



City of  
**Ipswich**

## **AGENDA**

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### **COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE**

Thursday, 9 February 2023

10 minutes after the conclusion of the Governance and Transparency Committee or such later time as determined by the preceding committee

Council Chambers, Level 8  
1 Nicholas Street, Ipswich

**MEMBERS OF THE COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE**

Councillor Andrew Fechner (**Chairperson**)  
Councillor Kate Kunzelmann (**Deputy Chairperson**)

Mayor Teresa Harding  
Deputy Mayor Jacob Madsen  
Councillor Nicole Jonic  
Councillor Sheila Ireland  
Councillor Marnie Doyle

## COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE AGENDA

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	<b>Business Outstanding</b>	
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\*\* Item includes confidential papers

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**COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 1**

**9 FEBRUARY 2023**

AGENDA

**WELCOME TO COUNTRY OR ACKNOWLEDGEMENT OF COUNTRY**

**DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

**BUSINESS OUTSTANDING**

**CONFIRMATION OF MINUTES**

1. **CONFIRMATION OF MINUTES OF THE COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2022(11) OF 29 NOVEMBER 2022**

**RECOMMENDATION**

That the Minutes of the Meeting held on 29 November 2022 be confirmed.

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**OFFICERS' REPORTS**

2. **ACTIVE IPSWICH STRATEGY 2031 ANNUAL REPORT CARD**

This is a joint report by the Sport and Recreation Officer (Physical Activity) and the Team Lead (Open Space and Facilities) concerning the first-year review of the Active Ipswich Strategy 2031 implementation.

**RECOMMENDATION**

That the report concerning the first-year review of the Active Ipswich Strategy 2031 implementation be received and the contents noted.

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3. **IPSWICH LIBRARIES ANNUAL REPORT CARD**

This is a report concerning Ipswich Libraries services, improvements and customer demand in 2022.

**RECOMMENDATION**

That the report concerning Ipswich Libraries Annual Report Card be received and the contents noted.

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4. COMMUNITY FUNDING AND SUPPORT ALLOCATIONS STATUS REPORT - 1 OCTOBER TO 31 DECEMBER 2022

This is a report concerning the allocation of Council's Community Funding and Support Programs from 1 October to 31 December 2022.

In the three (3) months from 1 October to 31 December 2022, Council approved 63 applications across 50 unique organisations, allocating a total of \$216,580.09 to a variety of community events and projects.

All successful applicants and projects are detailed in Attachment 1 and also reported online on both the Transparency and Integrity Hub and on the Community Funding and Support webpage in accordance with Council's principles of transparency and the Community Funding and Support Policy.

RECOMMENDATION

That the report concerning the allocation of Council's Community Funding and Support Programs from 1 October to 31 December 2022 be received and the contents noted.

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5. CUSTOMER EXPERIENCE PROGRAM QUARTERLY REPORT - DECEMBER 2022

This is a quarterly report concerning the Customer Experience (CX) Program of Work providing an update on the Immediate Action Plan (IAP) and the CX Strategy Implementation Plan.

RECOMMENDATION

That the 31 December 2022 quarterly report concerning Council's Customer Experience program of work be received and the contents noted.

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**NOTICES OF MOTION**

**MATTERS ARISING**



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**COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2022(11)**

**29 NOVEMBER 2022**

MINUTES

**COUNCILLORS' ATTENDANCE:** Councillor Andrew Fechner (Chairperson); Councillors Kate Kunzelmann (Deputy Chairperson), Mayor Teresa Harding, Deputy Mayor Jacob Madsen and Nicole Jonic

**COUNCILLOR'S APOLOGIES:** Nil

**OFFICERS' ATTENDANCE:** Chief Executive Officer (Sonia Cooper), General Manager Community, Cultural and Economic Development (Ben Pole), General Manager Corporate Services (Matt Smith), General Manager Planning and Regulatory Services (Peter Tabulo), Customer Strategy and Experience Manager (Anne Cahill), Manager Economic and Community Development (Cat Matson), Manager Marketing and Promotions (Carly Gregory), Executive Services Manager (Wade Wilson), Community Development Manager (Melissa Dower), Coordinator – Major Projects and Advocacy (Dan Heenan), Senior Media Officer (Darrell Giles), Chief of Staff – Office of the Mayor (Melissa Fitzgerald) and Theatre Technician (Trent Gray)

**WELCOME TO COUNTRY OR ACKNOWLEDGEMENT OF COUNTRY**

Councillor Andrew Fechner (Chairperson) invited Councillor Kate Kunzelmann to deliver the Acknowledgement of Country.

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**DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

Nil

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**BUSINESS OUTSTANDING**

Nil

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**CONFIRMATION OF MINUTES**

1. CONFIRMATION OF MINUTES OF THE COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2022(10) OF 10 NOVEMBER 2022

**RECOMMENDATION**

Moved by Councillor Andrew Fechner:  
Seconded by Councillor Kate Kunzelmann:

**That the Minutes of the Community, Culture, Arts and Sport Committee held on 10 November 2022 be confirmed.**

AFFIRMATIVE

Councillors:

Fechner

Kunzelmann

Harding

Madsen

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

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**OFFICERS' REPORTS**

2. STRONGER COMMUNITIES PROGRAM 2021-2022

This is a report concerning the Stronger Communities Program, a governance and capability building program designed for Ipswich community groups.

The Stronger Communities Program has supported over 100 community groups with the governance skills and resources required to continue to delivering community outcomes across our city.

**RECOMMENDATION**

Moved by Councillor Andrew Fechner:  
Seconded by Councillor Kate Kunzelmann:

**That the Stronger Communities Program report be received and its contents noted.**

AFFIRMATIVE

Councillors:

Fechner

Kunzelmann

NEGATIVE

Councillors:

Nil



Harding  
Madsen  
Jonic

The motion was put and carried.

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3. CUSTOMER EXPERIENCE PROGRAM OF WORK - 30 SEPTEMBER 2022

This is a quarterly report concerning the Customer Experience (CX) Program of Work providing an update on the Immediate Action Plan (IAP) and the CX Strategy Implementation Plan.

RECOMMENDATION

Moved by Councillor Andrew Fechner:  
Seconded by Councillor Kate Kunzelmann:

**That the 30 September 2022 quarterly report concerning Council's Customer Experience Program of Work be received and the contents noted.**

AFFIRMATIVE

Councillors:

Fechner

Kunzelmann

Harding

Madsen

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

Attachments

1. Customer Experience Strategy document
  2. Customer Experience Immediate Action Plan
- 

4. CHANGE TO COMMITTEE MEMBERSHIP

The Chairperson, Councillor Andrew Fechner received a request from Councillors Sheila Ireland and Marnie Doyle requesting consideration for appointment as members of the Community, Culture, Arts and Sport Committee.

RECOMMENDATION

Moved by Councillor Andrew Fechner:  
Seconded by Mayor Teresa Harding:

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**That Councillors Sheila Ireland and Marnie Doyle be appointed as members of the Community, Culture, Arts and Sport Committee.**

AFFIRMATIVE

Councillors:

Fechner

Kunzelmann

Harding

Madsen

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

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**NOTICES OF MOTION**

Nil

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**MATTERS ARISING**

Nil

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**PROCEDURAL MOTIONS AND FORMAL MATTERS**

The meeting commenced at 11.11 am.

The meeting closed at 11.30 am.

Doc ID No: A8488204

ITEM: 2

SUBJECT: ACTIVE IPSWICH STRATEGY 2031 ANNUAL REPORT CARD

AUTHOR: SPORT AND RECREATION OFFICER (PHYSICAL ACTIVITY)

DATE: 28 NOVEMBER 2022

### **EXECUTIVE SUMMARY**

This is a joint report by the Sport and Recreation Officer (Physical Activity) and the Team Lead (Open Space and Facilities) concerning the first-year review of the Active Ipswich Strategy 2031 implementation.

### **RECOMMENDATION/S**

**That the report concerning the first-year review of the Active Ipswich Strategy 2031 implementation be received and the contents noted.**

### **RELATED PARTIES**

There are no discernible related party conflicts of interest associated with this report and its recommendation.

### **IFUTURE THEME**

Vibrant and Growing

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

The Active Ipswich Strategy 2031 (AIS2031) was adopted by Council in October 2021. Since then, implementation of the AIS2031 has commenced with a number of actions and outcomes delivered within this reporting period, completed actions include:

- Delivery of the Recreational Cycling and Walking Action Plan
- Urban Greening Action Plan
- Aquatic Facilities Action Plan
- Sustainability Strategy (Sustainable Water Consumption Action Plan)

### **Additional Significant Projects Achieved**

Establish 'Healthy Active City Alliance' (completed/ on-going project)

In March 2022, the decision was made that rather than establish a new 'Healthy Active City Alliance', there was opportunity to join an existing network called the West Moreton Obesity Advisory Group. This group is chaired by West Moreton Health, and membership includes University Southern Queensland, Somerset Regional Council, Scenic Rim Council, University of Queensland and various members of West Moreton Health. Ipswich City Council have also been appointed to the Secretariat role of this committee. This committee is focussed on delivery of health promoting initiatives in response to three (3) pillars:

- Policy and Advocacy
- Research and Data
- Community and Partners

Initiatives are all currently in their infancy, however notable updates will be provided to Council where appropriate.

#### **Projects to be delivered in 2023-2024**

A number of actions have been aligned to commence in the 2023-2024 financial year, including:

1. **Monitoring and Reporting**- investigate and identify appropriate, meaningful and sustainable methods and sources of data retrieval for monitoring participation levels throughout the city.
2. **Develop a New Open Space Strategic Plan** – to compliment and guide the delivery of Council's new Local Government Infrastructure Plan (LGIP), develop an overarching and integrated Open Space Strategic Plan which guides council's prioritised planning and delivery of the completed open space network over the next 10 years.
3. **Playgrounds and Play-spaces for Ipswich** – In parallel with the LGIP project, review council's commitment and service standards regarding the provision of playgrounds and play-spaces to ensure council is facilitating a contemporary, flexible and functional play experience whilst meeting LGIP requirements, council's corporate asset management and maintenance requests.

The Playgrounds and Play-spaces for Ipswich and Fitness Equipment Action Plans were originally programmed to be delivered between 2029-2031. Post completion of the AIS2031, a medium - high level of risk has been identified for Council with respect to having an adequate level of "planning" to inform high value investment in new, upgrade, or refurbishment of existing infrastructure and contributed assets associated with Playgrounds and fitness equipment within Council's public parks and natural areas networks. The decision was also made to combine both the Playgrounds and Play-spaces Action Plan and the Fitness Equipment Action Plan into the one plan.

4. **Mountain Biking Action Plan** – this plan seeks to analyse the current mountain biking landscape, consider future demand through identifying gaps and opportunities in trail facilities and outline strategies to increase participation in outdoor recreation.
5. **Sustainable Clubs and Sporting Industry Action Plan** – Building club capacity, volunteers, event attraction and SSO/NSO partnerships.

### **Delivery on Targets**

At the current point of time, no new population data sets measuring obesity and physical activity levels have been released. Therefore, no increase or decrease to the AIS2031 targets can be recorded. It is anticipated that further datasets to inform these targets will be released in 2023-2024.

### **LEGAL/POLICY BASIS**

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

### **RISK MANAGEMENT IMPLICATIONS**

The AIS2031 was developed to align and leverage primarily established budgets and staff of council in order to more strategically and collaboratively prioritise resources towards agreed AIS2031 actions and objectives. This approach accepts the inherent risk of relying largely on partnerships, cooperation and change management to deliver the Strategy. This risk is substantially mitigated by the shared responsibility of the AIS2031 across council departments and the purposeful alignment of the AIS2031 with corroborated objectives.

### **HUMAN RIGHTS IMPLICATIONS**

<b>HUMAN RIGHTS IMPACTS</b>
<b>RECEIVE AND NOTE REPORT</b>
The Recommendation states that the report be received and the contents noted. The decision to receive and note the report does not limit human rights. Therefore, the decision is compatible with human rights.

### **FINANCIAL/RESOURCE IMPLICATIONS**

The AIS2031 was developed to align and leverage primarily established budgets and staff of council in order to more strategically and collaboratively prioritise resources towards agreed AIS2031 actions and objectives.

Considerations for specific additional funding or resources are included as part of the annual budget process.

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## COMMUNITY AND OTHER CONSULTATION

This report has been developed in consultation with project managers in Infrastructure and Environment Department and Community, Cultural and Economic Development.

## CONCLUSION

Since its adoption in 2021, the Active Ipswich Strategy 2031 has completed five and commenced another five of 27 actions.

## ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	AIS 2031 Report Card <a href="#">↓</a> 
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Marnie Orr

**SPORT AND RECREATION OFFICER (PHYSICAL ACTIVITY)**

I concur with the recommendations contained in this report.

Don Stewart

**MANAGER, COMMUNITY AND CULTURAL SERVICES**

I concur with the recommendations contained in this report.

Ben Pole

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

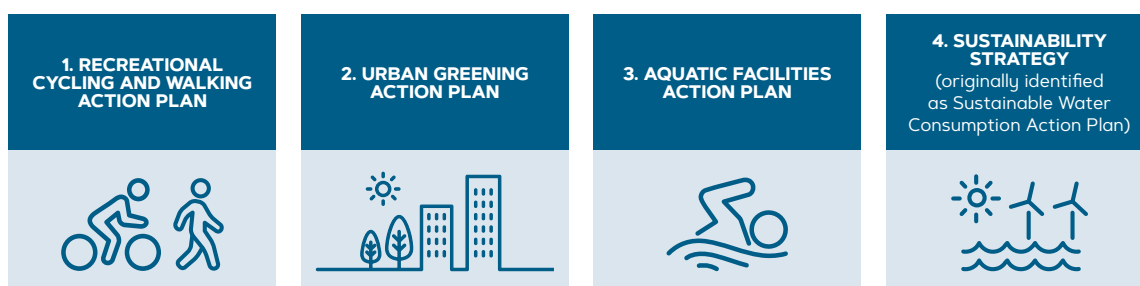
*“Together, we proudly enhance the quality of life for our community”*

# AIS 2031 Annual Report Card

The Active Ipswich Strategy 2031 (AIS2031) was formally adopted by council in October 2021. The report card identifies key deliverables, actions and outcomes of the delivery of AIS2031.

## Number of AIS2031 Action Plans delivered:

4/23 Action Plans have been delivered in the first year of AIS2031 implementation.






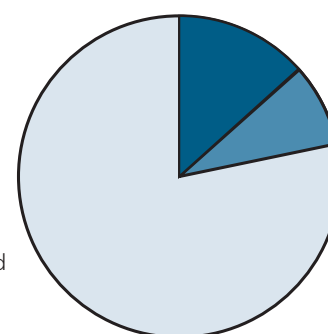
## Number of AIS2031 Action Plans commenced:

2/23 Action Plans have commenced in addition to those plans already completed. Please note under the scoping phase of the Playgrounds and Playspaces Action Plan the decision was made to include fitness equipment as a playspace. Therefore, the Fitness Equipment Action Plan will now be delivered within the Playgrounds and Playspaces Action Plan.



## AIS2031 Year 1 Delivery

-  Number of plans completed
-  Number of plans commenced
-  Number of plans not yet commenced



## Significant projects achieved:



Item 2 / Attachment 1.

Action Plans to be delivered	Proposed delivery year	Status
Open Space Policy	2023/24	
Open Space Planning Procedure	2023/24	
Open Space Strategic Plan	2022/23	■
Sport and Recreation Facilities	2023/24	
Sustainable Water Consumption*	2023/24	■
Urban Greening Action Plan	2021/22	■
Urban Design Framework for Ipswich	2023/24	
Recreational Cycling and Walking Action Plan	2021/22	■
Aquatic Facilities Action Plan	2021/22	■
Mountain Biking Action Plan	2022/23	
Strategic Master Planning	2023/24	
Sustainable Clubs and Sporting Industry	2022/23	
Physical Activity Trends Study (minor review)	2024/25	
Natural Area Network Carrying Capacity review	2025/26	
Conservation Estate Activation Plan	2025/26	

Action Plans to be delivered	Proposed delivery year	Status
Playgrounds and Playspaces Action Plan/Fitness Equipment Action Plan	2029/30	■
Outdoor Recreation Action Plan	2025/26	
Indoor Sport Action Plan	2025/26	
Dog Off Leash Area Action Plan	2029/30	
Canoeing Action Plan	2029/30	
Rock Climbing Action Plan	2029/30	
Skate and BMX Action Plan	2029/30	
Physical Activity Trends Study (major review)	2030/31	
Additional Projects to be Delivered Tasks		
Establish a regional 'Healthy Active City Alliance' (West Moreton Obesity Advisory Group)	2021/22	■
Establish a cross functional Active Ipswich Strategy Working Group	2021/22	■
Establish a new Program Coordinator and Business Capacity Building	2022/23	■
Monitoring and Reporting	2022/23	■

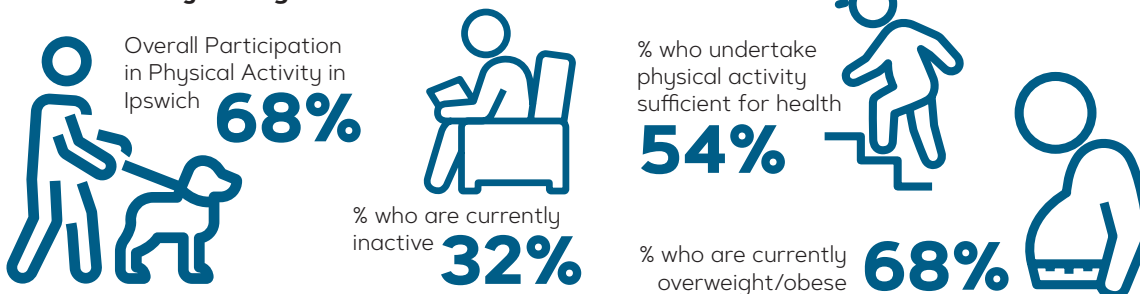
■ Completed ■ Commenced

\*the Sustainability Strategy was adopted by Council in December 2021. This strategy addresses sustainable water consumption in Ipswich and outlines various actions to deliver improved outcomes.

Project to be delivered in 2023/2024:

<b>1. MONITORING AND REPORTING</b> 	<b>2. DEVELOP A NEW OPEN SPACE STRATEGIC PLAN</b> 	<b>3. PLAYGROUNDS AND PLAYSACES FOR IPSWICH</b> 	<b>4. MOUNTAIN BIKING ACTION PLAN</b> 	<b>5. SUSTAINABLE CLUBS AND SPORTING INDUSTRY ACTION PLAN</b> 
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AIS2031 delivery on targets





Doc ID No: A8603478

ITEM: 3  
SUBJECT: IPSWICH LIBRARIES ANNUAL REPORT CARD  
AUTHOR: MANAGER, LIBRARIES AND CUSTOMER SERVICES  
DATE: 20 JANUARY 2023

### **EXECUTIVE SUMMARY**

This is a report concerning Ipswich Libraries services, improvements and customer demand in 2022.

### **RECOMMENDATION/S**

**That the report concerning Ipswich Libraries Annual Report Card be received and the contents noted.**

### **RELATED PARTIES**

There were no conflicts of interest.

### **IFUTURE THEME**

Safe, Inclusive and Creative

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

Ipswich Libraries continues to focus on literacy as a foundation skill and provides key services to the community through face to face interaction, self-service and the online branch.

The purpose of this report is to provide an overview of the visitor numbers and trends, as well as insights into key drivers of customer demand.

Ipswich Libraries online options are popular and usage is increasing however our library branches and the pod continue to be key destinations for many people in our community.

## LEGAL IMPLICATIONS

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

## POLICY IMPLICATIONS

Not applicable

## RISK MANAGEMENT IMPLICATIONS

There are no risks identified

## FINANCIAL/RESOURCE IMPLICATIONS

This report is for information only. Any financial or resource implications are reflected in the 2022-2023 budget.

## COMMUNITY AND OTHER CONSULTATION

The following stakeholders have been consulted in relation to this report:

- Gail Seeney – Library Branch Services Manager
- Cheryl Pye – Business Support and Library Content Manager
- Ben Pole – General Manager CCED



## CONCLUSION

This is the Library Branch Services Annual Report Card for 2022. Libraries perform an important function for the community and customer demand has increased across all physical locations in 2022.

## HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS
<b>RECEIVE AND NOTE REPORT</b>
The Recommendation states that the report concerning Ipswich Libraries Annual Report Card be received and the contents noted. The decision to receive and note the report does not limit human rights. Therefore, the decision is compatible with human rights.

**ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS**

1.	Library Branch Services Annual Report Card 2022  
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Samantha Chandler  
**MANAGER, LIBRARIES AND CUSTOMER SERVICES**

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”***



## Introduction

The purpose of this report is to provide an overview of Ipswich Libraries and the services provided during 2022.

## Library Branches

Ipswich Libraries provides modern, innovative and interactive facilities that continue to offer a high level of services to the community and attract strong visitor numbers.

The Library Branch Services (LBS) team provide the personal connection between the library and the community. LBS team members provide point of need services at all library locations. Each location services a different part of the Ipswich community and LBS staff connect daily with customers in ways that reflect an understanding of their community members and needs.



### Ipswich Central Library

- Enhancement of study spaces to meet demand with introduction of individual study carrels and reading area spaces
- Increase in after school attendance – numbers have doubled
- Increased visits linked to activation of Nicholas Street precinct
- Steady use of *After Hours* access to meeting rooms during trial period
- Library Service wide outreach at Ipswich show – engaged with over 1000 people
- Visitors in 2022: 158,091 – **increase of 12.5%**

















Doc ID No: A8585048

ITEM: 4

SUBJECT: COMMUNITY FUNDING AND SUPPORT ALLOCATIONS STATUS REPORT - 1  
OCTOBER TO 31 DECEMBER 2022

AUTHOR: COORDINATOR, COMMUNITY FUNDING

DATE: 12 JANUARY 2023

### **EXECUTIVE SUMMARY**

This is a report concerning the allocation of Council's Community Funding and Support Programs from 1 October to 31 December 2022.

In the three months from 1 October to 31 December 2022, Council approved 63 applications across 50 unique organisations, allocating a total of \$216,580.09 to a variety of community events and projects.

All successful applicants and projects are detailed in Attachment 1 and also reported online on both the Transparency and Integrity Hub and on the Community Funding and Support webpage in accordance with Council's principles of transparency and the Community Funding and Support Policy.

### **RECOMMENDATION/S**

**That the report concerning the allocation of Council's Community Funding and Support Programs from 1 October to 31 December 2022 be received and the contents noted.**

### **RELATED PARTIES**

- Cr Kate Kunzelmann declared a Conflict of Interest in relation to an application made for Councillor Discretionary Funds by the Ipswich Woodcrafts Club in that her partner is a member. Cr Kunzelmann did not allocate funds towards this application.
- Cr Kate Kunzelmann declared a Conflict of Interest in relation to an application made for Councillor Discretionary Funds by the University of the Third Age Ipswich & West Moreton in that her partner is a member and Cr Kunzelmann was previously a member. Cr Kunzelmann did not allocate funds towards this application.
- Travis Johnson (Coordinator, Community Funding) declared a Conflict of Interest with Karalee Community Association as his daughter is a member of the swimming club. Travis did not process their application.

- Louise Rovera (Sport and Recreation Officer) declared a Conflict of Interest with Cricket Ipswich as her children are involved in academy/representative programs. Louise did not assess their applications.
- Natalie Kelly (Community Development Project Officer) declared a Conflict of Interest with University of the Third Age Ipswich and West Moreton as she is friends with the applicant contact. Natalie did not assess their application.

## IFUTURE THEME

Vibrant and Growing, Safe, Inclusive and Creative, Natural and Sustainable, and a Trusted and Leading Organisation.

## PURPOSE OF REPORT/BACKGROUND

Ipswich City Council is committed to supporting community initiatives and partnerships that encourage participation in community life, foster social cohesion, celebrate culture and diversity, and contribute to a vibrant, healthy and sustainable city.

The Community Funding and Support Program affirms Council’s commitment by providing funding avenues and support to organisations and individuals and ensures an equitable, open, transparent, and accountable decision-making process.

The information provided in this report and its attachment details funding allocated through each of the available programs from 1 October to 31 December 2022.

<b>Community Events Funding</b> Funding up to \$5,000	Total funds allocated: \$46,495.52
Submitted applications: 20	Successful applications: 14
Community Events Funding will support several community events across Ipswich that will celebrate days of significance, diversity, personal development and sport. Of note were the variety of Christmas events across the city that were funded in this quarter.	

<b>Community Projects Funding</b> Funding up to \$15,000	Total funds allocated: \$85,204.01
Submitted applications: 21	Successful applications: 10
Community Projects Funding will predominately support community and sporting groups across Ipswich to upgrade equipment and facilities; with gymnastics, cricket, swimming and soccer being well represented in the successful applications.	

<b>Councillor Discretionary Funds</b> Funding up to \$1,000 per Councillor	Total funds allocated: \$41,094.16
Submitted applications: 32	Successful applications: 22
Councillor Discretionary Funds will support a diverse range of community groups, including, sporting, volunteer-based, faith-based and community services. The funding will predominately support equipment purchases that will enable the applicants to further develop their capabilities. As well as the hosting of events that will bring people together around a common interest or celebration.	

<b>In-Kind Assistance</b>	
In-Kind Assistance up to \$10,000.00	Total funds allocated: \$37,654.90
Submitted applications: 23	Successful applications: 14
In-Kind Assistance funding will benefit organisations who facilitate events across Ipswich by enabling them to access portable toilets, rubbish bins and other equipment required to safely and comfortably host events for residents and visitors to Ipswich.	

<b>Quick Response Funding</b>	
Funding up to \$1,000	Total funds allocated: \$1,131.50
Submitted applications: 2	Successful applications: 2
Quick Response Funding for the two projects will contribute towards the building of community by providing both positive social and environmental outcomes across the City of Ipswich.	

<b>Viva Cribb Bursary</b>	
Funding up to \$5,000	Total funds allocated: \$5,000
Submitted applications: 2	Successful applications: 1
The Viva Cribb Bursary will support the successful applicant to write a book to capture the organisations journey over the past 30 years as they have worked to provide meaningful opportunities for older residents to remain active and engaged in the Ipswich community.	

## LEGAL IMPLICATIONS

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

## POLICY IMPLICATIONS

The matter of the report and its recommendations are consistent with the following policies:  
*Conflicts of Interest for Employees Policy*  
*Community Funding and Support Policy*  
*Councillor Discretionary Funds Policy*

## RISK MANAGEMENT IMPLICATIONS

There are no discernible risk management implications associated with this report and its recommendation.

## FINANCIAL/RESOURCE IMPLICATIONS

There are no discernible financial or resource implications associated with this report and its recommendation.

The Community Development Section manages the receipt, assessment and allocation of applications received through the Community Funding and Support Programs in accordance

with the Community Funding and Support Policy, Councillor Discretionary Funds Policy, and associated guidelines.

Funding for the provision of community funding is contained within the Community Development Section 2022-2023 financial year budget.

### **COMMUNITY AND OTHER CONSULTATION**

No further community or other consultation was required in association with this report.

### **CONCLUSION**

Council's Community Funding and Support Team has processed and supported 63 Community Funding and Support Program applications between 1 October to 31 December 2022.


Of those applications, there has been \$216,580.09 in funding and support provided to 50 unique Ipswich community groups and sporting organisations.

Applications for funding are assessed in accordance with the eligibility criteria and assessment process outlined in the Community Funding and Support Policy, Councillor Discretionary Funds Policy and associated guidelines.

### **HUMAN RIGHTS IMPLICATIONS**

<b>HUMAN RIGHTS IMPACTS</b>
<b>RECEIVE AND NOTE REPORT</b>
The Recommendation states that the report be received, and the contents noted. The decision to receive and note the report does not limit human rights. Therefore, the decision is compatible with human rights.

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

1.	Community Funding and Support Allocations Status Report - 1 October to 31 December 2022 <a href="#">↓</a> 
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Travis Johnson  
**COORDINATOR, COMMUNITY FUNDING**

I concur with the recommendations contained in this report.

Melissa Dower  
**COMMUNITY DEVELOPMENT MANAGER**

I concur with the recommendations contained in this report.

Cat Matson

**MANAGER, ECONOMIC AND COMMUNITY DEVELOPMENT**

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: A8602713

ITEM: 5

SUBJECT: CUSTOMER EXPERIENCE PROGRAM QUARTERLY REPORT - DECEMBER 2022

AUTHOR: CUSTOMER STRATEGY AND EXPERIENCE MANAGER

DATE: 20 JANUARY 2023

### **EXECUTIVE SUMMARY**

This is a quarterly report concerning the Customer Experience (CX) Program of Work providing an update on the Immediate Action Plan (IAP) and the CX Strategy Implementation Plan.

### **RECOMMENDATION/S**

**That the 31 December 2022 quarterly report concerning Council's Customer Experience program of work be received and the contents noted.**

### **RELATED PARTIES**

There is no discernible related party conflicts of interest associated with this report or its recommendation.

### **IFUTURE THEME**

A Trusted and Leading Organisation

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

Attachment 1 of this report is the CX Program Quarterly Report – December 2022.

The report provides an update on the progress and status of the CX IAP and the CX Strategy Implementation Plan.

### **LEGAL IMPLICATIONS**

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

### **POLICY IMPLICATIONS**

There are no policies that are materially relevant to addressing this matter.

## **RISK MANAGEMENT IMPLICATIONS**

Customer Experience Priorities that rely on an approved budget and were due to commence in July 2022 have been delayed. This time risk is being managed through collaboration and focussed engagement with Finance, Procurement, and ICT functions of Council.

The recruitment process for budgeted positions to support delivery of this program have also been delayed as the recruitment process could not commence until 1 July 2022. This time risk has also been managed through collaboration across the Libraries and Customer Services Branch to support progress as much as possible from within existing resources. The recruitment for these positions are in the final stages and roles are expected to commence in February 2023.

## **FINANCIAL/RESOURCE IMPLICATIONS**

This report is for information only and related to the 2022-2023 financial year. The budget for planned initiatives in 2022-2023 is allocated. There is no current budget implications relating to this report.

## **COMMUNITY AND OTHER CONSULTATION**

The following stakeholders have been consulted for this report:

- Ben Pole – General Manger CCED
- Samantha Chandler – Manager Libraries and Customer Services
- Anne Cahill – Customer Strategy and Experience Manager
- Patrick Hyde – Customer Experience Coordinator
- Customer Experience Team

## **CONCLUSION**

This is the fourth quarterly report showing the implementation of this iFuture Catalyst Project. The most significant change in this quarter is further progress of the IAP Actions and the beginning of implementation of the CX Strategy Priorities.


The customer will have started to see changes in action, for example 111 Service Requests now offer the customer the opportunity to provide feedback after the Service Request is finalised.

## **HUMAN RIGHTS IMPLICATIONS**

<b>HUMAN RIGHTS IMPACTS</b>
<b>RECEIVE AND NOTE REPORT</b>
The Recommendation states that the report be received and the contents noted. The decision to receive and note the report does not limit human rights. Therefore, the decision is compatible with human rights.

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**ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS**

- |    |   |
|----|---|
| 1. | CX Program Quarterly Report - December 2022 Committee <a href="#">↓</a>  |
|----|---|

Anne Cahill

**CUSTOMER STRATEGY AND EXPERIENCE MANAGER**

I concur with the recommendations contained in this report.

Samantha Chandler

**MANAGER, LIBRARIES AND CUSTOMER SERVICES**

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”*























