedule F Noise
- · Schedule G Waste Management
- Schedule H Self Monitoring and Reporting
- Schedule I Definitions
- Schedule J Plan of Development

40. Schedule A - General Conditions

Requirements of Other Legislation

40.1 The granting of this development approval or the imposition of any development condition hereof shall not be taken to prejudice the right in law of any other competent authority to impose any condition, refuse any application or take any action in relation to releases of any contamination as a result of the environmentally relevant activity.

Prevent/minimise likelihood of environmental harm

40.2 In carrying out the environmentally relevant activity, the holder of this development approval must take all reasonable and practicable measures to prevent and/or to minimise the likelihood of environmental harm being caused. Any environmentally relevant activity, that, if carried out incompetently, may cause environmental harm, in a manner that could be prevented, shall be carried out in a proper manner by a competent person in accordance with the development conditions of this development approval.

Maintenance of plant and equipment

- 40.3 The holder of this development approval must ensure that:
 - (a) all plant and equipment necessary to ensure compliance with the development conditions is installed; and
 - (b) such plant and equipment is maintained in a proper and efficient condition; and
 - (c) such plant and equipment is operated in a proper and efficient manner.

In this development condition, 'plant and equipment' includes:

- plant and equipment used to prevent and/or minimise the likelihood of environmental harm being caused;
- devices and structures to contain foreseeable escapes of contaminants and waste;
- (iii) fuel burning equipment;
- (iv) devices and structures used to store, handle, treat and dispose of waste;
- (v) monitoring equipment and associated alarms; and
- (vi) backup systems that act in the event of failure of a primary system.



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Display of Development approval

40.4 A copy of this development approval must be kept in a location readily accessible to personnel carrying out the activity.

Records

- 40.5 Any record or document required to be kept by a development condition of this development approval must be kept at the place to which this development approval relates and be available for examination by an authorised person.
- 40.6 Copies of any record or document required to be kept by a development condition of this development approval must be provided to any authorised person or the administering authority on request.

Alterations

40.7 No change, replacement or operation of any plant or equipment is permitted if the change, replacement, or operation of the plant or equipment increases, or is likely to substantially increase, the risk of environmental harm above that expressly provided by this development approval.

An example of a substantial increase in the risk of environmental harm is an increase of 10% or more in the quantity of the contaminant to be released into the environment.

Calibration

40.8 All instruments and measuring devices used for the measurement or monitoring of any parameter under any development condition of this development approval must be calibrated, and appropriately operated and maintained.

Nuisance

40.9 Notwithstanding any other development condition of this development approval, this development approval does not authorise any release of contaminants which cause or are likely to cause an environmental nuisance beyond the boundaries of the place to which this development approval relates.

Site Based Management Plan

- 40.10 On or before the initial acceptance of waste, the holder of this development approval must develop and implement a Site-based Management Plan.
- 40.11 The Site-based Management Plan must address the management of environmental impacts resulting from the carrying out of the activities under this development approval including:
 - Operating procedures to prevent or minimise environmental harm and environmental nuisance, however occasioned or caused;
 - (ii) Maintenance practices and procedures;
 - (iii) Contingency plans to deal with foreseeable risks and hazards including corrective responses to prevent and mitigate environmental harm (including leachate storage and site rehabilitation);
 - (iv) Emergency procedures;
 - (v) Communication of procedures, plans, incidents, potential environmental problems and results;
 - (vi) Handling of environmental complaints;
 - (vii) Keeping and production of environmental records and reports,
 - (viii) Monitoring of the release of contaminants into the environment including the type and location of all environmental monitoring facilities, monitoring frequencies, sampling and monitoring procedures, detection limits, clear and understandable explanation of the methodology to be used in the assessment of the monitoring results including statistical tests and the proposed monitoring responses (Investigation Monitoring Program) to the detection of



- any unauthorised release of contaminants or exceedances of any standards as prescribed in this development approval, record keeping and notification of results:
- (ix) Assessment of the environmental impact of any releases of contaminants into the environment; and
- (x) Staff training and awareness of environmental issues related to the operation of the environmentally relevant activities.
- 40.12 The holder of this development approval must not implement the Site Based Management Plan or amend the Site Based Management Plan where such implementation or amendment would result in a contravention of any development condition.
- 40.13 An up to date copy of the Site Based Management Plan must be kept at the place to which this development approval relates.

Competency

- 40.14 The holder of this development approval shall ensure that the operation and maintenance of the waste management facility is carried out by or under the supervision of a person competent to operate and maintain the waste management facility.
- 40.15 All determinations of the quality of contaminants released to the environment and all measurement and reporting of noise levels that are required by this development approval must be undertaken by a person or body possessing appropriate experience and qualifications to perform the required determinations and the required measurements.
- 40.16 All determinations of the quality of the regulated waste accepted at the waste management facility for disposal or treatment must be performed by a person or body possessing appropriate experience and qualifications to perform the required determinations.

41. Schedule B - Air

Release of Contaminants to the Atmosphere

- 41.1 Except as otherwise provided by the conditions of the air schedule of this development approval, the environmentally relevant activity must be carried out by such practicable means necessary to prevent the release or likelihood of release of contaminants to the atmosphere.
- 41.2 Where it is not practicable to prevent a release of contaminants to the atmosphere as required by development condition number 41.1, the environmentally relevant activity must be carried out by such practicable means necessary to minimise the release or likelihood of any such release of contaminants to the atmosphere.

Noxious or Offensive Odour

41.3 Notwithstanding any other development condition of this development approval no release of contaminants from the place to which this development approval relates is to cause a noxious or offensive odour beyond the boundaries of the place to which this development approval relates.

Dust and Particulate Emissions

- 41.4 Dust or particulate matter that will have or is likely to have an adverse effect on:
 - (a) people living in or using the surrounding area; and
 - the operations of the Amberley Air Force Base including aircraft movement,

shall not be permitted to emanate beyond the boundaries of the place to which this development approval relates.

The holder of this development approval must undertake all reasonable and practicable measures to minimise wind-borne dust and particulate emissions to the atmosphere from the landfill facility. Such measures may include, but are not necessarily limited to:

(a) minimising the area of land disturbed at any one time;



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- (b) use of appropriate dust suppressants;
- (c) sealing trafficable areas;
- (d) adopting and adhering to speed limits;
- (e) installation of wind breaks;
- (f) revegetation of disturbed areas; and
- (g) handling dusty waste and earthen materials in calm weather conditions; and
- (h) maintaining earthen material stockpiles to minimise wind-blown emissions to the atmosphere.
- 41.6 All sealed traffic areas must be kept clean so as to minimise the release of dust and particulate matter to the atmosphere.
- 41.7 For the purposes of minimising wind blown and/or traffic generated dust emissions to the atmosphere, unsealed roadways (whether used on a temporary or permanent basis and including roadways used for haulage of waste and/or earthen materials) must be:
 - (a) watered; or
 - (b) treated with a chemical dust suppressant.

The rates of application of water and dust suppressant must be adjusted to account for variations in evaporation rates and soil moisture conditions so as to ensure dust emissions are suppressed to the greatest practicable extent.

- 41.8 The following materials must not be used for dust suppression purposes:
 - (a) leachate;
 - (b) landfill gas condensate;
 - (c) waste oil; and
 - (d) stormwater which has become contaminated following contact with waste.

For the purpose of this development condition, collected contaminated stormwater can be applied for dust suppression or recirculation purposes upon currently operating landfill cell(s). Application must be by a low pressure method(s) (any spray no higher than 1 metre) that maintains a buffer distance of at least 50 metres between any waterbody, watercourse or landfill footprint boundary and the point of application.

Management of Landfill Gas

- 41.9 A collection system for landfill gas must be installed and maintained to effectively:
 - (a) minimise likelihood of any subsurface migration of landfill gas from the landfill cell;
 and
 - (b) prevent any uncontrolled emission of landfill gas.

The collection system for landfill gas must be installed not later than prior to closure of any landfill cell.

41.10 Landfill gas collected by the gas collection system must be flared prior to release to the atmosphere and/or be collected and stored in a proper and efficient manner for later use.

Rehabilitation - Dust Control

41.11 All filled areas must be revegetated as soon as practicable on the completion of waste disposal operations.

Rehabilitation must be carried out in such a manner as to minimise releases of wind-blown dust and erosion.

Access to areas awaiting rehabilitation or being rehabilitated must be restricted by suitable barriers to prevent disturbance of these areas.



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42. Schedule C - Water

Release of Contaminants to Waters

- 42.1 Contaminants must not be directly or indirectly released from the place to which this development approval relates to any waters or the bed and banks of any waters except:
 - (a) as permitted under this water schedule (Schedule C); or
 - (b) as permitted under the stormwater management schedule (Schedule D); or
 - (c) to a sewer as permitted or otherwise agreed from time to time by the relevant Local Government.

Description of Release

The only contaminants permitted to be released from the place to which this development approval relates at the release point W are stormwater runoff waters from those areas of the place to which this development approval relates which drain to the sedimentation ponds.

Release Points

42.3 Contaminants must not be directly or indirectly released from sources on the place to which this development approval relates to any waters other than those listed below:

Release point W - overflow pipe from the final sedimentation pond, as depicted in figure 2.2.13 of volume 1 of the Environmental Impact Statement dated October 1999, to waters described as Ebenezer Creek.

Quality Characteristics of Release from the Final Sedimentation Pond to Waters

42.4 The release of contaminants to waters must comply, at the sampling and in situ monitoring point(s) specified in Condition Schedule H, with each of the limits specified in Condition 42.4 Table 1 for each quality characteristic.

TABLE 1 - RELEASE QUALITY CHARACTERISTIC LIMITS

QUALITY CHARACTERISTICS	REGASELLON	RELEASE LUMIT	EIMITTYPE:
pH (pH Units)	W	6.5 - 9.0	Range
Specific Conductance (µS/cm)	W	1500	Maximum
Dissolved Oxygen (mg/l)	W	4.0	Minimum
Total Organic Carbon - (mg/L)	W	20	Maximum

- 42.5 In addition to development condition number 42.4, the concentration of suspended solids of contaminants released from release points W when measured at sampling and in situ monitoring point WM defined in Schedule H must not exceed:
 - (a) 50 milligrams per litre; or
 - (b) by more than 10 percent, the concentration of suspended solids in the receiving waters at an up-current point,

whichever is the greater.

Provided that for the purposes of this development condition:

- (i) an up-current point is any sampling point in the receiving waters situated between 20 and 40 metres distant from the confluence of the discharge drainage channel serving release point **W** and Ebenezer Creek in the upstream direction; and
- (ii) that samples taken at the up-current point and from the relevant discharge drainage channel to determine compliance with this development condition must be made within one hour of one another.

Notwithstanding the requirements specified in development condition numbers 42.5 and 42.6, any release of contaminants to waters must comply with the following qualitative characteristics:



- (a) the release must not have any other properties nor contain any organisms or other contaminants which are capable of causing environmental harm; and
- (b) the release must not produce any slick or other visible evidence of oil or grease, nor contain visible floating oil, grease, scum, litter or other objectionable matter.

Prohibition on Releasing Leachate and Landfill Gas Condensate

42.7 Leachate and landfill gas condensate must not be released to any waters, the bed or banks of any such waters or to any sedimentation pond used for the treatment of stormwater runoff.

Landfill Gas Condensate

- 42.8 Landfill gas condensate must be:
 - discharged to a sewer as permitted or otherwise agreed from time to time by the relevant Local Government; or
 - (b) recirculated through the waste disposed in a waste cell by a method other than spray irrigation.

Leachate Collection and Disposal

- 42.9 A liner system must be installed and maintained in any landfill cell to effectively:
 - (a) minimise the likelihood of any release of contaminants to groundwaters; and
 - (b) minimise likelihood of subsurface migration of landfill gas from the landfill cell.
- 42.10 Notwithstanding development condition number 42.9, the base liner system must incorporate, at least, the following components:
 - (a) 1.5 millimetre high density polyethylene (HDPE) geomembrane; and
 - (b) 900 millimetres of compacted clay at a hydraulic conductivity of 10⁻⁹ metres per second or an equivalent base liner system.
- 42.11 Notwithstanding development condition number 42.9, the high wall liner system must meet, at least, the construction criteria, as depicted in figure 2.2.11 of volume 1 of the Environmental Impact Statement dated October 1999.
- 42.12 A leachate collection system must be installed and maintained to effectively and efficiently:
 - (a) collect leachate generated in each landfill cell;
 - (b) convey the collected leachate to an appropriate leachate storage facility or recirculation system; and
 - (c) minimise the height of the leachate above the liner system.

For the purpose of this development condition:

- (i) if the leachate level above the top of the leachate sump perimeter is greater than 0.3 metres, then leachate must be recirculated throughout the landfill or pumped out and stored on site in impermeable lagoon(s) or tank(s) or treated at a licensed facility; and
- (ii) if the leachate level above the top of the leachate sump perimeter is greater than 1 metre, then leachate must be pumped out and stored on site in impermeable lagoon(s) or tank(s) or treated at a licensed facility until the level returns to less than 1 metre.
- 42.13 Excess leachate (including stormwater runoff which has been in contact with waste materials) temporarily stored on site in impermeable lagoon(s) or tank(s) must be:
 - discharged to a sewer as permitted or otherwise agreed from time to time by the relevant Local Government;
 - (b) recirculated through waste disposed in the landfill cell; or
 - (c) by other equivalent management practices.



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43. Schedule D - Stormwater Management

Contaminant Releases Caused by Rainfall

- 43.1 Except as otherwise provided by the development conditions of this stormwater management schedule, the environmentally relevant activity must be carried out by such practicable means necessary to prevent the contact of incident rainfall and stormwater runoff with wastes or other contaminants.
- 43.2 Where it is not practicable to prevent contact as required by development condition number 43.1, the environmentally relevant activity must be carried out by such practicable means necessary to minimise any such contact.
- 43.3 The holder of this development approval must ensure that:
 - (a) the maintenance and cleaning of vehicles and any other equipment or plant is carried out in designated areas from where contaminants cannot be released into to any stormwater drainage system, roadside gutter or waters; and
 - (b) any spillage of wastes, contaminants or other materials is cleaned up as quickly as practicable. Such spillages must not be cleaned up by hosing, sweeping or otherwise releasing such wastes, contaminants or material to any stormwater drainage system, roadside gutter or waters.
- 43.4 Erosion protection measures and sediment controls must be provided and maintained to effectively minimise any likelihood of erosion and release of sediments from the place to which this development approval relates and be maintained during site clearing, construction and rehabilitation. Such measures must include diversion drainage works and temporary sedimentation traps installed before any construction and rehabilitation takes place.
- 43.5 A system of diversion drains and/or embankments must be constructed and maintained to divert surface waters away from any area of the place to which this development approval relates where contact with process raw materials, wastes or contaminants may occur and to ensure that water does not 'pond' on site.
- 43.6 Diversion drains, appropriate grades or equivalent must be installed and designed to minimise surface flow velocities, to ensure surface waters from disturbed areas, including operational or trafficable areas, are diverted to the sediment control system.
- 43.7 Erosion control and sediment control structures must be maintained at all times during the periods of construction and rehabilitation and checked, repaired or replaced as required after each rainfall event.

Pond conditions

- 43.8 All ponds used for the storage or treatment of contaminants or wastes must be installed and maintained to prevent any release of the stored contaminants or wastes through the bed or banks of the pond(s) from causing environmental harm to any waters (including groundwater).
- 43.9 A sedimentation pond system must be:
 - installed and maintained to collect and treat stormwater from those parts of the place to which this development approval relates from which stormwater runoff is likely to be contaminated by sediment, for example, disturbed areas and areas in which any earthen material is stored;
 - (b) installed and maintained so that a freeboard of not less than 0.5 metre is maintained;
 - (c) desilted whenever the volume of the pond(s) is reduced by 30 percent, or on other occasions where such removal is necessary to minimise likelihood of environmental harm occurring, for example where the effectiveness of the sedimentation pond in settling sediment is reduced; and



(d) managed so that stored stormwater volumes are minimised as much as practicable following each rainfall event to reinstate holding capacity in readiness for the next rainfall event.

Truck and Wheel Wash Facility

- 43.10 A wheel wash facility must be installed and maintained and must operate to remove, to the greatest practicable extent, waste, stones, soil and clay from the wheels of vehicles using the facility.
- 43.11 All waste transport vehicles (including any trailers towed by other vehicles) must use the wheel washing facility before being driven onto the exit road from the landfill facility.
- 43.12 Waste water generated by washing waste transport vehicles (including any trailers towed by other vehicles) and by the wheel washing facility must be disposed of to the leachate storage facility or to a facility licensed to accept such waste.
- 43.13 Sediments and sludges collected in the wheel washing facility must be dewatered and then disposed of:
 - (a) at the working face of the landfill; or
 - (b) to another facility that can lawfully accept such waste.

Bunding

- 43.14 All chemical and fuel tank storages must be bunded so that the capacity of the bund is sufficient to contain at least 110 % of the largest storage tank plus 10 % of the second largest tank within the bund.
- 43.15 All chemical drum storage must be bunded so that the capacity of the bund is sufficient to contain at least 25 % of the maximum design storage volume within the bund.
- 43.16 An emergency response plan and procedures must be developed to minimise the environmental impacts from any spillage from tankers that collect waste from the place to which this development approval relates.
- 43.17 All bunding must be constructed of materials which are impervious to the materials stored.
- 43.18 A collection sump must be provided in the floor of the bunding to facilitate the removal of liquids. The bund floor must be graded so that the fall is towards the collection sump.
- 43.19 All required pipework from the bunded areas must be directed over the bund wall and not through it.
- 43.20 Where vehicle access to a bunded area is required, the access must be by way of a rollover bund.
- 43.21 All empty drums must be stored on an impervious pad for example a concrete pad, within a bunded area and covered to prevent the ingress of stormwater.

44. Schedule F - Noise

Release of Noise

- 44.1 The environmentally relevant activity must be carried out by such reasonable and practicable means necessary to prevent the emission or likelihood of emission of noise that constitutes an intrusive noise. The reasonable and practicable measures adopted for the place to which this development approval relates must be incorporated into the relevant procedure(s) implemented under the site based management plan.
- 44.2 In the event of a complaint about noise that constitutes an intrusive noise being made to the administering authority, that the administering authority considers is not frivolous or vexatious, then the emission of noise from the place to which this development approval relates must not result in levels greater than those specified in Table 1 of the Noise Schedule.



Table 1

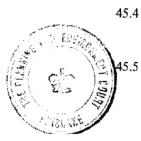
Period	E SENSITIVE PLACE Noise Level at a Noise Sensitive Place Measured as the
1 6/104	Adjusted Maximum Sound Pressure Level
	L _{Amax, adj T}
7 am – 6 pm	Background noise level plus 5 dB(A)
6 pm - 10 pm	Background noise level plus 5 dB(A)
10 pm - 7 am	Background noise level plus 3 dB(A)
NOISE LIMITS AT A COM	WERCIAL PLACE
Period	Noise Level at a Commercial Place measured as the
	Adjusted Maximum Sound Pressure Level
	Aujusteu Maximum Souna I ressure Level
	_ ~
7 am – 6 pm	L _{Amax, adj T} Background noise level plus 10 dB(A)
7 am – 6 pm 6 pm – 10 pm	<u>r</u> Amax, adj T

45. Schedule G - Waste Management

General

- 45.1 Waste must not be released to the environment, stored, transferred or disposed of contrary to any development condition of this development approval.
- 45.2 The holder of this development approval must not:
 - allow waste to burn or be burnt at or on the place to which this development approval relates excepting as permitted in a development condition of an development approval; nor
 - (b) remove waste from the place to which this development approval relates and burn such waste elsewhere unless the burning is carried out at a facility licensed under the provisions of the *Environmental Protection Act 1994*.
- The only waste to be accepted at or removed from the landfill facility must be a waste transported by any of the following persons or classes of persons:
 - (a) the holder of this development approval;
 - (b) contractors acting on behalf of the holder of this development approval;
 - (c) another person or class of persons specifically authorised by the holder of this
 development approval to manage the type of waste carried by that person; and
 - (d) if the waste accepted at the facility is a regulated waste, the holder of this development approval must only accept the regulated waste from a person who holds a current development approval to transport such wastes under the provisions of the *Environmental Protection Act 1994* or otherwise the holder of this development approval must provide in writing to the Department within seven (7) days the following information:
 - (i) the name of the waste transporter;
 - (ii) the date, quantity and type of waste accepted;
 - (iii) the details from the registration label on the transport vehicle; and
 - (iv) the name of the waste generator.
- All spillages and washdowns from re-drumming and/or loading and unloading of regulated wastes and other process materials must be contained as soon as practicable and disposed of at a facility that can lawfully accept such waste.

Each regulated waste load received or removed from the place to which this development approval relates must display safety warnings required by State or Commonwealth legislation or in accordance with the Australian Code for the Transport of Dangerous Goods.



- 45.6 The holder of this development approval must receive contaminated soil at the landfill facility only if its removal and disposal is subject to a disposal permit issued under section 424 of the *Environmental Protection Act 1994*.
- 45.7 The holder of this development approval must use all practicable means to exclude access of birds, dogs and other pest species to that extent necessary to ensure that such birds, dogs and pest species do not cause any:
 - (a) nuisance to occupiers of neighbouring place; or
 - (b) any nuisance or danger to aircraft; or
 - (c) any danger or risk to the health of any persons; or
 - (d) environmental harm.

Site Security

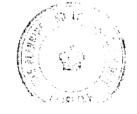
- 45.8 A minimum two (2) metre high wire mesh fence with lockable gate(s) must be erected around the perimeter of the place to which this development approval relates except the boundary interfaces with an active mining lease.
- On relinquishment of all mining leases on the place to which this development approval relates, a minimum two (2) metre high wire mesh fence must be provided around the full perimeter of the place to which this development approval relates.
- 45.10 The holder of this development approval must ensure that:
 - (a) at all times while the environmentally relevant activity is operating, at least one person is present and whose duties must include but are not limited to:
 - supervising all persons entering the facility;
 - (ii) supervising the reception, storage and removal of waste; and
 - (iii) monitoring compliance with the waste acceptance criteria.
 - (b) at all times while the environmentally relevant activity is operating, at least one person must be responsible and contactable concerning the management of the facility and whose duties must include but are not limited to:
 - (i) managing any employees working in the facility;
 - (ii) managing any emergencies or incidents that may occur; and
 - (iii) maintaining the facility to an appropriate environmental standard.
- 45.11 The holder of this development approval must ensure that all access gates are locked when the activity is unattended.
- 45.12 The holder of this development approval must prominently display on the place to which this development approval relates appropriate signs indicating that unlawful entry and unauthorised scavenging is prohibited.

Fire Prevention

- 45.13 Clear access to the water supply for fire fighting vehicles must be provided at all times.
- 45.14 An effective fire break must be provided and maintained. The fire break must comply with any requirements of the Regional Fire Commander.
- 45.15 In the event of any fire occurring within the landfill facility, the holder of this development approval must take prompt action to extinguish the fire.

Public Health Issues

- 45.16 The holder of this development approval must:
 - (a) install and operate all works and control equipment, and
 - (b) take all measures, perform all acts and do all things,



necessary to ensure that the carrying out of the environmentally relevant activity does not cause any adverse effect on public health or any nuisance, particularly in relation to propagation of diseases, fly breeding, mosquito breeding, and harbourage and/or breeding of rats and other pest organisms and/or vectors.

- 45.17 In the event of any adverse effect upon public health and/or any nuisance arising from the conduct of the environmentally relevant activity, the holder of the development approval must do all such acts and things and carry out any such works as may be necessary to:
 - (a) abate such adverse effects and such nuisance; and
 - (b) prevent the likelihood of any recurrence of the circumstances which gave rise to such adverse effects and/or such nuisance.

Design and Operating Criteria

- 45.18 The holder of this development approval must:
 - (a) at least 3 months before the construction of any landfill cell, provide to the administering authority a study report which demonstrates that the proposed site is geotechnically stable and is not prone to subsidence;
 - (b) ensure that the study report is prepared by a person possessing appropriate qualifications and experience in the fields of geotechnical engineering or engineering geology to be able to competently make recommendations about these matters;
 - (c) cover all exposed coal seams to a minimum depth of 1 metre by a dense incombustible material prior to construction of the landfill facility to minimise fire risk; and
 - (d) have due regard to any comments made by the administering authority on the study required by this development condition prior to the construction of the landfill cell.

For the purposes of condition 45.18(c), the liner, to be provided for the high wall and referred to in condition 42.11, will satisfy this condition.

45.19 No regulated wastes must be deposited at the landfill facility which exhibit any of the hazard characteristics listed in Table 1.

PLE I	
Tagana	
Ignitability	Regulated wastes that are capable of causing a fire when ignited through friction, absorption of moisture, or spontaneous chemical changes under standard temperature and pressure.
Corrosivity	Regulated wastes which on dissolution exhibit a pH of 2 or less or 12.5 or greater.
Reactivity	 Regulated wastes if they have any of the following properties: react violently with water; and/or form potentially explosive mixtures with water and other substances likely to be disposed of in the landfill facility; and/or generate toxic gases, vapours, or fumes dangerous to human health or the environment when mixed with water and other substances likely to be disposed of in the landfill facility; and/or contain substances which generate toxic gases, vapours or fumes when exposed to pH conditions between 2 and 12.5; and/or are capable of detonation or explosive reaction when subjected to a strong initiating source or if heated under



	confinement; and/or are readily capable of detonation or explosive decomposition or reaction at standard temperature and pressure.
Toxicity	 Regulated wastes if they have: contaminant concentrations in the waste exceeding the allowable levels in Schedule G - Table 2; or leaching contaminant levels in the waste when measured in accordance with Toxicity Characteristic Leaching Procedure (TCLP) exceeding the concentrations prescribed in Schedule G - Table 3. For any soil contaminated by radioactive material; the gross alpha and gross beta activity concentration in the Toxicity Characteristic Leaching Procedure (TCLP) extracts from the material are no more than one hundred (100) times the concentrations specified in the NHMRC/ARMCANZ Australian Drinking Water Guidelines, 1996

CONTAMINANT	MAXIMUM CONTAMINANT LEVEL (mg/kg)
Monocyclic Aromatic	mg/kg
Hydrocarbons(MAH)	
Benzene	20
Ethyl Benzene	1000
Toluene	600
Xylene	500
Total MAH	1 000
Polycyclic Aromatic Hydrocarbons(PAH)	mg/kg
Total PAH	1 000
Phenolic Contaminants	mg/kg
Non halogenated compounds:	
Phenol	250
m-cresol	500
o-cresol	500
p-cresol	500
Total non halogenated phenol	500
Halogenated phenol:	
Chlorophenol	5
Trichlorophenol	20
Pentachlorophenol	20
Total halogenated phenol	20
Chlorinated Hydrocarbons	mg/kg
Chlorinated Aliphatic Compounds:	
Carbon tetrachloride	10
1,2 Dichloroethane	20
1,1 Dichloroethene	1
Tetrachloroethene	20
Trichloroethene	25
Total chlorinated aliphatic compounds	50
Chlorinated Aromatic Compounds:	
Chlorobenzene	200



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CONTAMINANT	MAXIMUM CONTAMINANT! LEVEL (mg/kg)
Hexachlorobenzene	1
Total Chlorinated Aromatic compounds	200
Pesticides	mg/kg
Total organochlorine	50
Total herbicides	50
Total carbamates	50
Total organophosphorus	50
Petroleum Hydrocarbons	mg/kg
Total petroleum hydrocarbons(C6-C9)	1 000
Total petroleum hydrocarbons(C10-C14)	10 000
Total petroleum hydrocarbons(C15-C28)	50 000
Total petroleum hydrocarbons(C28-C36)	50 000
Non Scheduled Solid Polychlorinated	50
Biphenyls (PCBs)	

CONTAMINANT	ALLOWABLE LEACHING CONTAMINANT LEVELS (mg/L)
Non Specific Contaminants	mg/L
Biochemical Oxygen Demand	20 000
Total Organic Carbon	10 000
Petroleum Hydrocarbons	50
Metals/Non-Metals	mg/L
Antimony	5.0
Arsenic	5.0
Barium	100.0
Cadmium	0.5
Chromium	5.0
Cobalt	5.0
Copper	200.0
Lead	5.0
Mercury	0.1
Molybdenum	5.0
Nickel	5.0
Selenium	1.0
Silver	10.0
Thallium	1.0
Tin	3.0
Vanadium	5.0
Zinc	500.0
Inorganic Anions	mg/L
Bromide	50.0
Chloride	6 000
Cyanide (total)	8
Fluoride	150.0
Sulphate	50 000
Nitrate	5 000
Monocyclic Aromatic	mg/L
Hydrocarbon(MAH)	
Benzene	1.0



MARIO COMPANIO ARRIVA	ALLOWABLE LEACHING CONTAMINANT
CONTAMINANT	ALLOWABLE LEACHING CONTAMINANT LEVELS (mg/L)
Ethyl benzene	50.0
Toluene	80.0
Xylene	60.0
Total MAH	80.0
	mg/L
Polycyclic Aromatic	
Hydrocarbons(PAH)	
Anthracene	0.7
Benz (a) anthracene	0.05
Benz (c) phenanthrene	0.05
Benzo (a) pyrene	0.02
Benzo (b) fluoranthene	0.05
Benzo (k) fluoranthene	0.05
Chrysene	0.1
Dibenz (a,h) anthracene	0.02
Dibenz (a,h) pyrene	0.1
Dimethylbenz (a) anthracene	0.05
Fluoranthene	0.2
Indeno (1,2,3-cd) pyrene	0.1
Naphthalene	0.7
Phenanthrene	0.1
Pyrene	0.7
Total PAH	1.0
Phenolic Contaminants	mg/L
Non halogenated compounds:	mg E
Phenol	10.0
m-Cresol	20.0
o-Cresol	20.0
p-Cresol	20.0
Halogenated phenols:	20.0
Chlorophenol	0.1
Trichlorophenol	1.0
Pentachlorophenol	1.0
Chlorinated Hydrocarbons Chlorinated Aliphatic Compounds:	mg/L
Carbon tetrachloride	0.3
1,2 Dichloroethane	1.0
1,1 Dichloroethene	0.03
Tetrachloroethene	1.0
Trichloroethene	3.0
Chlorinated Aromatic Compounds:	
Chlorobenzene(total)	30.0
Hexachlorobenzene	0.02
Pesticides	mg/L
Organochlorine:	0.02
Aldrin	0.03
Chlordane	0.1
Dieldrin	0.03
DDT	2
Endrin	0.03
Heptachlor	0.03



CONTAMINANT	ALLOWABLE LEACHING CONTAMINANT LEVELS (1110/5)
Lindane	2
Methoxychlor	30
Toxaphene	0.05
Herbicides:	
2,4-D	3
2,4-DB	2.0
MCPA	2.0
2,4,5 -T	10
Carbamates:	
Carbaryl	3
Carbofuran	1
Organophosphorus:	
Diazinon	0.3
Parathion	1
Methyl Parathion	10

- 45.20 In addition to development condition 45.19, the following classes of regulated waste must not be permitted to be placed at the landfill facility at any time:
 - (a) liquescent waste streams or any waste capable of yielding free liquids except leachate and/or landfill gas condensate arising from gas collection generated within the landfill facility;
 - infectious wastes which have not been subjected to a proper and effective treatment process to render them non-infectious;
 - (c) material or equipment contaminated with infectious substances which have not been subjected to a proper and effective treatment process to render them non-infectious;
 - (d) cytotoxic wastes;
 - (e) substances listed under Schedule 8 and 9 of the *Poisons (Health and Drugs)*Regulation 1996;
 - (f) soils or substances contaminated by radioactive material, unless it meets the requirements specified in section 82(3) of the Radioactive Substances Regulation 1961 and any development condition in this development approval;
 - (g) pyrophoric wastes, where co-disposed with other potentially combustible materials;
 and
 - (h) explosives and ammunition (excepting spent ammunition cartridges which no longer contain explosives, pyrotechnics, or propellants, apart from trace residues which are no longer capable of supporting combustion or an explosive reaction).
- 45.21 Subject to such regulated wastes or contaminated soils not exhibiting characteristics described in development conditions number 45.19 and 45.20, the following regulated waste or contaminated soils are permitted to be disposed of at the place to which this development approval relates:
 - (a) asbestos (all chemical forms);
 - (b) shredded tyres;
 - (c) fish processing wastes (dewatered solids only);
 - (d) food processing wastes (dewatered solids only);
 - (e) poultry processing wastes (dewatered solids only);
 - (f) abattoir effluent (dewatered solids only);



- (g) grease interceptor trap effluent and residues (dewatered solids only);
- infectious substances that have been rendered non-infectious and unrecognisable;
- (i) material or equipment contaminated with infectious substances (properly and effectively treated to render them non-infectious);
- (j) untreated solid pharmaceutical products except any drugs or poisons as cited in the Standards for Uniform Scheduling of Drugs and Poisons (Schedules 8 and 9 drugs as per the *Poisons (Health and Drugs) Regulation 1996*);
- (k) dewatered bacterial sludge (septic tank and sewage);
- chemically fixed regulated waste streams that have satisfied the contaminant testing regimes in this development approval concerning total contaminant levels and leachable contaminant levels;
- (m) any soil contaminated by radioactive material:
 - (i) that has enhanced radiation levels due to activities (such as mineral sand processing) provided that the radiation levels of the material to be disposed of are less than or equal to 0.2 micro Sieverts per hour (μSv/h) above natural background levels measured at the site where the material is being removed from; and
 - (ii) that notwithstanding clause 45.21(m)(i), the administering authority may approve on a case by case basis solid waste contaminated with radioactive material that has radiation levels greater than 0.2 μSv/h above natural background levels;
- other regulated wastes and 'high level contaminated soils' subject to the development conditions in this development approval and specifically development condition number 45.22.

For the purpose of this clause 'high level contaminated soils' are those that exhibit contamination levels or other characteristics that exclude them from the low level contaminated soil category (in clause (o) below). High level contaminated soils that otherwise comply with development approval conditions including criteria in Tables 1, 2 and 3 of this condition may be accepted for disposal.

- (o) low level contaminated soils or treated, stabilised and dewatered bacterial sludge (septic tank and sewage);
 - not exceeding maximum concentration limits in Table 4;
 - (ii) not exceeding leaching contaminant levels in the waste when measured in accordance with Toxicity Characteristic Leaching Procedures (TCLP) prescribed in Table 5; and
 - (iii) these soils may be used for cover material upon landfill cells if contaminant levels comply with (i) and (ii) of this clause.
- (p) quarantine waste that has been approved for acceptance at the landfill facility through the AQIS quarantine waste management and approval system.



SUBSTANCE	MAXIMUM CONTAMINANT LEVELS IN SOILS (mg/kg)
Arsenic (total)	200
Beryllium	40
Cadmium	40
Chromium (iii)	240 000
Chromium (vi)	200
Copper	2000
Lead	600

SUBSTANCE	MAXIMUM CONTAMINANT LEVELS IN SOILS (mg/kg)
Manganese	3000
Methyl Mercury	20
Mercury (inorganic)	30
Nickel	600
Zinc	14000
Monocyclic Aromatic	mg/kg
Hydrocarbons(MAH)	
Benzene	10
Ethyl Benzene	500
Toluene	300
Xylene	250
Total MAH	500
Polycyclic Aromatic	mg/kg
Hydrocarbons(PAH) Total PAH	500
Phenolic Contaminants	
	mg/kg
Non halogenated compounds: Phenol	100
m-cresol	250
o-cresol	250
	250
p-cresol	250
Total non halogenated phenol	
SUBSTANCE	mg/kg
Halogenated phenol:	
Chlorophenol	1
Trichlorophenol	5
Pentachlorophenol	5
Total halogenated phenol	5
Chlorinated Hydrocarbons	mg/kg
Chlorinated Aliphatic Compounds:	
Carbon tetrachloride	5
1,2 Dichloroethane	10
1,1 Dichloroethene	1
Tetrachloroethene	10
Trichloroethene	25
Total chlorinated aliphatic cpds	50
Chlorinated Aromatic Compounds:	·
Chlorobenzene	100
Hexachlorobenzene	1
Total Chlorinated Aromatic cpds	100
Pesticides	mg/kg
Total organochlorine	5
Total herbicides	25
Total carbamates	25
Total organophosphorus	10
Petroleum Hydrocarbons	mg/kg
Total petroleum hydrocarbons(C6-C9)	500
Total petroleum hydrocarbons(C10-C14)	5 000
Total petroleum hydrocarbons(C15-C28)	10 000
Total petroleum hydrocarbons(C28-C36)	10 000



TABLE 5

	ALLOWABLE LEACHING CONTAMINANT
CONTAMBANT ANALYSIS	LEVELS (mg/L)
Non Specific Contaminants	mg/L
Biochemical Oxygen Demand	20 000
Total Organic Carbon	10 000
Petroleum Hydrocarbons	25
Microtox LC50	* No levels set at this time
Metals/Non-Metals	mg/L
Antimony	0.5
Arsenic	0.5
Barium	10.0
Cadmium	0.05
Chromium	0.5
Cobalt	0.5
Соррег	10.0
Lead	0.5
Mercury	0.01
Molybdenum	0.1
Nickel	0.5
Selenium	0.1
Silver	0.5
Thallium	0.1
Tin	0.3
Vanadium	0.5
Zinc	50.0
Inorganic Anions	mg/L
Bromide	5.0
Chloride	6 000
Cyanide (total)	1.0
Fluoride	15.0
Sulphate	2 500
Nitrate	100.0
Monocyclic Aromatic	mg/L
Hydrocarbon(MAH)	mg/L
Benzene	0.1
Ethyl benzene	5.0
Toluene	3.0
Xylene	2.0
Total MAH	5.0
Polycyclic Aromatic	mg/L
Hydrocarbons(PAH)	mg/L
Anthracene	0.07
Benz (a) anthracene	0.005
Benz (c) phenanthrene	0.005
Benzo (a) pyrene	0.002
Benzo (b) fluoranthene	0.005
Benzo (k) fluoranthene	0.005
Chrysene	0.10
Dibenz (a,h) anthracene	0.002
Dibenz (a,h) pyrene	0.002
Dimethylbenz (a) anthracene	0.005
Fluoranthene	0.005
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Simazine	0.01

- 45.22 The disposal rate for 'other' regulated wastes referred to in 45.21(n), must not exceed ten (10) percent by mass of the total waste interred in the landfill facility averaged over a five (5) year period.
- 45.23 All chemical forms of asbestos waste must be:
 - disposed to a designated asbestos landfill unit;
 - (b) confined to a designated asbestos landfill unit where no excavation takes place following the initial disposal of asbestos waste within that designated asbestos landfill unit;
 - (c) placed at the bottom of the working face in the designated asbestos landfill unit and immediately covered with a minimum of 200mm of consolidated earth or equivalent cover material; and
 - (d) contained within a final designated asbestos landfill unit at a minimum distance of two (2) metres from the surface and flanks of the landfill unit, excluding any final cover system required as a development condition of this development approval (where final designated asbestos landfill unit means that deposition to the landfill unit has ceased).
- 45.24 The following waste must be handled and disposed of as a special burial of waste:
 - infectious substances properly and effectively treated to render them non infectious;
 - (b) material or equipment contaminated with infectious substances properly and effectively treated to render them non infectious;
 - (c) untreated solid pharmaceutical products except any drugs or poisons as cited in the Standards for Uniform Scheduling of Drugs and Poisons (Schedules 8 and 9 drugs as per the *Poisons (Health and Drugs) Regulation 1996*); and
 - (d) waste, which if not buried as soon as practicable, would be likely to cause environmental harm when placed in an exposed position (for example, odorous putrescible waste, chemically fixed waste streams excluding alkaline stabilised sewage sludge).
- 45.25 Any soil contaminated by radioactive material must be contained within the landfill unit at a minimum distance of two (2) metres from the surface and flanks of the landfill unit, excluding any final cover system required as a development condition of this development approval.
- 45.26 All wastes must be deposited in lifts that are capable of being readily compacted and covered each day.
- 45.27 The working face of the landfill cell must be kept to the smallest size practicable and must not at any time exceed 30 metres in width.
- 45.28 Every lift of waste deposited within the landfill facility must be evenly and properly consolidated by mechanical plant to the greatest extent practicable.
- 45.29 Large metal articles intended to be buried at the landfill facility must be compacted to the greatest extent practicable prior to being deposited in the landfill cell.
- 45.30 Deposited waste must be covered:
 - (a) with earthen material to a thickness of at least 0.2 metres; or
 - (b) with other alternative material of sufficient thickness and nature to ensure that there is no exposure of waste.



For the purpose of this development condition, the use of any cover alternative material must initiate a trial for a period of three (3) months, such that potential environmental harm (eg. odour, vermin breeding) is assessed and reported to the administering authority upon completion.

- 45.31 Coverage of deposited waste must take place:
 - (a) at least at the end of every operating day; and
 - (b) at more frequent intervals if putrescible waste is deposited at a frequency necessary to ensure that such waste is not left in an exposed state.
- 45.32 Earthen material necessary for coverage of deposited waste must be stored and be readily available at the place to which this development approval relates in a quantity sufficient for not less than two weeks' operation of the landfill facility. The quantity of cover material must be calculated on the basis of at least 12.5 cubic metres per 2 weeks per 1000 persons serviced.
- 45.33 Relocatable screens must be maintained around the working face so as to minimise litter being blown from the landfill facility.
- 45.34 Where litter is blown or washed from the facility in amounts which are not insignificant in scale or extent, the holder of this development approval must take all reasonable and practicable actions to retrieve the litter and ensure that it is disposed of in an appropriate manner.
- 45.35 An all weather internal road must be provided and maintained at all times to the working face of the landfill facility.

Landfill Unit(s) Interim Closure Management

45.36 The holder of this development approval must implement interim closure management for landfill unit(s) at a landfill facility that are not accepting waste.

For the purpose of this development condition, interim closure management must include at least the following:

- (a) the installation of an interim cover system that is designed with effective drainage systems to minimise erosion and to minimise water ponding; and
- a stabilisation program including practicable measures for revegetation and or mulching.

Landfill Facility Post-Closure Management

- 45.37 The holder of this development approval must develop and provide to the administering authority a draft landfill post closure management program for review and comment at least twelve months before the expected final receipt of waste in the landfill facility.
- 45.38 The post closure management program must include details of at least the following:
 - (a) the erosion prevention system that is designed with effective drainage systems to minimise erosion and to minimise water ponding;
 - (b) the revegetation and stabilisation program for the landfill to minimise final cover erosion (for landfills, final cover species root penetration must not occur through to the waste pile);
 - the procedures for maintaining and operating any stormwater management system;
 - (d) the procedures for maintaining and operating any leachate collection system;
 - (e) the procedures for maintaining and operating any landfill gas collection system;
 - the total waste volumes or tonnage of any landfill unit being closed;
 - a site relief plan including the extent of any landfill footprint and any infrastructure systems for stormwater, leachate and gas management;



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- the design of a final cover system including thickness and permeability of cover layers and any lateral drainage layers;
- (i) any proposed nuisance or wildlife control procedures;
- the proposed land use at the place to which this development approval relates during and after the rehabilitation program; and
- (k) the expected date the holder of this development approval intends to begin to implement the postclosure program and the expected timelines before the program is completed.

For the purpose of this development condition, the postclosure management program must be effective in preventing and/or minimising the likelihood of environmental harm being caused or allowed. The program must include measures and schedule timeframes to:

- monitor any leachate, surface water, receiving water and groundwater monitoring system at a frequency sufficient to detect any release of contaminants to water resources;
- (ii) monitor the structural integrity and effectiveness of the final cover system, particularly for erosion and subsidence of the cover system;
- (iii) monitor any landfill gas management system.
- 45.39 For the purposes of preventing and/or minimising the likelihood of environmental harm being caused as a result of deposition of waste, the holder of this development approval must, following cessation of deposition of waste in a landfill facility, conduct postclosure management measures for:
 - (a) a period of 30 years; or
 - (b) such shorter period until it is demonstrated to the administering authority in a competent manner using factually correct information that the landfill unit(s) within the landfill facility and surrounding site are geotechnically stable and that no release of waste materials, leachate, uncontrolled landfill gas or other contaminants to the environment is likely.

Signage

- 45.40 The holder of this development approval must prominently display at the place to which this development approval relates appropriate signs specifying:
 - (a) that unlawful entry and unauthorised scavenging is prohibited;
 - (b) the appropriate locations where specified waste may be deposited and any requirements as to the deposition of such waste;
 - (c) the waste that is permitted to be deposited at the facility and advising that other waste must not be deposited at the facility;
 - (d) that lighting of fires is prohibited; and
 - (e) the hours and days the facility will be open for the receipt of waste.

46. Schedule H - Self Monitoring and Reporting

Annual Monitoring Report

46.1 Any monitoring data compiled, collected or recorded as required by development conditions of this development approval for any water resource monitoring, any leachate monitoring and any landfill gas monitoring must be evaluated, summarised and reported to the administering authority on an annual basis.

Each Annual Monitoring Report must be given to the administering authority with the annual return in a clear summarised format as follows:

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- (a) Results of the required determinations of any groundwater quality reporting period must be reported:
 - (i) in a tabular format, showing:
 - (A) date sampled;
 - (B) any statistically shown differences in groundwater quality (compared to baseline data) as detected from the groundwater monitoring system results; and
 - (ii) graphically showing data referred to in part (i)(B) of this condition versus
- (b) Results of the required determinations of the quality of contaminants released to surface receiving waters for the reporting period must be reported:
 - (i) in a tabular format, showing:
 - (A) date, times, and day of week sampled;
 - (B) any non-compliance with the release limits of all quality characteristics specified in the relevant part of this development approval; and
 - (ii) graphically showing data referred to in part (i) of this condition versus time
- (c) Results of the required determinations of the quality and quantity of recirculated leachate for the reporting period must be reported:
 - (i) in a tabular format, showing:
 - (A) date sampled;
 - (B) quantity of leachate recirculated;
 - (C) any differences in recirculated leachate quality (compared to baseline data) as detected from the monitoring results; and
 - (ii) graphically showing data referred to in part (i)(B) of this condition versus time
- (d) Results of the required determinations of the quality of landfill gas for the reporting period must be reported:
 - (i) in a tabular format, showing:
 - (A) date, times, and day of week sampled;
 - (B) any non-compliance with the release limits of all quality characteristics specified in the relevant part of this development approval; and
 - (ii) graphically showing data referred to in part (i) of this condition versus time

Waste Recording

46.3 The holder of the development approval must record the quantity of waste deposited at the landfill facility and submit an annual total in tonnes with the annual return.

Complaint Recording

- 46.4 All complaints received by the holder of this development approval relating to operations at the place to which this development approval relates must be recorded in a log book with the following details:
 - (a) time, date and nature of complaint;
 - (b) type of communication (telephone, letter, personal etc.);
 - (c) name, contact address and contact telephone number of complainant (Note: if the complainant does not wish to be identified then 'Not identified' is to be recorded);
 - (d) response and investigation undertaken as a result of the complaint;
 - (e) name of person responsible for investigating complaint; and



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 action taken as a result of the complaint investigation and signature of responsible person.

Incident Recording

- 46.5 A record must be maintained of events including but not limited to:
 - (a) any fire at the place to which this development approval relates;
 - (b) any release of leachate or stormwater runoff which has been in contact with any
 wastes and contaminants not likely to be in accordance with the development
 conditions of this development approval to the receiving waters;
 - (c) any recording of leachate levels greater than 1.0 metre above the top of the leachate sump perimeter;
 - (d) detection by the environmental monitoring program of any release of contaminants not likely to be in accordance with the development conditions of this development approval; and
 - (e) incidents which have adverse public health consequences and/or cause nuisance including time, date, duration and nature of the incident.

Notification of Emergencies and Incidents

- 46.6 As soon as practicable after becoming aware of any emergency or incident which results in the release of contaminants not in accordance, or reasonably expected to be not in accordance with the development conditions of this development approval, the holder of this development approval must notify the administering authority of the release by telephone or facsimile.
- 46.7 The notification of emergencies or incidents as required by development condition 46.6 must include but not be limited to the following:
 - (a) the name (or identification) of the holder of the development approval;
 - (b) the location of the emergency or incident;
 - (c) the number of the development approval;
 - (d) the name and telephone number of the designated contact person;
 - (e) the time of the release;
 - (f) the time the holder of the development approval became aware of the release;
 - (g) the suspected cause of the release;
 - the environmental harm and/or environmental nuisance caused, threatened, or suspected to be caused by the release; and
 - (i) actions taken to prevent any further release and mitigate any environmental harm and/or environmental nuisance caused by the release.
- 46.8 Not more than 14 days following the initial notification of an emergency or incident, the holder of the development approval must provide written advice of the information supplied in accordance with development condition 46.7 in addition to:
 - (a) proposed actions to prevent a recurrence of the emergency or incident;
 - (b) outcomes of actions taken at the time to prevent or minimise environmental harm and/or environmental nuisance, and
 - (c) the results of any environmental monitoring performed.

Exception Reporting

The holder of this development approval must notify the administering authority in writing of any monitoring result which indicates an exceedance of any development condition release limit within 28 days of completion of analysis.



- 46.10 The written notification required by development condition number 46.9 above must include:
 - (a) the full analysis results, and
 - (b) details of investigation or corrective actions taken, and
 - (c) any subsequent analysis.

Environmental Monitoring

- 46.11 The holder of this development approval must implement and maintain an effective environmental monitoring program for any ambient particulate monitoring, any groundwater monitoring, any monitoring of contaminant releases to waters, any leachate monitoring and any landfill gas monitoring as required by this development approval.
- 46.12 The environmental monitoring program required by development condition 46.11 must address at least:
 - the type and location of all environmental monitoring facilities;
 - (b) adopted point(s) of compliance;
 - (c) methodology to be used in the assessment of the monitoring results (including statistical tests to be used in the interpretation of data collected in the groundwater quality monitoring program); and
 - (d) the proposed monitoring response (Investigation Monitoring Program) in the event of detection by the environmental monitoring program of any release of contaminants not likely to be in accordance with the development conditions of this development approval.
- 46.13 The holder of the development approval must, with regard to the environmental monitoring program:
 - (a) cause the results of all analyses, measurements and observations to be accurately recorded in writing;
 - (b) cause the date and time of sampling to be recorded;
 - cause the record of analyses results to bear a National Association of Testing Authorities stamp of endorsement if relevant;
 - sign the record of all analyses, measurements and observations or arrange for the said record to be signed by a responsible officer; and
 - (e) forward a summary of the recordings of all observations, measurements and analyses to the administering authority with the annual return that immediately follows the period within which the samples were taken.
- 46.14 The holder of this development approval must submit details of any amendments to the environmental monitoring program to the administering authority and any technical documentation necessary to assess its appropriateness for review and comment by the administering authority, prior to the commencement of use of any landfill cell served by the monitoring network if there is any departure from the previously submitted environmental monitoring program.
- 46.15 The holder of this development approval must have due regard to any comments made by the administering authority on the amended environmental monitoring program in the finalisation of the environmental monitoring program.
- 46.16 Records must be kept of the results of the environmental monitoring and other information required to be recorded in conjunction with such monitoring for a period of at least 5 years.

 Records of baseline monitoring must be kept over the life of the landfill cell and post-closure care period.

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Dust Monitoring

- 46.17 On or before the initial acceptance of waste, the holder of this development approval must develop and implement a dust fallout monitoring program to effectively determine whether any adverse effect is likely to be caused on people in or using the surrounding area by any release of dust and particulate matter as a result of the carrying out of the environmentally relevant activity.
- 46.18 Notwithstanding development condition 46.16, monitoring and recording of the dust fallout levels must be undertaken at four (4) locations equally spread around the perimeter of the site where the environmentally relevant activity is carried out.
- 46.19 The holder of this development approval must monitor and record dust fallout at the landfill facility as often as is necessary but not less frequently than 6 monthly.
- 46.20 The samples must be collected and analysed in accordance with the requirements of Australian Standard AS 3580.10.1 -1991 for Ambient Air - Particulate Matter.
- 46.21 All determinations to check conformity with dust emission conditions of the air schedule must be performed by a person or body possessing appropriate experience and qualifications to perform the required determinations.

Noise Monitoring

- 46.22 For the purposes of checking compliance with development condition 44.1 of the noise schedule, monitoring and recording the noise levels from the activity must be undertaken for the following descriptors, characteristics and conditions:
 - (a) $L_{Amax, adj T}$;
 - (b) L_{Abg, T} or L_{A90, T};
 - (c) L_{AN,T} (where N equals statistical levels of 1, 10, 50, 90 and 99);
 - (d) the level and frequency of occurrence of impulsive or tonal noise;
 - (e) atmospheric conditions including temperature, relative humidity and wind speed and direction; and
 - effects due to extraneous factors such as traffic noise.
- 46.23 In conjunction with the measurement and recording of the noise, the following parameters and conditions must be recorded:
 - (a) location of sampling point(s);
 - (b) date sample(s) taken; and
 - (c) time sample(s) taken.
- 46.24 In the event of a complaint about noise that constitutes an intrusive noise being made to the administering authority that the administering authority considers is not frivolous or vexatious, the holder of this development approval must undertake monitoring to investigate such a complaint upon written request from the administering authority.
- 46.25 The method of measurement and reporting of noise levels must comply with the Department of Environment and Heritage Noise Measurement Manual, second edition, March 1995, or more recent additions or supplements to that document as become available.
- 46.26 The measurement and reporting of noise levels must be undertaken by a person or body possessing appropriate experience and qualifications to perform the required measurements.

Recirculated Leachate Monitoring

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6.27 The holder of this development approval must carry out a leachate quality and quantity monitoring program for the leachate generated and recirculated at the place to which this development approval relates subject to:

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- leachate quality monitoring must be undertaken at least once annually in the event of any leachate recirculation to the landfill cell(s);
- (b) the quantity of recirculated leachate must be measured and recorded annually, flow rate multiplied by pump time is appropriate for calculations;
- (c) the level of leachate above the top of the leachate sump perimeter must be measured and recorded at least twice every seven days;
- (d) daily rainfall or rainfall events (if an event is longer than daily) must be measured and recorded for the place to which this development approval relates; and
- (e) the Leachate Monitoring Program must be undertaken for, at least, the following water quality characteristics:

	water quanty characteristics.		
1.	Ammonia (as N)	10. pH	
2.	Bicarbonate(HCO3)	11. Potassium	
3.	Calcium	12. Sodium	
4.	Chloride	13. Sulphate	
5.	Iron (total)	14. specific conductance	
6.	Lead	15. Total Organic Carbon (TOC)	
7.	Zinc	16. Chemical Oxygen Demand (COD)	
8.	Nitrate (as N)	17. Biological Oxygen Demand (BOD)	
9.	Total Organic Halogen (TOX)	18. Total Dissolved Solids (TDS)	

Landfill Gas Monitoring

- 46.28 The holder of the development approval must:
 - (a) establish a landfill gas monitoring network for each landfill cell;
 - (b) ensure that the concentration of landfill gas released from the facility does not exceed 25 percent of the lower explosive limit for methane when measured in facility structures (but excluding facility structures used for landfill gas control and landfill gas recovery system components);
 - (c) ensure that the concentration of landfill gas released from the facility does not exceed the lower explosive limit for methane at the landfill facility boundary, excluding any landfill gas released to another facility for reuse;
 - (d) develop and implement a landfill gas monitoring program to ensure that the landfill facility complies with methane standards referred to in this development condition;
 - (e) ensure that all determinations of the methane gas levels must be performed by a
 person or body possessing appropriate qualifications to perform the required
 determinations; and
 - (f) immediately take all necessary steps to ensure protection of human health if methane gas levels exceeding methane standards referred to in this development condition are detected.
- 46.29 Determination of all the methane gas levels must be performed as often as necessary to ensure protection of human health, having regard to:
 - (a) the likely landfill gas generation rate;
 - (b) any previous levels of methane gas detected by the monitoring program;
 - proximity of the landfill facility to any place or persons likely to be adversely affected by landfill gas; and
 - (d) the effectiveness of measures implemented to minimise any lateral migration of landfill gas.



Groundwater Monitoring

- 46.30 A groundwater monitoring network must be installed for each landfill cell and for the regulated waste storage and treatment facilities. The network must be:
 - developed by a person possessing appropriate qualifications and experience in the fields of hydrogeology and groundwater monitoring program design to be able to competently make recommendations about these matters;
 - (b) supported by a Routine Groundwater Monitoring Program, where the quality of groundwater is monitored and recorded to detect any possible release(s) of contaminants:
 - (c) established so that a sufficient number of 'bore(s) of compliance' are located not more than 150 metres from the landfill cell or the boundary of the landfill facility whichever is the closest (where 'bores of compliance' are installed at locations and depths to yield representative groundwater samples from the uppermost aquifer);
 - (d) located such that groundwater monitoring bores are referenced to horizontal coordinates accurate to 1.0 metre;
 - (e) installed such that each groundwater monitoring bore is fitted with a locked cap at all times other than at the time of sampling; and
 - (f) maintained in an operative condition and be reasonably accessible at all times to an authorised person.
- 46.31 The groundwater monitoring network of monitoring bores must establish:
 - (a) background groundwater quality in hydraulically up-gradient or background bore(s)
 that have not been affected by any potential leakage of contaminants to groundwater
 from the place to which this development approval relates;
 - (b) the quality of groundwater down gradient of any potential leakage of contaminants to groundwater from the place to which this development approval relates including groundwater passing the relevant bore(s) of compliance;
 - (c) baseline groundwater water quality monitoring, at least, of water quality characteristics prior to the use of any landfill cell(s) served by the groundwater monitoring network(s) and at the locations and depths defined by the groundwater monitoring network;
 - (d) whether or not there has been any statistically significant increase over background values identified in the Routine Groundwater Monitoring Program at locations hydraulically down gradient of the landfill facility.
- 46.32 The holder of this development approval must ensure that:
 - all determinations of the quality of groundwater are performed by a person or body possessing appropriate experience and qualifications to perform the required determinations;
 - (b) all determinations of the quality of contaminants released to waters are made in accordance with methods prescribed in the Department of Environment and Heritage Water Quality Sampling Manual, 2nd Edition, February 1995, or more recent additions or supplements to that document as such become available;
 - (c) groundwater quality is monitored and recorded as often as is necessary by the Routine Groundwater Monitoring Program but not less frequently than every 3 months;
 - (d) a Reference Point, relative to Australian Height Datum, and accurate to 0.005 metre is established such that standing groundwater levels are measured and recorded (accurate to 0.01 metre) whenever samples are obtained and prior to any disturbance by sampling. Groundwater levels must be reported as the depth from the established Reference Point to the water surface within the bore; and



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(e) the Routine Groundwater Monitoring Program is undertaken for, at least, the following water quality characteristics:

1. Ammonia (as N)	10. temperature
2. Bicarbonate(HCO3)	11. pH
3. Calcium	12. Manganese (dissolved)
4. Chloride	13. Potassium
5. Iron (total)	14. Sodium
6. Zinc	15. Sulphate
7. Nitrate (as N)	16. specific conductance
8. Total Organic Halogen (TOX)	17. Total Organic Carbon (TOC)
Redox potential	18. Chemical Oxygen Demand (COD)
	19. Total Dissolved Solids (TDS)

Monitoring of Contaminant Releases to Waters

46.33 The holder of this development approval is responsible for the making of determinations and keeping of records of the quality of the contaminants released for the release points and receiving water reference points, quality characteristics, and at the frequency specified in Table 1.

Table 1

Fable 1	4377419301010094	The state of the s
Quality Sifera Tradistic - 3 Depermental office - 3	Regard Points AND I REGETVING WATER REFERENCE POINTS	Frequency Final St.
(a) Suspended Solids	Release point W	Quarterly - if and when a release occurs
(b) Ph	Release point W	Quarterly - if and when a release occurs
(c) Specific Conductance	Release point W	Quarterly - if and when a release occurs
(d) Dissolved Oxygen	Release point W	Quarterly - if and when a release occurs
(e) Total Organic Carbon	Release point W	Quarterly - if and when a release occurs
(f) Suspended Solids	An up-current point defined in Schedule C	in conjunction with and whenever monitoring of Suspended Solids is carried out for release point W.
1. Ammonia (as N) 2. Nitrate (as N) 3. Bicarbonate(HCO3) 4. Calcium 5. Chloride 6. Iron (total) 7. Lead 8. Manganese (dissolved) 9. Potassium 10.Sodium 11.Sulphate 12.Zinc 13.Chemical Oxygen Demand 14.Biological Oxygen Demand 15.redox potential 16.temperature 17.Total Dissolved Solids 18.Total Organic Halogen	Release point W	Six monthly - if and when a release occurs or otherwise if an exceedance of the release limits for primary indicator parameters (a to f above), that are identified in Schedule C, is detected.
OR ELSE IF NO RELEASE	Representative sample	Six monthly - in the event of no



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Determination	Release Points AND RECEIVING WATER	
OCCURS – for all the above	From sedimentation pond	release, (unless that sedimentation
parameters	nom seamentation point	pond remains dry for that reporting
		period)

- 46.34 All determinations of the quality of contaminants released and water quality must be performed by a person or body possessing appropriate experience and qualifications to perform the required determinations.
- 46.35 All determinations of the quality of contaminants released to waters shall be made in accordance with methods prescribed in the Department of Environment and Heritage Water Quality Sampling Manual, 2nd Edition, February 1995, or more recent additions or supplements to that document as such become available.

Sampling and In Situ Monitoring Point Details

46.36 The determination of the quality of contaminants release to check conformity with the release quality characteristics specified in development conditions number 42.4 and 42.5 of this development approval, must be undertaken at sampling and in situ monitoring point WM defined as the final sedimentation pond referred to in Condition 42, development condition number 42.3, and at an up-current point as defined in Condition 42, development condition number 42.5.

Waste Sampling and Monitoring Program

- 46.37 The holder of this development approval must:
 - (a) develop and implement a waste sampling and monitoring program which is to address, at least the following issues:
 - all specification limits required for the disposal of wastes at the waste management facility;
 - (ii) methodology to be used in the sampling and monitoring of all wastes received at the waste management facility;
 - (iii) methodology to be used in the assessment of all analyses, measurements and observations for all wastes received at the waste management facility;
 - (iv) any responses in the event of detection of waste contamination in excess of the allowed specification limits; and
 - (v) proposals for keeping record(s) of any analyses, measurements and observations for all wastes received at the waste management facility or to be transported for off-site storing, treatment, recycling or disposal; and
 - (b) on or before the initial acceptance of waste, lodge a proposal for the waste sampling and monitoring program with the administering authority for review and comment;
 and
 - (c) have due regard to comment made by the administering authority on the proposal for the waste sampling and monitoring program prior to the implementation; and
 - (d) on or before the initial acceptance of waste, have completed and implemented the waste sampling and monitoring program.
- 46.38 The holder of this development approval must keep and maintain permanent records for every load of regulated waste accepted or removed from the place to which this development approval relates and must include the following information:
 - (a) date of acceptance, removal and treatment (where applicable);
 - (b) description of waste (including classification under ANZECC code);
 - (c) transporter name and cross reference to relevant waste transport documentation;



- (d) quantity of waste;
- (e) origin or destination of the waste;
- (f) results of analysis (where applicable); and
- (g) method of waste treatment, reprocessing or disposal used (where applicable).

(NOTE: Records of documents maintained in compliance with a waste tracking system established under the *Environmental Protection Act 1994* or any other law for regulated waste will be deemed to satisfy this development condition).

- 46.39 In the event of the holder of this development approval becoming aware of the prohibited wastes being commingled in the waste stream the holder of this development approval must:
 - (a) cease the depositing of such waste if depositing of such waste is occurring;
 - (b) remove the prohibited waste and store in a proper and efficient manner;
 - notify the person who sent the prohibited waste to the place to which this development approval relates of the detection of prohibited waste in the waste received;
 - (d) as soon as practicable arrange for a person who can lawfully transport such waste to collect such waste;
 - (e) arrange for the person transporting the prohibited waste to transport such waste to a
 facility that can lawfully accept such waste;
 - (f) produce the following records:
 - (i) type of prohibited waste;
 - (ii) quantity of prohibited waste;
 - (iii) date of disposal;
 - (iv) name and address of the person(s) transporting the prohibited waste to the facility;
 - (v) name and address of the person(s) who generated the prohibited waste (if such person(s) can be reasonably identified); and
 - (g) notify the administering authority in a form of quarterly written summaries of the records required by subpoint (f) of this development condition for any prohibited waste received at the licence place.

For the purpose of this development condition, 'prohibited waste' means a waste (including a proportion of waste) which is not permitted to be accepted at the facility by a development condition of this development approval.

Notification of Improper Disposal Of Regulated Waste

46.40 If the holder of this development approval becomes aware that a person has removed regulated waste from the place to which this development approval relates and disposed of the regulated waste in a manner which is not authorised by this development approval or improper or unlawful, then the holder of this development approval must, as soon as practicable, notify the administering authority of all relevant facts, matters and circumstances known concerning the disposal.

Recording timeframes

- 46.41 Records required to be kept:
 - (a) in relation to regulated waste accepted at, or removed from the place to which this development approval relates must be kept for a period of at least ten (10) years;
 - in relation to complaints, incidents and special burial of waste at the place to which this development approval relates must be kept for a period of at least five (5) years; and
 - (c) in relation to prohibited waste must be kept for a period of at least ten (10) years.



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Record Keeping - Asbestos and other waste requiring special burial

- 46.42 The holder of the development approval must record at least the following information in relation to the burial of asbestos waste and the special burial of wastes:
 - (a) type of waste;
 - (b) quantity of waste;
 - (c) date of deposition;
 - (d) source of waste; and
 - (e) if the waste is fibrous asbestos and/or mixed asbestos waste, the accurate location (accuracy not less than 0.5 metre for depth and area coordinates) for the designated asbestos landfill unit(s).

47. Schedule I - Definitions

For the purposes of this development approval the following definitions apply:

- 47.1 'Act' means the Environmental Protection Act 1994.
- 47.2 'administering authority' means the Environmental Protection Agency or its successor.
- 47.3 'authorised person' means a person holding office as an authorised person under an appointment of the Act by the chief executive or chief executive of a local government.
- 47.4 'background noise level' means either:
 - L_{A00, T} being the A-weighted sound pressure level exceeded for 90 percent of the time period not less than 15 minutes, using Fast response, or
 - L_{Abg, T} being the arithmetic average of the minimum readings measured in the absence of the noise under investigation during a representative time period of not less than 15 minutes, using Fast response.
- 47.5 'bonded asbestos waste' means an asbestos waste in which the asbestos is tightly encapsulated in a cementitious or resinous matrix.
- 47.6 'commercial place' means a place used as an office or for business or commercial purposes.
- 47.7 'dewatered' means the material does not yield free liquids.
- 47.8 'dwelling' as mentioned in Schedule 5 of the *Environmental Protection (Noise) Policy 1997* means any of the following structures or vehicles that is principally used as a residence:
 - (a) house, unit, motel, nursing home or other building or part of a building;
 - (b) a caravan, mobile home or other vehicle or structure on land;
 - (c) a watercraft in a marina.
- 47.9 'fibrous asbestos waste' means an asbestos waste in which asbestos is not tightly encapsulated in a matrix.
- 47.10 'free liquid' means liquid which readily separates from the solid portion of a waste under ambient temperature and pressure as determined by Method 9095 (Paint Filter Liquids Test) described in 'U.S. EPA: Free Liquids (Paint Filter)' Federal Register, Vol. 50, No. 83, page 18370, April 30, 1985.
- 47.11 'geotechnical stability of a landfill cell' means a situation where instability related to the excessive settlement and subsidence caused by decomposition and consolidation of the wastes deposited in the landfill cell, and sliding instability of the cell slope has ceased.
- 'groundwater monitoring network' means a network of groundwater monitoring devices, such as monitoring bores, used to provide data in respect to the level and quality of groundwater in the uppermost aquifer where the location of the groundwater monitoring devices is such that comparisons of groundwater quality and groundwater level can be made between groundwater

flowing from beneath the site (down-gradient flow) of the activity and groundwater flowing towards the site of the activity (up-gradient flow).

- 47.13 'intrusive noise' as mentioned in Schedule 5 of the *Environmental Protection (Noise) Policy* 1997 means noise that, because of its frequency, duration, level, tonal characteristics, impulsiveness or vibration -
 - (a) is clearly audible to, or can be felt by, an individual; and
 - (b) annoys the individual.

In determining what constitutes 'annoyance', regard must be had to Australian Standard 1055.2 - 1989 Acoustics - Description and Measurement of Environmental Noise Part 2 Application to specific situations.

- 47.14 'L_{Amax adj, T}' means the average maximum A-weighted sound pressure level, adjusted for noise character and measured over a time period of not less than 15 minutes, using Fast response
- 47.15 'landfill cell' means a discrete area of land or an excavation that receives solid waste.
- 47.16 'landfill facility' means all contiguous land and structures, other appurtenances, and improvements on the land used for the disposal or treatment of solid waste.
- 47.17 'leachate' means a liquid that has passed through or emerged from, or is likely to have passed through or emerged from, a material stored, processed or disposed of at the place to which this development approval relates which contains soluble, suspended or miscible contaminants likely to have been derived from the said material.
- 47.18 'lower explosive limit' means the lowest percent by volume of a mixture of explosive gases in air that will propagate a flame at 25°C and atmospheric pressure.
- 47.19 'MaxL_{pAT}' means the maximum A-weighted sound pressure level measured over a time period of not less than 15 minutes, using Fast response.
- 47.20 'mixed asbestos waste' means an asbestos waste which is a mixture of fibrous and bonded asbestos.
- 47.21 'noise sensitive place' as mentioned in Schedule 5 of the Environmental Protection (Noise)

 Policy 1997 means any of the following places:
 - (a) a dwelling;
 - (b) a library, childcare centre, kindergarten, school, college, university or other educational institution;
 - (c) a hospital, surgery or other medical institution;
 - a protected area, or an area identified under a conservation plan as a critical habitat or an area of major interest, under the Nature Conservation Act 1992;
 - (e) a marine park under the Marine Parks Act 1982;
 - (f) a park or garden that is open to the public (whether or not on payment of money) for use other than for sport or organised entertainment,
- 47.22 'prohibited waste' means a waste which is not permitted to be accepted or processed in accordance with the waste acceptance criteria for the waste management facility.
- 47.23 'public health problem' means an adverse effect or likely adverse effect on the health of any person(s) which results from the carrying out of the environmentally relevant activity and includes transmission of disease(s), and breeding and/or harbourage of flies, mosquitoes, rodents and other pests.
- 47.24 'putrescible waste' means waste food or waste animal matter (including dead animals and animal parts), or unstable or untreated bacterial (sewage) sludge, and includes any mixtures of such wastes.



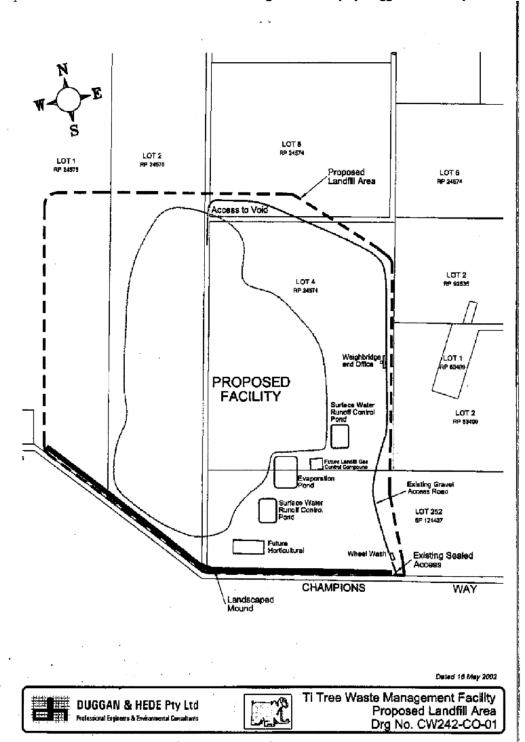
- 47.25 'regulated waste' means non-domestic waste mentioned in Schedule 7 of the *Environmental Protection Regulation 1998* whether or not it has been treated or immobilised and includes-
 - (a) for an element any chemical containing the element; and
 - (b) anything that has contained a regulated waste.
- 47.26 'limited regulated waste' means any of the following regulated wastes asbestos, infectious substances or quarantine waste that has been rendered non-infectious, contaminated soil, fish processing waste, food processing waste, poultry processing waste, tyres or treatment tank sludge or residue produced in sewage treatment or water treatment plants.
- 47.27 'special burial of waste' means a disposal method where earth moving equipment pushes the wastes to the bottom of the working face or into an excavated hole, and immediately covers it with earth or other waste material.
- 47.28 'Toxicity Characteristic Leaching Procedure (TCLP)' means the test described in 'U.S. EPA: Toxicity Characteristic Leaching Procedure (TCLP)' Federal Register, 40 CFR, Vol. 51, No. 286, Appendix 2, Part 268, page 40643 or as modified to reflect non-acidic leaching procedures suitable for waste characteristic assessment where co-disposal with putrescible wastes will not occur.
- 47.29 'uppermost aquifer' means the geologic formation nearest to the natural ground surface that is an aquifer. The term includes any aquifers that are likely to be hydraulically interconnected with this aquifer within the landfill facility property boundary.
- 47.30 'holder' means the owner, the owners successors in title and any occupier of the place to which this development approval relates.
- 47.31 'annual return' means the return required by the annual notice (under section 68 of the *Environmental Protection Act 1994*) for the section 60J licence that applies to the development approval.
- 47.32 'designated asbestos landfill unit' means a surveyed area of the landfill unit where asbestos is disposed of.
- 47.33 'waters' includes the bed and/or banks of any water(s), stormwater runoff and any part of a river, stream, lake, lagoon, pond, dam, swamp, wetland, unconfined surface water, underground water, unconfined water, natural or artificial watercourse, non tidal or tidal waters (including the sea), stormwater channel, stormwater drain, roadside gutter.



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48. Schedule J - Plan of Development.

Proposed Landfill Area Plan of Ti Tree Waste Management Facility by Duggan & Hede Pty Ltd





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Part C - CONDITIONS OF DARRELL ARMSTRONG

49. Conditions Required

- 49.1 The proposed development must only be referred to as the 'Ti Tree Waste Management Facility'.
- The word 'Ebenezer' must not be used by the developer in any way, including the naming, advertising, signage and correspondence relating to the Ti Tree Waste Management Facility (except if there is no alternative and it is essential that the word 'Ebenezer' be used).

49.3 The developer must investigate and implement all reasonable alternatives to using the word 'Ebenezer' before using the word in any way or form in relation to the Ti Tree Waste Management Facility.

Regietrar



F. RS:rs

H:\02-03 - New h drive structure\C&CS Departmental Documents\Committees\Committee Reports\2003\03-03-03\Collex Funding.doc

Finance & Special Purposes Committee				
Mtg Date: 5.03.03	OAR:	YES		
Authorisation: Raelea Stewart				
Committee to prepare letter: No Program No: 09				

ITEM B09.01

24 February 2003

MEMORANDUM

TO: CHIEF EXECUTIVE OFFICER

FROM: COMMUNITY & CULTURAL SERVICES MANAGER

RE: DISTRIBUTION OF THE LOCAL ENVIRONMENTAL IMPROVEMENTS

CONTRIBUTION BY COLLEX PTY LTD

INTRODUCTION:

This is a report by the Community & Cultural Services Manager dated 24 February 2003 concerning the distribution of the Local Environmental Improvements Contribution by Collex Pty Ltd.

BACKGROUND:

On 29 May 2002 a Court Order was handed down by the Planning and Environment Court in respect of a development application for a Waste Disposal Operation and Ancillary Activities at the Collex Ti Tree site at Willowbank. Condition 8 (Contributions for Local Environmental Improvements) attached, of that Court Order sets out the requirement for the payment of certain contributions towards the mitigation of any and all 'perceived' or 'real' social and environmental impacts that may arise from the development.



The first contribution is to the value of \$320 000 for the amenities within the City. This contribution was paid to Council on 6 January 2003. The second contribution is an annual payment of a minimum sum of \$100 000, paid on an annual basis commencing 12 months from the date of commencement of the use, calculated as specified within Condition 8 for use on roads or environmentally sensitive areas of the City.

Ipswich City Council Page 2

Section 8.6 of Condition 8, specifies "any funds paid in respect to this condition shall be utilised for community and environmental improvements across the City as determined by Council and having regard to the impacts (whether 'perceived' or 'real') that may arise from the development."

Council currently has Procedure 15/04 Allocation of Community Donations, which outlines the mechanism for the allocation of funds to improve the amenity and facilities of the city on an equal divisional basis (with an equivalent citywide allocation). In line with the purpose of Community Donations, application of Procedure 15/04 for the distribution of \$320 000 contribution from Collex Pty Ltd would support the intention outlined for community improvements.

Currently, there is no formal procedure established for distribution of development contributions outside of headworks charges for improvement of roads or environmentally sensitive areas of the City.

BENEFITS TO COMMUNITY AND CUSTOMERS:

The Local Environmental Improvements Contribution by Collex Pty Ltd offers Council the opportunity to work with industry and business sectors and the wider community to establish purposeful allocation of resources to achieve sustainable community and social development opportunities that balance the 'perceived' or 'real' social and environmental impacts.

CONCLUSIONS:

Procedure 15/04 provides a mechanism to allocate the \$320 000 contribution. In recognition of the location of the Waste Disposal and Ancillary Activities it is proposed that consideration be given to allocating \$220 000 towards funding across all divisions including citywide with an additional \$100 000 being allocated specifically to the division in which the development has occurred to secure benefits from mitigating 'perceived' or 'real' social and environmental impacts that may arise from the development.

In regards to the allocation of the minimum \$100 000 contribution to be applied on an annual basis 12 months after the commencement date of the use, it is proposed that the Works Manager and the Conservation Parks and Sport Manager propose a set of criteria and procedure to support the allocation of this contribution on an annual basis.

RECOMMENDATION:

Amended F&SP Brd No. 2003(04) of 4.03.03. ncm

- A. That Council note the utilisation of Procedure 15/04 Allocation of Community Donations to effect the distribution of the \$320 000 developer contribution payment towards the amenities within the City as outlined in the report.
- B. That Council approve the allocation of the \$320 000 contribution on the following basis:
 - 1. \$220 000 on an equal divisional basis (with an equivalent citywide allocation)
 - 2. \$100 000 is provided to the division in which the development is to occur to establish long-term sustainable benefits from for community and environmental improvements. activity of the development.

.../3

Ipswich City Council Page 3

C. That Council approve the transfer of \$320 000 from Constrained Works Reserve to Operations for the purpose of transferring those funds to specific divisional Community Donation accounts within the Community & Cultural Services Department as outlined in the report by the Community & Cultural Services Manager dated 24 February 2003.

D. That Council authorise the Works Manager and Conservation, Parks and Sports Manager propose a set of criteria and procedure to support the allocation of the annual minimum payment of \$100 000 contribution by no later than 30 June 31 May 2003.

Raelea Stewart

COMMUNITY & CULTURAL

SERVICES MANAGER

Ipswich City Council Page 4

From: Committee General

To: McHugh, John; Sheridan, Alan; Stewart, Raelea

Date: 13/03/03 9:35 am

Subject: B09.01(C) - Local Environmental Improvements Contribution by Collex Pty

Ltd

MJO:NCM Matt O'Leary 3810 6221

13 March 2003

MEMORANDUM

TO: WORKS MANAGER

CHIEF FINANCIAL OFFICER

COMMUNITY AND CULTURAL SERVICES MANAGER

FROM: COMMITTEE MANAGER

RE: LOCAL ENVIRONMENTAL IMPROVEMENTS CONTRIBUTION BY COLLEX PTY LTD

Your attention is drawn to the following recommendation adopted by Council at its meeting held on 12 March 2003.

Would you please take the necessary action in relation to this clause. (Refer Clause C)

Refer: Finance and Special Purposes Board No. 2003(04) of 4 March 2003.

Matt O'Leary COMMITTEE MANAGER

B09.01 LOCAL ENVIRONMENTAL IMPROVEMENTS CONTRIBUTION BY COLLEX PTY LTD

With reference to a report by the Community and Cultural Services Manager dated 24 February 2003 concerning the distribution of the Local Environmental Improvements Contribution by Collex Pty Ltd.

RECOMMENDATION

A. That Council note the utilisation of Procedure 15/04 - 'Allocation of Community Donations' to effect the distribution of the \$320 000 developer contribution payment towards the amenities within the City as outlined in the report.

.../5

Ipswich City Council Page 5

- B. That Council approve the allocation of the \$320 000 contribution on the following basis:
- 1. \$220 000 on an equal divisional basis (with an equivalent citywide allocation);
- 2. \$100 000 is provided to the division in which the development is to occur for community and environmental improvements.
- C. That Council approve the transfer of \$320 000 from Constrained Works Reserve to Operations for the purpose of transferring those funds to specific divisional Community Donation accounts within the Community and Cultural Services Department as outlined in the report by the Community and Cultural Services Manager dated 24 February 2003.
- D. That Council authorise the Works Manager and the Conservation, Parks and Sports Manager to propose a set of criteria and procedure to support the allocation of the annual payment contribution by no later than 31 May 2003.

CC: Bauer, Jean; Newcombe, Carol; Records General Logon; Tillack, Lylia

(council\cminutes)

IPSWICH CITY COUNCIL MINUTES OF ORDINARY MEETING

24 NOVEMBER 2004

<u>Held in Council Chambers, Council Administration Building</u> 45 Roderick Street, Ipswich

The meeting commenced at 9.01 a.m.

ATTENDANCE AT COMMENCEMENT

Councillors P. Pisasale (Mayor), Morrison, Tully, Attwood, Nardi, Morrow, Bromage, Antoniolli, C. Pisasale, Ireland and Pahlke

OPENING PRAYER

Reverend John Langbridge, Senior Pastor, St Stephens Presbyterian Church, delivered the opening prayer.

APOLOGIES

Nil

CONFIRMATION OF MINUTES

CONFIRMATION OF MINUTES OF ORDINARY MEETING Moved by Councillor C. Pisasale:

That the Minutes of the Ordinary Meeting held on 3 November 2004 be

confirmed.

Seconded by Councillor Antoniolli.

The motion was put and carried.

RECEPTION & CONSIDERATION OF COMMITTEE REPORTS

HEALTH AND REGULATION COMMITTEE

Moved by Councillor Antoniolli:

That the Health and Regulation Committee's Report No. 2004(10) of

15 November 2004 be received and adopted.

Seconded by Councillor Ireland.

The motion was put and carried.

ARTS, COMMUNITY AND CULTURAL Moved by Councillor C. Pisasale:

That the Arts, Community and Cultural Services Committee's Report No. 2004(10) of 15 November 2004 be received and adopted.

Seconded by Councillor Antoniolli.

The motion was put and carried.

MINUTES OF ORDINARY MEETING

24 NOVEMBER 2004

- 2 -

BUSINESS UNITS AND LIBRARY SERVICES COMMITTEE Moved by Councillor Pahlke:

That the Business Units and Library Services Committee's Report No.

2004(13) of 15 November 2004 be received and adopted.

Seconded by Councillor Bromage.

The motion was put and carried.

WORKS COMMITTEE

Moved by Councillor Nardi:

That the Works Committee's Report No. 2004(13) of 15 November

2004 be received and adopted.

Seconded by Councillor Attwood.

The motion was put and carried.

CONSERVATION, PARKS AND SPORT COMMITTEE Moved by Councillor Morrison:

That the Conservation, Parks and Sport Committee's Report No.

2004(13) of 15 November 2004 be received and adopted.

Seconded by Councillor C. Pisasale.

The motion was put and carried.

PLANNING, DEVELOPMENT Moved by Councillor Tully:

AND ENVIRONMENT COMMITTEE

That the Planning, Development and Environment Committee's Report

No. 2004(10) of 16 November 2004 be received and adopted.

Seconded by Councillor Attwood.

The motion was put and carried.

CUSTOMER RELATIONS COMMITTEE Moved by Councillor Morrow:

That the Customer Relations Committee's Report No. 2004(10) of 16

November 2004 be received and adopted.

Seconded by Councillor Bromage.

The motion was put and carried.

MINUTES OF ORDINARY MEETING

24 NOVEMBER 2004

- 3 -

ECONOMIC DEVELOPMENT COMMITTEE

Moved by Mayor, Councillor P. Pisasale:

That the Economic Development Committee's Report No. 2004(13) of 16 November 2004 be received and adopted, subject to the following amendment to **Clause 09.01**:

 inclusion of the words 'and Andrew Smith, Chairperson of Leading the Way CEO's Network' at the end of recommendation B.

Seconded by Councillor Nardi.

The motion was put and carried.

CITY MANAGEMENT AND FINANCE COMMITTEE Moved by Mayor, Councillor P. Pisasale:

That the City Management and Finance Committee's Report No. 2004(10) of 16 November 2004 be received and adopted, subject to the following amendments:

• Inclusion of the following Clause after Clause 09.01:

'09.02 COMMUNITY DONATIONS

With reference to community donations funded by the Collex planning approval condition order.

RECOMMENDATION

- A. That one twelfth of the funding available from the Collex planning approval condition order be available for each divisional community donation account and the city wide community donation account, with the remaining one twelfth being available for additional funding to the Division 10 community donation account to support projects recommended by the Willowbank Area Group Inc.
- B. That the Chief Executive Officer be delegated power, in consultation with the Mayor and the Councillor for Division 10, to approve projects recommended by the Willowbank Area Group Inc from the additional Division 10 community donation funding.'
- deletion of the words '<u>ROADS AND DRAINAGE</u>' where appearing in Program 21 Heading and insertion of the word '<u>WORKS</u>' in lieu thereof;

MINUTES OF ORDINARY MEETING

24 NOVEMBER 2004

- 4 -

• inclusion of the following Clause after Clause 21.01:

'21.02 SECURITY ARRANGEMENTS - COUNCIL PRECINCT

With reference to a report by the Works Manager dated 23 November 2004 concerning the security arrangements in the Council Precinct.

RECOMMENDATION

That the Works Manager be authorised to implement changes to the current security arrangements in the Council Precinct as required.'

Councillor C. Pisasale left the Chambers at 10.04 a.m.

Seconded by Councillor Attwood.

The motion was put and carried.

Councillor C. Pisasale returned to the Chambers at 10.08 a.m.

MEETING CLOSED The meeting closed at 10.08 a.m.

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F. 3086/99 JMP

Dataworks Doc. 1845737

Planning, Development & Environment		
Committee		
Mtg Date: 06.06.06	OAR:	YES
Authorisation: Gary White		
Committee to prepare letter: No		
Program No: 02		

31 May 2006

MEMORANDUM

TO: PLANNING & DEVELOPMENT MANAGER - GARY WHITE

FROM: DEVELOPMENT MANAGER – BRENDAN NELSON

RE: LOCAL ENVIRONMENT IMPROVEMENTS CONTRIBUTION BY

COLLEX PTY LTD DIVISION 10

INTRODUCTION:

This is a report by the Development Manager dated 31 May 2006 concerning the payments by Collex Ti Tree Bio-Energy Waste Facility in accordance with Condition 8.4 of the Consent Order, for the waste disposal facility at Willowbank.

BACKGROUND:

On 29 May 2002 a Court Order was handed down by the Planning and Environment Court in respect of a development application for a Waste Disposal Operation and Ancillary Activities at the Collex Ti Tree site at Willowbank. Condition 8 (Contributions for Local Environmental Improvements - embedded), of that Court Order sets out the requirements for the payment of certain contributions towards the mitigation of any and all 'perceived' or 'real' social and environmental impacts that may arise from the development.



The initial contribution of \$320,000 was paid to Council on 6 January 2003. Future contributions are to be made based on the tonnage of waste received at the site or \$100,000.00, whichever is the greater. The contributions are to be made on an annual basis commencing 12 months from the date of commencement of the use, and calculated as specified within Condition 8 for use on roads or environmentally sensitive areas of the City.

The date of commencement of the use was 23 June 2003. The first payment for the period 23 June 2003 to 30 June 2004 was paid in part on 30 December 2004 in the amount of \$63,136.52 based on the tonnage received at the facility. However, this contribution did not fulfil the minimum contribution amount of \$100,000.00. The outstanding amount of

Ipswich City Council Page 2

\$36,863.48 was received on 28 October 2005 after negotiations with Collex regarding interpretation of the condition.

The second payment of \$100,000.00 for the period 1 July 2004 to 30 June 2005 was paid in full on 29 December 2005. Based on the tonnage, the calculated contribution amount would have been \$99,304.28, being only \$695.72 short of the minimum amount payable.

The next and subsequent payments are to be for the period 1 July to 30 June each year

Once payment has been received, the contribution is managed by the Community Services Branch in accordance with Procedure 09/04 Allocation of Community Donations.

CONCLUSIONS:

The calculation of subsequent contribution amounts will be required to be undertaken for the period 1 July to 30 June annually. As the annual payment is linked to the volume of waste received at the facility, a review of the details of the actual volume of waste received for the period 1 July to 30 June each year will be required. This review is to be undertaken based upon the records provided by Collex Pty Ltd to Council's Health and Environmental Protection Department on a monthly basis. Collex Pty Ltd will also be requested to supply an annual summary to Council following 30 June each year.

In August 2004, Council adopted the utilisation of Procedure 09/04 (Allocation of Community Donations) to effect the distribution of the annual payment of the Local Environmental Improvements Contribution by Collex Pty Ltd. In accordance with this procedure, the annual payment (min \$ 100 000.00) is to be distributed equally as follows:

- Each of the ten (10) Divisions;
- Citywide; and
- Willowbank Area Support Group.

As this is an on-going contribution requirement that is ultimately managed and distributed by the Community Services Branch of the Economic and Community Development Department, the annual calculation and subsequent invoicing of this annual contribution is to be undertaken by the Community Services Branch in consultation with the Finance Department, to ensure that the process is completed annually.

RECOMMENDATION:

- A. That the Community Services Branch of the Economic and Community
 Development Department in consultation with the Finance Department assume
 control of the annual Local Environment Improvements Contribution by Collex Pty
 Ltd in relation to the Ti Tree Bio-Energy Waste Facility, and that they calculate the
 annual contribution in accordance with Condition 8 of Court Order D2686 of 2001,
 and the subsequent invoicing of the required contribution to Collex Pty Ltd.
- B. That any contributions collected in accordance with this requirement continue to be distributed in accordance with Council Procedure 09/04 (Allocation of Community Donations).

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Ipswich City Council Page 3

Brendan Nelson **DEVELOPMENT MANAGER**

I concur with the recommendations contained in this report.

Gary White PLANNING & DEVELOPMENT MANAGER

F. 3086/99 JMP

Dataworks Doc. 1845737

Planning, Development & Environment Committee		
Committee		
Mtg Date: 06.06.06	OAR: YES	5
Authorisation: Gary White		
Committee to prepare letter: No		
Program No: 02		

31 May 2006

MEMORANDUM

TO: PLANNING & DEVELOPMENT MANAGER - GARY WHITE

FROM: DEVELOPMENT MANAGER – BRENDAN NELSON

RE: LOCAL ENVIRONMENT IMPROVEMENTS CONTRIBUTION BY

COLLEX PTY LTD DIVISION 10

INTRODUCTION:

This is a report by the Development Manager dated 31 May 2006 concerning the payments by Collex Ti Tree Bio-Energy Waste Facility in accordance with Condition 8.4 of the Consent Order, for the waste disposal facility at Willowbank.

BACKGROUND:

On 29 May 2002 a Court Order was handed down by the Planning and Environment Court in respect of a development application for a Waste Disposal Operation and Ancillary Activities at the Collex Ti Tree site at Willowbank. Condition 8 (Contributions for Local Environmental Improvements - embedded), of that Court Order sets out the requirements for the payment of certain contributions towards the mitigation of any and all 'perceived' or 'real' social and environmental impacts that may arise from the development.



The initial contribution of \$320,000 was paid to Council on 6 January 2003. Future contributions are to be made based on the tonnage of waste received at the site or \$100,000.00, whichever is the greater. The contributions are to be made on an annual basis commencing 12 months from the date of commencement of the use, and calculated as specified within Condition 8 for use on roads or environmentally sensitive areas of the City.

The date of commencement of the use was 23 June 2003. The first payment for the period 23 June 2003 to 30 June 2004 was paid in part on 30 December 2004 in the amount of \$63,136.52 based on the tonnage received at the facility. However, this contribution did not fulfil the minimum contribution amount of \$100,000.00. The outstanding amount of

Ipswich City Council Page 2

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The next and subsequent payments are to be for the period 1 July to 30 June each year

Once payment has been received, the contribution is managed by the Community Services Branch in accordance with Procedure 09/04 Allocation of Community Donations.

CONCLUSIONS:

The calculation of subsequent contribution amounts will be required to be undertaken for the period 1 July to 30 June annually. As the annual payment is linked to the volume of waste received at the facility, a review of the details of the actual volume of waste received for the period 1 July to 30 June each year will be required. This review is to be undertaken based upon the records provided by Collex Pty Ltd to Council's Health and Environmental Protection Department on a monthly basis. Collex Pty Ltd will also be requested to supply an annual summary to Council following 30 June each year.

In August 2004, Council adopted the utilisation of Procedure 09/04 (Allocation of Community Donations) to effect the distribution of the annual payment of the Local Environmental Improvements Contribution by Collex Pty Ltd. In accordance with this procedure, the annual payment (min \$ 100 000.00) is to be distributed equally as follows:

- Each of the ten (10) Divisions;
- Citywide; and
- Willowbank Area Support Group.

As this is an on-going contribution requirement that is ultimately managed and distributed by the Community Services Branch of the Economic and Community Development Department, the annual calculation and subsequent invoicing of this annual contribution is to be undertaken by the Community Services Branch in consultation with the Finance Department, to ensure that the process is completed annually.

RECOMMENDATION:

- A. That the Community Services Branch of the Economic and Community
 Development Department in consultation with the Finance Department assume
 control of the annual Local Environment Improvements Contribution by Collex Pty
 Ltd in relation to the Ti Tree Bio-Energy Waste Facility, and that they calculate the
 annual contribution in accordance with Condition 8 of Court Order D2686 of 2001,
 and the subsequent invoicing of the required contribution to Collex Pty Ltd.
- B. That any contributions collected in accordance with this requirement continue to be distributed in accordance with Council Procedure 09/04 (Allocation of Community Donations).

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Ipswich City Council Page 3

Brendan Nelson **DEVELOPMENT MANAGER**

I concur with the recommendations contained in this report.

Gary White PLANNING & DEVELOPMENT MANAGER

City Management, Finance and		
Community Engagement Committee		
Mtg Date: 20.03. 2018	OAR:	YES
Authorisation: Gary Kellar		

23 February 2018

MEMORANDUM

TO: CHIEF EXECUTIVE OFFICER

FROM: CHIEF OPERATING OFFICER

(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)

RE: TI-TREE BIOENERGY (FORMERLY VEOLIA ENVIRONMENTAL SERVICES)

CONTRIBUTIONS

INTRODUCTION:

This is a report by the Chief Operating Officer (Arts, Social Development and Community Engagement) dated 23 February 2018 concerning the management of contributions from Ti-Tree Bioenergy formerly known as Veolia Environmental Services and Collex.

BACKGROUND:

On 29 May 2002, a Court Order was handed down by the Planning and Environment Court in respect to a development application for a Waste Disposal Operation and Ancillary Activities at the Collex site at Willowbank. The Court Order set out the requirement for the payment of certain contributions towards the mitigation of any and all 'perceived' or 'real' impacts (locally or city-wide) that may arise from the development.

The initial contribution was paid to Council in January 2003 in accordance with the 2003 development approval (refer Attachment A). From that point, contributions have been made annually for the period 1 July to 30 June based on the tonnage of waste received at the site, or \$100,000.00, whichever is greater.

Council, at its Ordinary Meeting of 24 November 2004¹ (minutes attached as Attachment B), adopted that the annual lump payment from Collex (now known as Ti-Tree Bioenergy) be divided equally into twelve (12) allocations within the following categories:

- Ten (10) Divisional Allocations
- One (1) Citywide Allocation
- Division 10 for specific projects nominated by the Willowbank Area Group (WAG)

¹ clause 09.02 of the City Management Finance Committee 2004(10)

In August 2004, Council adopted the utilisation of Procedure 09/04 (Allocation of Community Donations) to provide a process to distribute the annual payment of the Local Environmental Improvements Contribution by Collex Pty Ltd (now known as Ti-Tree Bioenergy). Subsequently another procedure titled Distribution of Payments Willowbank Area Group Collex Annual Payment) was developed in 2005, outlining the process to distribute the annual payment, including the role and responsibilities of the Willowbank Area Group. (See Attachment C for latest version).

Willowbank Area Group (WAG) administers a local environmental grants program, whereby the Group makes an initial assessment of applications, which are then approved by the CEO and Mayor.

On 22 February 2018, a Council nominated working group met to discuss the purpose and distribution of funding from the contributions. The outcomes of that discussion are outlined in this paper.

CONCLUSIONS:

The current 12-way distribution of funds potentially dilutes the benefits deliverable by Council, as per the intent of the Court Order, which is to mitigate impacts that may arise from the development at Willowbank. Council has an opportunity to streamline management of funds while creating a centralised program of work that targets improved environmental and social outcomes across the City. It is appropriate that this program be developed in consultation with the Chair of the Conservation and Environment Committee and the relevant Divisional Councillor.

The delivery of local, small scale environmental projects coordinated (directly or indirectly) by the Willowbank Area Group provide a targeted focus for the delivery of relevant projects by local community organisations. It is proposed that the current funding arrangements for WAG continue.

BENEFITS TO COMMUNITY AND CUSTOMERS:

Centralisation of contributions paid by Ti-Tree Bioenergy for delivery of a targeted environment and social program aligns to Advance Ipswich and the Corporate Plan 2017–2022, by contributing to one or more of the following Goals, Strategies and Actions, including:

- Develop and implement an integrated approach to the planning and management of nature conservation matters in partnership with community, private land owners and government agencies.
- Improve environmental awareness, education and compliance
- Implement initiatives that strengthen governance, skills and knowledge

FINANCIAL IMPLICATIONS:

The 2017-2018 budget contains \$12,378 within each of the ten divisional community donation accounts and the city wide community donation account. In past years, an adjustment has been processed as part of the budget review in order to fully allocate actual revenue received by Ti-Tree Bioenergy in the current financial year. It is proposed that this adjustment not proceed, thereby generating no impact to the current budget.

ATTACHMENTS:

Name of Attachment	Attachment
Attachment A	Attachment A
Conditions of the Consent Order for the Waste Disposal Facility at Willowbank	
Attachment B	PDF
Ipswich City Council Minutes of Ordinary Meeting 24 November 2004	Attach men t B
Attachment C	2.
Procedure: Distribution of Annual Veolia Environmental Services Funding for Grants Nominated by the Willowbank Area Group Inc	Attachment C

Confidential Background Papers	
Legal Advice – Interpretation of Approval	Attachment D

RECOMMENDATIONS:

- A. That the previous decision of Council, as per Recommendation A of Item No. 09.02 of the City Management and Finance Committee, 2004(10) of 16 November 2004 and adopted at the Council Ordinary Meeting of 24 November 2004, detailed in Attachment B, be repealed.
- B. That one twelfth of the funding available from the Collex planning approval condition order be available for the Division 10 community donation account to support projects recommended by the Willowbank Area Group Inc which meet the outcomes prescribed by the Court Order handed down by the Planning and Environment Court on 29 May 2002, with unspent funds as at financial year end to be rolled over to the following year's budgeted funds.
- C. That Council review and update its agreement with the Willowbank Area Group and relevant governance documentation to ensure that assessment criteria for the expenditure of funds align to the prescribed outcomes in the Court Order handed down by the Planning and Environment Court on 29 May 2002.

- D. That 11/12th of all future contributions from Ti-Tree Bioenergy fund a centralised, targeted environment and social program of work to meet the outcomes prescribed by the Court Order handed down by the Planning and Environment Court on 29 May 2002.
- E. That the balance between allocated 2017-2018 budget (Ti-Tree Bioenergy component in community donations accounts) and actual revenue received by Ti-Tree Bioenergy in the 2017-2018 financial year be allocated to expenditure under a targeted environment and social program of work.
- F. That all unspent funds relating to the centralised, targeted environment and social program of work be rolled over into future years' operational budget to ensure that Council continues to meet the outcomes prescribed by the Court Order handed down by the Planning and Environment Court on 29 May 2002.

Caroline McMahon
CHIEF OPERATING OFFICER
(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)

City Management, Finance and
Community Engagement Committee

Mtg Date: 14.08.2018 OAR: YES

Authorisation: Caroline McMahon

27 July 2018

MEMORANDUM

TO: CHIEF EXECUTIVE OFFICER

FROM: CHIEF OPERATING OFFICER

(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)

RE: FUNDING FOR WILLOWBANK AREA GROUP INC

INTRODUCTION:

This is a report by the Chief Operating Officer (Arts, Social Development and Community Engagement) dated 27 July 2018 concerning the funding for Willowbank Area Group Inc.

In May 2002, a Court Order was handed down by the Planning and Environment Court in respect to the development of a waste disposal operation and ancillary activities at the Ti Tree Bioenergy site (the Facility), located at Champions Way, Willowbank. Condition 8 of the applicable Development Approval, titled Contributions for Local Environmental Improvements (Condition 8), requires the operator of the facility (Ti Tree Bioenergy) to pay Council an ongoing annual payment, calculated by reference to the volume of waste received at the Facility each year and the payment of the annual property rates.

The purpose of the annual payments under Condition 8 is to improve the environment, local roads, and community and social outcomes in Ipswich that offset any real or perceived adverse impacts of the Facility. (Independent legal advice pertaining to the intent of the Court Order is attached as Confidential Attachment A to this report.)

Council, at its Ordinary Meeting on 24 November 2004, adopted a recommendation that one twelfth (1/12) of the annual payment from Ti Tree Bioenergy be allocated to specific projects nominated by the Willowbank Area Group Inc. To date, that group has recommended funding for 52 community projects, equating to an investment of \$170k.

The Willowbank Area Group (WAG) was incorporated on 19 June 2003. WAG actively engages with the local community; the group's activities are designed to improve the environmental and social amenity of Willowbank and the surrounding areas.

Under its current agreement with Ipswich City Council, the Willowbank Area Group is required to submit its annual audited financial accounts. The 2016-2017 audited accounts have been included as Confidential Attachment B to this report.

On the basis of alignment of operations of the Willowbank Area Group with the intent of the funding received by Ti Tree Bioenergy, the WAG has approached Council to propose that its operating expenses be funded out of this 1/12 allocation of revenue received from Ti Tree Bioenergy.

BENEFITS TO COMMUNITY AND CUSTOMERS:

These activities support Council's commitment to enhancing the quality of life of its community, and are consistent with and complement Advance Ipswich and Corporate Plan 2017–2022 Strategies and Goals by:

- Providing equitable access and avenues for all residents of Ipswich to participate and contribute to decisions made in their community.
- Increasing opportunities for active participation in community life.
- · Enhancing community belonging and pride.

FINANCIAL IMPLICATIONS:

Funding of the operating expenses of the WAG would be met by the funding allocation set aside for projects in the Willowbank area.

ATTACHMENTS:

Confidential Background Papers	Attachment
Confidential Attachment A - Legal Advice	Attach ment A
Confidential Attachment B – Willowbank Area Group Audited Financial Accounts	Attach ment B

RECOMMENDATIONS:

- A. That one twelfth (1/12) of the annual payment from Ti-Tree Bioenergy be allocated to specific projects nominated by the Willowbank Area Group Inc and to fund the operating expenses of the Willowbank Area Group Inc.
- B. That funds allocated to the Willowbank Area Group for operating expenses in any financial year not exceed the previous year's audited operating expenses by more than 10%.
 - Amended at City Management, Finance and Community Engagement Committee No. 2018(09) of 14 August 2018.
- C. That a policy and supporting procedures be drafted to articulate the purpose of the Ti-Tree Bioenergy funds and acceptable guidelines for expenditure in alignment with the Court Order.
- D. That an Agreement between Council and the Willowbank Area Group Inc be drafted to articulate roles and responsibilities of both parties.

Caroline McMahon
CHIEF OPERATING OFFICER
(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)