



City of Ipswich

**IPSWICH
CITY
COUNCIL**

AGENDA

of the

COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE

**Held in the Council Chambers
8th floor – 1 Nicholas Street
IPSWICH QLD 4305**

On Thursday, 15 September 2022
At 10 minutes after the conclusion of the Governance and Transparency Committee

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

COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE AGENDA
*10 minutes after the conclusion of the Governance and Transparency
Committee on Thursday, 15 September 2022*
Council Chambers

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** Item includes confidential papers

COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 8

15 SEPTEMBER 2022

AGENDA

WELCOME TO COUNTRY OR ACKNOWLEDGEMENT OF COUNTRY

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

BUSINESS OUTSTANDING

1. **RESPONSE TO NOTICE OF MOTION - COUNCIL TO DEVELOP A DOMESTIC VIOLENCE STRATEGY**

This is a report responding to a Notice of Motion moved at the Council Meeting of 19 May 2022 requesting a report be prepared detailing six areas of information relating to Domestic and Family Violence responses in the community and council workplace.

RECOMMENDATION

That the report responding to the Notice of Motion requesting a report be prepared detailing six areas of information relating to Domestic and Family Violence responses in the community and council workplace be received and the contents noted.

CONFIRMATION OF MINUTES

2. **CONFIRMATION OF MINUTES OF THE COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2022(07) OF 11 AUGUST 2022**

RECOMMENDATION

That the Minutes of the Meeting held on 11 August 2022 be confirmed.

OFFICERS' REPORTS

3. **FIELD LIGHTING FEES FOR SPORTING GROUNDS**

This is a report concerning the revised hourly lighting charge for use of Council sporting grounds.

RECOMMENDATION

That Council adopt the proposed charge of \$8.40 per hour (exclusive of discounts) for field lighting, with effect from 1 October 2022.

4. CUSTOMER SERVICES BI-ANNUAL REPORT CARD

This is a Bi-Annual report concerning Customer Services performance and customer demand.

This inaugural Customer Services Report card is for the period 1 July 2021 – 30 June 2022. Subsequent report cards will be provided on a Bi-Annual basis, for the previous six (6) months.

The next report card will be submitted to the Community, Culture, Arts and Sports Committee for the period 1 July – 31 December 2022.

RECOMMENDATION

That the report concerning the Customer Services Bi-Annual Report Card be received and the contents noted.

5. MAJOR COMMUNITY EVENT SPONSORSHIPS - CHRISTMAS CAROLS

Each year Ipswich residents attend and enjoy a range of community-led carol events across the city. For a number of years council has supported the largest of these carol events via the Major Community Event Sponsorship program. The supported events include Brassall Christmas in the Park, Carols at Robelle Domain, Redbank Plains Community Carols and Tivoli Carols.

All of the four (4) Major Community Event Sponsorship Agreements, 1, 2 and 3 year agreements have now come to an end and new applications have been submitted.

This is a report concerning the new agreements terms and funding support going forward.

RECOMMENDATION

- A. That the Major Community Event Sponsorships for all four Major Community Carols be aligned, as multi-year (3 year) agreements.
- B. That cash support be provided for each of the Christmas Carols of year 1 - \$15,000 (excl. GST), year 2 - \$12,000 (excl. GST) and year 3 - \$10,000 (excl. GST), totalling a cash contribution over 3 financial years of \$37,000 (excl. GST) for each of the four (4) carol events.

- C. That all Christmas Carols be promoted through Council's Christmas marketing campaign.
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6. MAJOR COMMUNITY EVENT SPONSORSHIP - NEW YEARS EVE TIVOLI

This is a report concerning the Major Community Event Sponsorship application by Tivoli Social Enterprises Limited for \$25,000 (excl. GST) in financial support for the Celebrate '23 at Tivoli New Year's Eve event held on Saturday, 31 December 2022.

RECOMMENDATION

That Council endorse \$20,000 (excl. GST) in Major Community Event Sponsorship for financial support to Tivoli Social Enterprises Limited for the Celebrate '23 at Tivoli New Year's Eve event.

7. REVISED CIVIC AND CEREMONIAL EVENTS POLICY

This is a report concerning amendments to the Civic and Ceremonial Events Policy. These minor changes are proposed to ensure a clear link between this Policy and the related Presentations and Floral Tributes Procedure and to formalise it as the overarching head of power for the procedure.

RECOMMENDATION

That the revised Civic and Ceremonial Events Policy (Attachment 3) be adopted.

NOTICES OF MOTION

MATTERS ARISING

Doc ID No: A8162045

ITEM: 1

SUBJECT: RESPONSE TO NOTICE OF MOTION - COUNCIL TO DEVELOP A DOMESTIC
VIOLENCE STRATEGY

AUTHOR: COMMUNITY DEVELOPMENT MANAGER

DATE: 6 JULY 2022

EXECUTIVE SUMMARY

This is a report responding to a Notice of Motion moved at the Council Meeting of 19 May 2022 requesting a report be prepared detailing six areas of information relating to Domestic and Family Violence responses in the community and council workplace.

RECOMMENDATION/S

That the report responding to the Notice of Motion requesting a report be prepared detailing six areas of information relating to Domestic and Family Violence responses in the community and council workplace be received and the contents noted.

RELATED PARTIES

There are no discernible conflicts of interest arising as a result of this report.

IFUTURE THEME

Safe, Inclusive and Creative

PURPOSE OF REPORT/BACKGROUND

Domestic and Family Violence (DFV) is an increasing community safety concern that can affect any person irrespective of age, gender, socio-economic status or cultural background. Every resident of Ipswich has the right to feel safe, and be safe, especially in their own home. DFV is a violation of this basic human right.

DFV is complex and requires responses from multiple services and agencies with a shared understanding and approach to collectively deliver responses that are guided by state and national evidence-based frameworks. The QLD Department of Justice and Attorney-General (DJAG) is the lead agency for DFV prevention and response and is implementing a 10-year reform program across the state (Queensland Government's Domestic and Family Violence Prevention Strategy 2016-2026). However, all levels of government play a vital role in driving change and preventing DFV in our community.

Council does not currently have a stand-alone public-facing Domestic and Family Violence Strategy to articulate its position, program of work and how the organisation works in partnership with the community and all levels of government to reduce DFV across our city.

Of the three levels of government, council is often the closest to the community. As such, council plays an important role in raising awareness of DFV, the available services and building a safe and inclusive community. As a significant employer, council also plays a role responding to and managing DFV for its staff. Council is committed to providing a safe workplace for all employees and providing support to employees experiencing DFV.

At the May 2022 Council meeting a Notice of Motion was moved requesting that a report be prepared, including information on:

1. How council is taking action in the community and in the council workplace to tackle Domestic and Family Violence.
2. How council works in partnership with all levels of government to reduce Domestic and Family Violence.
3. Identify opportunities for council to increase the support and services provided to combat Domestic and Family violence.
4. Identify grants currently offered by council, that can be accessed by domestic violence shelters and domestic violence support organisations.
5. Advice on building a Domestic and Family Violence strategy within council, including resources required to complete this work and estimated timeline from development to adoption by council.
6. Consider developing a web page on council's internet site that outlines council's strategy to combat family and domestic violence and lists services and support available for victims, and relevant grants available for Domestic and Family violence support service providers.

The responses to the above are outlined in Attachment 1 – Responses to Notice of Motion concerning the development of a Domestic Violence Strategy.

LEGAL/POLICY BASIS

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

RISK MANAGEMENT IMPLICATIONS

As mentioned above, council does not currently have a public-facing Domestic and Family Violence strategy which articulates its position and program of work. However, this risk is mitigated within the Community Development Strategy 2021 – 2026 by articulating that

council will work alongside community stakeholders to develop long term solutions to social and complex challenges, including DFV.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS
RECEIVE AND NOTE REPORT
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

It is anticipated that continuing to work in partnership with domestic and family violence services and key stakeholders to reduce DFV across our city can be achieved within Community Development section budget and resource allocations in the 2022-2023 financial year.

Any specific new action items that are not currently budgeted, will need to be costed and placed within the annual Community Development section budget or the People and Culture branch budget.

COMMUNITY AND OTHER CONSULTATION

Consultation has taken place with:

- Councillor Marnie Doyle
- Councillor Kate Kunzelmann
- Manager, Economic and Community Development
- Manager, People and Culture


As an organisation council will continue to work with and alongside key DFV stakeholders in developing and strengthening community awareness and leading social change.

CONCLUSION

Ipswich City Council is an integral stakeholder in raising awareness of DFV issues creating conditions that ensure all residents experience a Safe, Inclusive and Creative environment, at work and at home.

Council will continue to work in collaboration with all levels of government and organisations to prevent violence in the community and keep families safe.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Response to Notice of Motion - Domestic Violence Strategy ↓ 
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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”



Attachment 1 - Responses to Notice of Motion concerning the development of a Domestic Violence Strategy

The below outlines responses to the following questions listed in the Notice of Motion:

1. How council is taking action in the community and in the council workplace to tackle Domestic and Family Violence.
2. How council works in partnership with all levels of government to reduce Domestic and Family Violence.
3. Identify opportunities for council to increase the support and services provided to combat Domestic and Family violence.
4. Identify grants currently offered by council, that can be accessed by domestic violence shelters and domestic violence support organisations.
5. Advice on building a Domestic and Family Violence strategy within council, including resources required to complete this work and estimated timeline from development to adoption by council.
6. Consider developing a web page on council's internet site that outlines council's strategy to combat family and domestic violence and lists services and support available for victims, and relevant grants available for Domestic and Family violence support service providers.

1. How council is taking action in the community and in the council workplace to tackle Domestic and Family Violence.

In the Community

Council's Community Development Section work alongside a range of community stakeholders to develop long-term solutions to social challenges. Council is represented on a range of localised interagency networks, including the Ipswich DFV Action Plan Working group and the newly implemented Ipswich Domestic and Family Violence Integrated Service System Working Group.

Of the three levels of government, council is often the closest to the community. As such, Council plays an important role in raising awareness of Domestic and Family Violence (DFV), the available services and building a safe and inclusive community. Council's role is one of connector and community leader.

In May 2022, Council in collaboration with DFV specialist service DVAC, and the QLD Department of Justice and Attorney General delivered two DFV education workshops to community centre leaders. The sessions focused on local service provider referral processes, introductory information about identifying domestic family violence (DFV) and coercive control and tips for responding to disclosures of DFV. Sessions also covered the Domestic and Family Violence Common Risk and Safety Framework (CRASF) and how this relates to the role of community centres in Ipswich.



This initiative promoted discussion which continued at a community centre leader meeting to support collaborative initiatives to support awareness and response of DFV, supported by Council. This work is ongoing.

In collaboration with the community service sector, Council has distributed to community organisations over 15,000 **Just in Case Cards**, in the last two years connecting community members who are experiencing hardship with critical services and resources, including DFV crisis supports.

Council also supports community led initiatives that raise awareness of DFV within the community through community funding and partnerships. For example, Council supported DVAC to host a Remembrance Day ceremony in honour of those impacted in our community by DFV by providing the use of Tulumur Place, associated AV support and funding a musician to play.

In the Workplace

Council is committed to providing a safe workplace for all employees and to support employees experiencing domestic and family violence (DFV). To do this, Council has two key documents:

- a) Domestic and Family Violence Administrative Directive
The DFV Administrative Directive outlines Council's approach to supporting employees experiencing DFV. This includes DFV Leave and assistance provided by Council to employees who are experiencing DFV.
- b) Domestic and Family Violence Support Procedure
The procedure details the support and entitlements available for employees experiencing DFV and the conditions under which employee can access support.

Council currently offers the following support for employee's experience DFV:

- Domestic and Family Violence Leave
 - 10 days paid leave per annum (noting the increased provision of 20 days paid leave per annum will be available to all employees upon certification of the certified agreements)
- Flexible Work Arrangements
- Employee Assistance Program
- Other workplace supports and role adjustments
- Workplace Safety Plan

Council currently offers awareness of domestic and family violence through a range of internal initiatives including:

- Ongoing Mental Health First Aiders (MHFA's)
- Presentations to Council leaders during Domestic and Family Violence Prevention Month
- Promotion of Domestic and Family Violence Prevention month and events across Ipswich



- Staff awareness campaigns of the DFV supports available

2. How council works in partnership with all levels of government to reduce Domestic and Family Violence.

The QLD Department of Justice and Attorney-General (DJAG) is the lead agency for domestic and family violence prevention and response in our state. However, all levels of government play a shared role in driving change and preventing domestic and family violence in our community. DFV is complex and requires responses from multiple services and agencies. A shared understanding and approach to DFV and working together to deliver responses that meet the needs of our community is essential.

To support our community, an Ipswich Integrated System Working Group (IISWG) has been recently established to drive local strategies and actions, further building and developing the Integrated service response in Ipswich. Ipswich City Council is a key member of IISWG.

Recently (DJAG) reviewed and revised the Common Risk and Safety Framework (CRASF) which provides the approach to strengthening the integrated service responses in Ipswich.

This IISWG has the capacity to raise localised systematic issues to the state-wide Integrated Service Systems Oversight Committee (ISSOC), which has been established to oversee the current and emerging priorities in the integrated service response space.

3. Identify opportunities for council to increase the support and services provided to combat Domestic and Family violence.

In the Workplace

The Queensland Government's [Domestic and Family Violence Workplace Policy Guide](#) provides organisations with guidance on developing a domestic and family violence workplace policy. Upon review of the guide, Council has opportunities to improve our DFV response for employees in two areas:

1. Training and Education
2. Employees who commit acts or threats of DFV

It is apparent that Council, through its DFV Support Administrative Directive and Procedure as outlined above, meets many recommendations within the guide, such as how we respond to disclosures of DFV, confidentiality requirements, support provisions available to employees and DFV leave options.

COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2022(07)

11 AUGUST 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 Planning and Regulatory Services (Peter Tabulo), General Manager Infrastructure and Environment (Sean Madigan), General Manager Corporate Services (Matt Smith), General Manager Community, Cultural and Economic Development (Ben Pole), Chief Financial Officer (Jeff Keech), Senior Digital Media and Content Officer (Jodie Richter), Senior Policy and Communications Officer (David Shaw) and Theatre Technician (Harrison Cate)

WELCOME TO COUNTRY/ACKNOWLEDGEMENT OF COUNTRY

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

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

Nil

BUSINESS OUTSTANDING

Nil

CONFIRMATION OF MINUTES

1. **CONFIRMATION OF MINUTES OF THE COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2022(06) OF 14 JULY 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 14 July 2022 be confirmed.

AFFIRMATIVE	NEGATIVE
Councillors:	Councillors:
Fechner	Nil
Kunzelmann	
Harding	
Madsen	
Jonic	

The motion was put and carried.

OFFICERS' REPORTS

2. 2023 IPSWICH SHOW HOLIDAY

This is a report concerning a recommendation received from the Ipswich Show Society to make an application to the Office of Industrial Relations for the 2023 Ipswich Show Holiday to be held Friday 19 May 2023.

RECOMMENDATION

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

That Council accept the recommendation of the Ipswich Show Society and make an application to the Office of Industrial Relations for the Ipswich Show Public Holiday as follows:

Day and Night:	Friday 19 May 2023
Name of Event:	Ipswich Annual Show
Community Endorsement:	Ipswich Show Society correspondence dated 27 June 2022

AFFIRMATIVE	NEGATIVE
Councillors:	Councillors:
Fechner	Nil
Kunzelmann	
Harding	
Madsen	
Jonic	

The motion was put and carried.

3. CUSTOMER EXPERIENCE PROGRAM OF WORK - 30 JUNE 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 June 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.

NOTICES OF MOTION

Nil

MATTERS ARISING

Nil

PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting commenced at 10.44 am.

The meeting closed at 10.52 am.

Doc ID No: A8256407

ITEM: 3

SUBJECT: FIELD LIGHTING FEES FOR SPORTING GROUNDS

AUTHOR: MANAGER, COMMUNITY AND CULTURAL SERVICES

DATE: 26 AUGUST 2022

EXECUTIVE SUMMARY

This is a report concerning the revised hourly lighting charge for use of Council sporting grounds.

RECOMMENDATION/S

That Council adopt the proposed charge of \$8.40 per hour (exclusive of discounts) for field lighting, with effect from 1 October 2022.

RELATED PARTIES

This report deals with the adoption of a revised pricing in relation to the lighting fees and charges and does not specifically reference any third party. There have been no conflicts of interest declared as at the date of this report. Councillors should consider where fees and charges may impact on their other interests or activities.

IFUTURE THEME

Vibrant and Growing

PURPOSE OF REPORT/BACKGROUND

Councils' Sport and Recreation section manages the activation of over 257 sporting fields, courts, cricket practice nets and tracks for community and club use. Of this number, 175 are equipped with lighting to enable evening activation. Maintaining extended hours of use is critical to most clubs as it provides greater opportunity for participation by allowing training and games to be conducted after hours and when participants are not at work or school.

The energy and maintenance costs associated with lighting fields is a significant component of Councils operating expenses for sporting grounds. The application of an hourly lighting fee applies to bookings from 6:00 pm through 10:00pm and is currently set at an hourly rate of \$7.00.

The field lighting charge has effectively remained at \$7.00 (GST inclusive) for a number of years, whilst Councils underlying energy supply and maintenance costs have increased. Until July 2020, fees were charged on a seasonal rather than hourly basis. A review of current costs indicates an increase to \$8.40 would now be appropriate to maintain a level of cost recovery from permit holders.

It is noted that this fee excludes the 7.5% discount applied as a blanket allowance for wet weather. This brings the effective cost of lighting to \$7.77 per hour (equating to an 11% increase).

For an average 26 week booking, the cost impact of this would be \$60 for the season, or \$2.30 a week. Consultation with clubs has indicated that the majority acknowledge and appreciate the significant underwriting council provides in regards the fees and charges associated with their seasonal activities and further to this view the discounting of the fees for timely payment and lost time due to weather as more than fair and reasonable.

As a comparison, Brisbane, Logan, Moreton Bay and Toowoomba councils pass on the full charge for lighting to the clubs, with Toowoomba adding an additional 20% which goes towards actual light replacement. Gold Coast City council on the other hand absorb 100% of lighting fees but apply a charging regime for field access and tenure arrangements that is more expensive.

It is proposed that the price increase be applied with effect from 1 October 2022, which is the start of summer season permits.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:

Local Government Act 2009 section 262(3) (c)

The fee changes are associated with permits issued under Local Laws 3 and 7

RISK MANAGEMENT IMPLICATIONS

The primary financial risk in relation to fees and charges stems from externally driven demand for services. Risks associated with individual service offerings are managed operationally by the responsible Department.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	The recommendation seeks Council approval for the revised 2022-2023 hourly lighting charge for use of Council sporting grounds, to be adopted with an effective date of 1 October 2022.
(b) What human rights are affected?	This decision has the potential to impact human rights in relation to: <ul style="list-style-type: none"> - Recognition and equality before the law, and - Taking part in public life

(c) How are the human rights limited?	The application of fees and charges has potential to disadvantage some members of the community by limiting their ability to access Council services.
(d) Is there a good reason for limiting the relevant rights? Is the limitation fair and reasonable?	<p>The proposed fees and charges do not apply to core Council services or public goods. Fees and Charges apply to goods which are optional to take up and benefit an individual.</p> <p>Where charges are applied, this is enabled by, and governed by legislative provisions. Council is charging below cost recovery for this service, consistent with pricing requirements.</p> <p>Where genuine hardship or equity considerations exist, there is provision in the fees and charges for discounts and waivers to ensure access to services is made as broadly available as possible, whilst balancing the regulatory pricing requirements noted above, and other social policy objectives such as the user pays principle.</p>
(e) Conclusion	The decision is consistent with human rights.

FINANCIAL/RESOURCE IMPLICATIONS

Increase of cost recovery fees is intended to maintain the price of services in line with forecast delivery cost increases. Whilst the proposed baseline lighting fee of \$8.40 reflects a significant increase on last year, the fee has remained the same for a number of years, and discounting will reduce this to an effective rate of \$7.77 per hour.

COMMUNITY AND OTHER CONSULTATION

Stakeholder consultation both internally and externally has been undertaken with regard to the pricing of fees and the subsequent discounts for early payment and bad weather.

CONCLUSION

Councils field lighting charge for evening use of sporting grounds has remained consistent at \$7.00 for a number of years. It is proposed that the fee be increased to \$8.40 per hour, exclusive of discounts.

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”

Doc ID No: A8171650

ITEM: 4
SUBJECT: CUSTOMER SERVICES BI-ANNUAL REPORT CARD
AUTHOR: CUSTOMER STRATEGY AND EXPERIENCE MANAGER
DATE: 11 JULY 2022

EXECUTIVE SUMMARY

This is a Bi-Annual report concerning Customer Services performance and customer demand.

This inaugural Customer Services Report card is for the period 1 July 2021 – 30 June 2022. Subsequent report cards will be provided on a Bi-Annual basis, for the previous six (6) months.

The next report card will be submitted to the Community, Culture, Arts and Sports Committee for the period 1 July – 31 December 2022.

RECOMMENDATION/S

That the report concerning the Customer Services Bi-Annual Report Card be received and the contents noted.

RELATED PARTIES

There were no conflicts of interest.

IFUTURE THEME

A Trusted and Leading Organisation

PURPOSE OF REPORT/BACKGROUND

Customer Services represents a key customer facing function for Ipswich City Council and comprises the Contact Centre, Applications and Lodgements, and Concierge and Support teams.

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

A significant increase in volumes was experienced across all channels of customer contact in the financial year 2021-2022, impacting service performance and timeliness. Concise commentary has been added to the report to highlight and elaborate on these trends.

In addition to the management of substantial increases in customer demand, it should be highlighted that Customer Services also delivered the following key achievements since 1 January 2022:

- Upgrading the Contact Centre telephony solution; implementing Workforce Management tools and capability, improving efficiency.
- Designing and implementing new roles to increase the capacity for internal coaching, training, and the ongoing cross-skilling and development of our people.
- Developing and implementing internal quality assurance and coaching processes, improving the quality and consistency of service delivery experiences.
- Ranking 4th in the Customer Services Benchmarking Australia (CSBA) Local Government Sector Benchmarking for Contact Centre quality of service (Attachment 2), for the period July 2021 – June 2022.

Attachment 1 of this report is the Customer Services Bi-Annual Report Card – July 2022.

LEGAL/POLICY BASIS

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

RISK MANAGEMENT IMPLICATIONS

Not Applicable

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS
RECEIVE AND NOTE REPORT
The Recommendation states that the report concerning the Customer Services Bi-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.

FINANCIAL/RESOURCE IMPLICATIONS

This report is for information only. Financial and resource implications relating to increases in customer demand have been reflected in the 2022-2023 budget.

COMMUNITY AND OTHER CONSULTATION

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

- Ben Pole – General Manager CCED



- Samantha Chandler – Manager, Libraries and Customer Services
- David McAlister – Resource Recovery Manager
- Damien Guard – Strategy and Business Planning Coordinator

CONCLUSION

This is the first report concerning the Customer Services Bi-Annual Report Card.

Customer Services perform a critical function for Ipswich City Council and have experienced substantial increases in customer demand across all channels in financial year 2021-2022.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Bi-annual Customer Services Report Card ↓ 
2.	CSBA QA Benchmarking results 1 July 2021 - 30 June 2022 ↓ 

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”

Doc ID No: A8215572

ITEM: 5
SUBJECT: MAJOR COMMUNITY EVENT SPONSORSHIPS - CHRISTMAS CAROLS
AUTHOR: EVENT SPONSORSHIP AND ATTRACTION OFFICER
DATE: 4 AUGUST 2022

EXECUTIVE SUMMARY

Each year Ipswich residents attend and enjoy a range of community-led carol events across the city. For a number of years council has supported the largest of these carol events via the Major Community Event Sponsorship program. The supported events include Brassall Christmas in the Park, Carols at Robelle Domain, Redbank Plains Community Carols and Tivoli Carols.

All of the four (4) Major Community Event Sponsorship Agreements, 1, 2 and 3 year agreements have now come to an end and new applications have been submitted.

This is a report concerning the new agreements terms and funding support going forward.

RECOMMENDATION/S

- A. That the Major Community Event Sponsorships for all four Major Community Carols be aligned, as multi-year (3 year) agreements.**
- B. That cash support be provided for each of the Christmas Carols of year 1 - \$15,000 (excl. GST), year 2 - \$12,000 (excl. GST) and year 3 - \$10,000 (excl. GST), totalling a cash contribution over 3 financial years of \$37,000 (excl. GST) for each of the four (4) carol events.**
- C. That all Christmas Carols be promoted through Council's Christmas marketing campaign.**

RELATED PARTIES

- Brassall Christmas in the Park Inc.
- Live City Church (Redbank Plains)
- Tivoli Social Enterprises Limited
- Springfield Carols Inc.

IFUTURE THEME

Safe, Inclusive and Creative

PURPOSE OF REPORT/BACKGROUND

Council currently supports four of the largest Community Christmas Carol events in the region through the Major Community Event Sponsorship Program. Major Community Event Sponsorship is part of the City Events overall Event Sponsorship strategy which recognises the important contribution major community events make to the local economy and cultural ecosystem of the city. A key eligibility criterion is that the major community event has attracted 4,000 or more attendees when last held or demonstrate this potential. The impact of COVID and weather events in the past few years has been taken into consideration and council, in good faith, has provided support despite some of the events not able to meet this key criterion.

In 2019, Brassall Christmas in the Park and Carols at the Robelle Domain entered into three-year agreements with council to receive \$15,000.00 (excl. GST) cash and in-kind support (toilets, bins, star pickets, barrier mesh, etc.) in additional value ranging from \$3,605.80 to \$6,128.07. These agreements were on the basis that both events would be required to secure alternate funding and/or raise additional sponsorship to cover costs previously funded through council's in-kind assistance program for the 2020 and 2021 events.

In 2020, Redbank Plains Community Carols entered into a one-year agreement with council (deferred to 2021 as their 2020 event did not proceed due to COVID) and Tivoli Carols entered into a two-year agreement with council. The agreements were on a cash only commitment of \$15,000.00 with no in-kind assistance.

Single and Multi-year agreements previously in place as follows:

- Brassall: 2019 - 2021 (\$45,000 (excl. GST), \$15,000 per year plus in-kind bins, toilets etc. plus marketing campaign (2021))
- Tivoli: 2020 - 2021 (\$30,000 (excl. GST), \$15,000 per year plus marketing campaign)
- Springfield: 2019 - 2021 (\$45,000 (excl. GST), \$15,000 per year, in-kind assistance, bins, toilets etc. plus marketing campaign (2021))
- Redbank Plains: 2021 (\$15,000 (excl. GST), plus in-kind assistance, marketing campaign)

All sponsorship agreements with the four Major Community Christmas Carols have now ended. The inclusion or exclusion of additional in-kind support has been reconsidered based on community need balanced with available resources.

Each of these events has submitted a new application for Major Community Event Sponsorship for 2022, which have been assessed by a panel. Three of these carols have asked for significant increases in support (in either cash increase, additional in-kind or both).

These requests total \$80,798.37 of the total Major Community Event Sponsorship Funding for this financial year.

The below funding and support have been requested:

- Brassall 2022: \$18,000 (excl. GST) per year plus in-kind approx. \$4,098.37(excl. GST) bins, toilets etc. plus marketing campaign
- Tivoli 2022: \$15,000 (excl. GST) per year plus marketing campaign
- Springfield 2022: \$22,500 (excl. GST) per year, plus marketing campaign
- Redbank Plains 2022: \$15,000 (excl. GST), plus in-kind assistance approx. \$6,200 (excl. GST), marketing campaign

While council wants to ensure that support for these events is maintained, it must take into account future needs across the city and work to build capacity to broaden the funding sources and the self-reliance of community events.

To assist with future planning, it is recommended to enter into a 3 year, multi-year agreements, to provide surety and financial security for the carol events. These multi-year agreements would be a staggered cash contribution over a three-year duration. It is also being proposed that the amounts for all of the Carols be aligned as cash and marketing contributions only.

Multi-year agreement terms as follows:

- 2022-2023 FY - \$15,000 (excl. GST) cash support plus relevant inclusion of councils Christmas marketing campaign.
- 2023-2024 FY - \$12,000 (excl. GST) cash support plus relevant inclusion of councils Christmas marketing campaign.
- 2024-2025 FY - \$10,000 (excl. GST) cash support plus relevant inclusion of councils Christmas marketing campaign.

LEGAL/POLICY BASIS

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

Section 109 of the Local Government Act 2009 provides local governments with the ability to use 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 local government making discretionary funds available.

RISK MANAGEMENT IMPLICATIONS

Previous multi-year agreements were granted on the understanding that the organising committees would secure alternate funding and or raise additional sponsorship to cover costs.

Increases or additional in-kind in the last few years were grants as a 'one-off' due to rising costs associated with COVID.

Due to COVID, Weather or other circumstances the KPIs have in some circumstances not been met but council has honoured the contribution, nonetheless. It is important that sufficient planning is implemented to mitigate risk i.e., event insurance and weather contingency plans to ensure financial viability/security.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	Renewal of new multi-year Major Community Event Sponsorship agreements for the four major Christmas Carols in Ipswich.
(b) What human rights are affected?	The decision does not limit any relevant human rights
(c) How are the human rights limited?	Not applicable
(d) Is there a good reason for limiting the relevant rights? Is the limitation fair and reasonable?	Not applicable.
(e) Conclusion	The decision is consistent with human rights.

FINANCIAL/RESOURCE IMPLICATIONS

Multi-year agreements for the duration of three years, would be allocated to the Major Community Event Sponsorship budget for FYs:

- 2022-2023 - \$15,000 (excl. GST)
- 2023-2024 - \$12,000 (excl. GST)
- 2024-2025 - \$10,000 (excl. GST)

COMMUNITY AND OTHER CONSULTATION

- Panel assessment through SmartyGrants
- Marketing and Promotions
- In-kind Assistance program

CONCLUSION

Council has supported four of the largest Christmas Carols events in the region through the Major Community Event Sponsorship program. As the Agreements have now come to an end, it is recommended to continue to support the Christmas Carols at Robelle Domain, Tivoli, Brassall and Redbank Plains in the form of a staggered multi-year agreement. This report seeks to align the agreements and assist the events by providing cash support and marketing support for the next three years for the community to be able to continue to enjoy various Christmas celebrations throughout the city.

Natalie Weibel

EVENT SPONSORSHIP AND ATTRACTION OFFICER

I concur with the recommendations contained in this report.

Carly Gregory

MANAGER, MARKETING AND PROMOTIONS

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: A8222468

ITEM: 6
SUBJECT: MAJOR COMMUNITY EVENT SPONSORSHIP - NEW YEARS EVE TIVOLI
AUTHOR: EVENT SPONSORSHIP AND ATTRACTION OFFICER
DATE: 8 AUGUST 2022

EXECUTIVE SUMMARY

This is a report concerning the Major Community Event Sponsorship application by Tivoli Social Enterprises Limited for \$25,000 (excl. GST) in financial support for the Celebrate '23 at Tivoli New Year's Eve event held on Saturday, 31 December 2022.

RECOMMENDATION/S

That Council endorse \$20,000 (excl. GST) in Major Community Event Sponsorship for financial support to Tivoli Social Enterprises Limited for the Celebrate '23 at Tivoli New Year's Eve event.

RELATED PARTIES

Tivoli Social Enterprises Limited – represented by Fred Muys and Lisa Schubert

There are no discernible conflicts of interest or related party implications associated with the endorsement of this report and its recommendations.

IFUTURE THEME

Vibrant and Growing

PURPOSE OF REPORT/BACKGROUND

Prior to 2020, council produced a family-friendly New Year's Eve event at North Ipswich Reserve. In 2020, an alternate COVID safe event format was developed at Tivoli Drive-In for New Year's Eve. The 'Drive-In to 2021 with Tivoli' was initiated as part of council's COVID-19 recovery strategy as a means for families across the region to celebrate safely as a community. The sold-out event accommodated around 1,500 attendees in 350 cars.

In 2020, \$15,000 (excl. GST) in financial support and \$4,500 (excl. GST) in-kind support was provided to Tivoli Social Enterprises for the 'Drive-In to 2021 with Tivoli' event.

The success and reliability of this COVID safe format has encouraged council and the event coordinating committee to again proceed along these lines in 2021. In 2021 \$25,000 (excl. GST) was provided to Tivoli Social Enterprises for the 2021 Countdown with Colour New Year's Eve event.

The 2021 event attracted 3,000 attendees. Tivoli Social Enterprises had a large number of trainees working to complete a Certificate 1 in either Business, Hospitality or Construction. These teams, under the guidance of director Fred Muys, worked together to create and deliver this event, activating the entire premises with activities and entertainment, preparing the food served in the café and the construction of facilities like the stage, green rooms and dressing rooms.

The 2022 event will once again incorporate employment skills training and local employment. The event schedule is an afternoon and night of family-friendly entertainment, encouraging participation of local community groups and artists, the 2022 offering includes:

- Live music
- Dance performances
- Australian Bush at Night Light and Laser show
- Roving entertainment
- Games and children's activities
- Markets and food stalls
- Fireworks and Laser Light Music finale

The Celebrate '23 at Tivoli New Year's Eve event will be promoted as part of the Christmas in Ipswich program once again. It will also feature as one of councils New Year's Eve celebrations.

LEGAL/POLICY BASIS

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

Section 109 of the Local Government Act 2009 provides local governments with the ability to use 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 local government making discretionary funds available.

RISK MANAGEMENT IMPLICATIONS

This event in the past has relied on council's financial support to be able to proceed.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	That council endorse \$20,000 (excl. GST) in Major Community Event Sponsorship for financial support to Tivoli Social Enterprises Limited for the 2022 New Year’s Eve Event ‘Celebrate ’23 at Tivoli’.
(b) What human rights are affected?	No human rights are being affected by this decision.
(c) How are the human rights limited?	This decision does not limit human rights.
(d) Is there a good reason for limiting the relevant rights? Is the limitation fair and reasonable?	This decision does not limit human rights.
(e) Conclusion	The decision is consistent with human rights.

FINANCIAL/RESOURCE IMPLICATIONS

The recommended financial support can be facilitated through the 2022-2023 FY Major Community Event Sponsorship budget.

COMMUNITY AND OTHER CONSULTATION

- Panel Assessment
- Consultation with Tivoli Social Enterprises Limited

CONCLUSION

This report recommends council provide \$20,000 (excl. GST) in Major Community Event Sponsorship in financial support for the ‘Celebrate ’23 at Tivoli’ to Tivoli Social Enterprises Limited. Council will also support in the event promotion through the 2022 New Year’s Eve celebrations offering.

Natalie Weibel

EVENT SPONSORSHIP AND ATTRACTION OFFICER

I concur with the recommendations contained in this report.

Carly Gregory

MANAGER, MARKETING AND PROMOTIONS

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: A8280803

ITEM: 7
SUBJECT: REVISED CIVIC AND CEREMONIAL EVENTS POLICY
AUTHOR: SENIOR POLICY AND COMMUNICATIONS OFFICER
DATE: 6 SEPTEMBER 2022

EXECUTIVE SUMMARY

This is a report concerning amendments to the Civic and Ceremonial Events Policy. These minor changes are proposed to ensure a clear link between this Policy and the related Presentations and Floral Tributes Procedure and to formalise it as the overarching head of power for the procedure.

RECOMMENDATION/S

That the revised Civic and Ceremonial Events Policy (Attachment 3) be adopted.

RELATED PARTIES

N/A

IFUTURE THEME

A Trusted and Leading Organisation

PURPOSE OF REPORT/BACKGROUND

The Mayor and Councillors were invited to contribute to the review of the Presentations and Floral Tributes Administrative Directive in June/July 2022 to ensure the current state of activity was accurately captured. Consultation with the Executive Leadership Team (ELT) on revisions to the Administrative Directive revealed that the content of the directive more appropriately aligned with a Procedure of Council, as it deals with administration of the process. This was corrected and the content was transferred to the procedure template.

The current Civic and Ceremonial Events Policy (Attachment 1) already includes presentations, plaques and floral tributes in scope, and as such was identified as the appropriate overarching Policy for the revised Presentations and Floral Tributes Procedure. Minor amendments are proposed to the Civic and Ceremonial Events Policy to ensure a clear link between this policy and the related procedure.

LEGAL/POLICY BASIS

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

Local Government Regulation 2012

RISK MANAGEMENT IMPLICATIONS

N/A

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION	
(a) What is the Act/Decision being made?	The recommendations state that the Civic and Ceremonial Events Policy be adopted.
(b) What human rights are affected?	No human rights are affected by this decision. The application of this policy will not impact or limit a person's human rights.
(c) How are the human rights limited?	N/A
(d) Is there a good reason for limiting the relevant rights? Is the limitation fair and reasonable?	N/A
(e) Conclusion	The decision is consistent with human rights.

FINANCIAL/RESOURCE IMPLICATIONS

Coordination and Performance Department provide allocation in the annual budget to allow for the provision of presentations and floral tributes under this administrative directive.

COMMUNITY AND OTHER CONSULTATION




Community consultation is not required in relation to the proposed Policy changes. The Mayor, Councillors, CEO, ELT and Executive Services staff were consulted during this review.

ELT endorsed the proposed changes to the Policy on 5 September 2022.

CONCLUSION

Adoption of the proposed Civic and Ceremonial Events Policy changes will provide clear link between the policy instrument and the related Presentations and Floral Tributes Procedure.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Original - Civic and Ceremonial Events Policy ↓ 
2.	Tracked changes - Civic and Ceremonial Events Policy ↓ 
3.	Clean copy for adoption - Civic and Ceremonial Events Policy ↓ 

Linda Clayton
SENIOR POLICY AND COMMUNICATIONS OFFICER

I concur with the recommendations contained in this report.

Wade Wilson
MANAGER, EXECUTIVE SERVICES

I concur with the recommendations contained in this report.

Barbara Dart
ACTING GENERAL MANAGER COORDINATION AND PERFORMANCE

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

