



City of  
**Ipswich**

## **AGENDA**

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### **COMMUNITY AND SPORT COMMITTEE**

Tuesday, 15 October 2024

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

Council Chambers, Level 8  
1 Nicholas Street, Ipswich

**MEMBERS OF THE COMMUNITY AND SPORT COMMITTEE**

Councillor Jacob Madsen (**Chairperson**)  
Councillor Pye Augustine (**Deputy Chairperson**)

Mayor Teresa Harding  
Deputy Mayor Nicole Jonic  
Councillor Jim Madden  
Councillor Andrew Antonioli

## COMMUNITY AND SPORT COMMITTEE AGENDA

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**COMMUNITY AND SPORT COMMITTEE NO. 2024(05)**

**15 OCTOBER 2024**

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 AND SPORT COMMITTEE NO. 2024(04) OF 3 SEPTEMBER 2024**

**RECOMMENDATION**

That the minutes of the Community and Sport Committee held on 3 September 2024 be confirmed.

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**OFFICERS' REPORTS**

2. **COMMUNITY FUNDING AND SUPPORT ALLOCATIONS STATUS REPORT - 1 JULY TO 30 SEPTEMBER 2024**

This is a report concerning the allocation of Council's Community Funding and Support Program from 1 July to 30 September 2024.

In the three months from 1 July to 30 September 2024, Council approved 72 applications across 55 unique applicants, allocating a total of \$224,160.31 for a variety of community events and projects.

All successful applicants and projects are detailed in Attachment 1 and reported on the Transparency and Integrity Hub in accordance with Council's principle 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 July to 30 September 2024 be received and the contents noted.

3. COMMUNITY AND CULTURAL SERVICES 2023-2024 REPORT CARD

Community and Cultural Services is a team focused on community, arts, sport, health, recreation, service support and activation, and sits within the department of Community, Cultural and Economic Development. Attachment 1 presents the annual Community and Cultural Services Report Card highlighting the goals, achievements and key deliverables for the 2023-2024 financial year. It clearly identifies the cohesive and collegiate approach undertaken by the diverse teams to deliver great outcomes for our community.

RECOMMENDATION

That the Community and Cultural Services 2023-2024 Report Card be received, and the contents noted.

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4. CUSTOMER EXPERIENCE REPORT - 01 JANUARY TO 30 SEPTEMBER 2024

This is a report providing an update on the progress of the Customer Experience (CX) program of work including the CX Strategy Implementation Plan.

RECOMMENDATION

A. That the report of 01 January to 30 September 2024 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 AND SPORT COMMITTEE NO. 2024(04)**

**3 SEPTEMBER 2024**

MINUTES

**COUNCILLORS' ATTENDANCE:**

Councillor Jacob Madsen (Chairperson); Councillors Pye Augustine (Deputy Chairperson), Mayor Teresa Harding, Deputy Mayor Nicole Jonic, Jim Madden and Andrew Antonioli

**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 Asset and Infrastructure Services (Matt Anderson), Chief Financial Officer (Jeff Keech), Chief of Staff – Office of the Mayor (Melissa Fitzgerald), Manager Marketing and Promotions (Carly Gregory), Manager Libraries and Customer Service (Samantha Chandler), Manager Community and Cultural Services (Don Stewart), Library Branch Services Manager (Gail Seeney), Library Branch Services Coordinator (Sharon Uthmann), Senior Media Officer (Darrell Giles), Coordinator Communications (Lucy Stone), Senior Communications and Policy Officer (Jodie Richter), Manager Media, Communications and Engagement (Mark Strong) and Theatre Technician (Harrison Cate)

**WELCOME TO COUNTRY OR ACKNOWLEDGEMENT OF COUNTRY**

Councillor Jacob Madsen (Chairperson) delivered 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 AND SPORT COMMITTEE  
NO. 2024(03) OF 13 AUGUST 2024**

#### **RECOMMENDATION**

Moved by Councillor Pye Augustine:  
Seconded by Deputy Mayor Nicole Jonic:

**That the minutes of the Community and Sport Committee held on 13 August  
2024 be confirmed.**

#### AFFIRMATIVE

Councillors:

Madsen

Augustine

Harding

Jonic

Madden

Antoniolli

#### NEGATIVE

Councillors:

Nil

The motion was put and carried.

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### **OFFICERS' REPORTS**

2. **IPSWICH LIBRARIES SURVEY REPORT 2023-2024**

This is a report concerning the Ipswich Libraries Survey 2023-2024 which provides a summary of the 1,464 responses from the community on council's library services with respondents rating their overall satisfaction with Ipswich Libraries during this period at 92%, up by 1% compared to the 2022-2023 survey.

Included in the report is a selection of comments. It is interesting to note that respondents indicated borrowing materials as the most important service provided by Ipswich Libraries followed closely by assistance from library staff and opening hours.

#### **RECOMMENDATION**

Moved by Councillor Pye Augustine:  
Seconded by Councillor Andrew Antoniolli:

**That the Ipswich Libraries Survey Report 2023-2024 be received and the  
contents noted.**



**AFFIRMATIVE**

Councillors:  
Madsen  
Augustine  
Harding  
Jonic  
Madden  
Antoniolli

**NEGATIVE**

Councillors:  
Nil

The motion was put and carried.

**NOTICES OF MOTION**

3. **NOTICE OF MOTION - ESTABLISHMENT OF LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE**

This is a notice of motion submitted by Councillor Jacob Madsen concerning the establishment of a Libraries and Customer Services Advisory Committee.

Councillor Jacob Madsen gave notice of his intention to move the following motion at the Community and Sport Committee Meeting of 3 September 2024:

**RECOMMENDATION**

Moved by Councillor Jacob Madsen:

Seconded by Deputy Mayor Nicole Jonic:

- A. That the Libraries and Customer Services Advisory Committee be established.
- B. That the membership of the Libraries and Customer Services Advisory Committee be appointed as follows:

CHAIRPERSON	DEPUTY CHAIRPERSON	MEMBERS

- C. That the Libraries and Customer Services Advisory Committee Terms of Reference as detailed in Attachment 1 be adopted, with the membership table amended to reflect Recommendation B.

Councillor Jacob Madsen (Chairperson) proposed that membership of the committee comprise the following:

CHAIRPERSON	DEPUTY CHAIRPERSON	MEMBERS
Councillor Jacob Madsen	Councillor Pye Augustine	Councillor Jim Madden Councillor Andrew Antoniolli Deputy Mayor Nicole Jonic

The seconder of the original motion agreed to the proposed membership.

**RECOMMENDATION**

Moved by Councillor Jacob Madsen:

Seconded by Deputy Mayor Nicole Jonic:

- A. That the Libraries and Customer Services Advisory Committee be established.**
- B. That the membership of the Libraries and Customer Services Advisory Committee be appointed as follows:**

<b>CHAIRPERSON</b>	<b>DEPUTY CHAIRPERSON</b>	<b>MEMBERS</b>
<b>Councillor Jacob Madsen</b>	<b>Councillor Pye Augustine</b>	<b>Councillor Jim Madden Councillor Andrew Antonioli Deputy Mayor Nicole Jonic</b>

- C. That the Libraries and Customer Services Advisory Committee Terms of Reference as detailed in Attachment 1 be adopted, with the membership table amended to reflect Recommendation B.**

AFFIRMATIVE

Councillors:

Madsen

Augustine

Jonic

Madden

Antonioli

NEGATIVE

Councillors:

Harding

The motion was put and carried.

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**4. NOTICE OF MOTION - ESTABLISHMENT OF SPORT AND RECREATION ADVISORY COMMITTEE**

This is a notice of motion submitted by Councillor Jacob Madsen concerning the establishment of a Sport and Recreation Advisory Committee.

Councillor Jacob Madsen gave notice of his intention to move the following motion at the Community and Sport Committee Meeting of 3 September 2024:

**RECOMMENDATION**

Moved by Councillor Andrew Antonioli:

Seconded by Deputy Mayor Nicole Jonic:

- A. That the Sport and Recreation Advisory Committee be established.**

- B. That the membership of the Sport and Recreation Advisory Committee be appointed as follows:

CHAIRPERSON	DEPUTY CHAIRPERSON	MEMBERS

- C. That the Sport and Recreation Advisory Committee Terms of Reference as detailed in Attachment 1 be adopted, with the membership table amended to reflect recommendation B.

Councillor Jacob Madsen (Chairperson) proposed that membership of the committee comprise the following:

CHAIRPERSON	DEPUTY CHAIRPERSON	MEMBERS
Councillor Jacob Madsen	Councillor Pye Augustine	Councillor Andrew Antonioli Councillor Jim Madden Deputy Mayor Nicole Jonic

The mover and seconder of the original motion agreed to the proposed membership.

**RECOMMENDATION**

Moved by Councillor Andrew Antonioli:

Seconded by Deputy Mayor Nicole Jonic:

- A. That the Sport and Recreation Advisory Committee be established.**
- B. That the membership of the Sport and Recreation Advisory Committee be appointed as follows:**

CHAIRPERSON	DEPUTY CHAIRPERSON	MEMBERS
<b>Councillor Jacob Madsen</b>	<b>Councillor Pye Augustine</b>	<b>Councillor Andrew Antonioli Councillor Jim Madden Deputy Mayor Nicole Jonic</b>

- C. That the Sport and Recreation Advisory Committee Terms of Reference as detailed in Attachment 1 be adopted, with the membership table amended to reflect recommendation B.**

AFFIRMATIVE

Councillors:

Madsen

Augustine

Jonic

Madden

Antonioli

NEGATIVE

Councillors:

Harding

The motion was put and carried.

**MATTERS ARISING**

Nil

**PROCEDURAL MOTIONS AND FORMAL MATTERS**

The meeting commenced at 10.50 am.

The meeting closed at 11.24 am.

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Doc ID No: A10629405

ITEM: 2

SUBJECT: COMMUNITY FUNDING AND SUPPORT ALLOCATIONS STATUS REPORT - 1 JULY TO 30 SEPTEMBER 2024

AUTHOR: SENIOR COMMUNITY FUNDING OFFICER

DATE: 30 SEPTEMBER 2024

### **EXECUTIVE SUMMARY**

This is a report concerning the allocation of Council's Community Funding and Support Program from 1 July to 30 September 2024.

In the three months from 1 July to 30 September 2024, Council approved 72 applications across 55 unique applicants, allocating a total of \$224,160.31 for a variety of community events and projects.

All successful applicants and projects are detailed in Attachment 1 and reported on the Transparency and Integrity Hub in accordance with Council's principle 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 July to 30 September 2024 be received and the contents noted.**

### **RELATED PARTIES**

- There were no declarations of conflicts of interest.

### **IFUTURE THEME**

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

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

Council's Community Funding and Support Program is a direct outcome and delivery action of the City of Ipswich Community Development Strategy:

Pillar 1 – Capacity Building and Resilience

- Community and charitable groups/organisations, services, businesses, and government agencies are working together to achieve goals that are driven by community aspirations
- Community is empowered and has the skills and resources to increase their independence and sustainability to continue to design and deliver community led initiatives
- Community development continues to champion and lead the contemporary community development principles

Pillar 2 – Wellbeing

- Our community is progressive, innovative and community stakeholders are empowered and supported to address the social and economic issues and together we collaborate for positive change
- Increased support and initiatives for health and wellbeing in local communities
- Improved coordination, promotion and participation of initiatives and activities to celebrate and acknowledge significant weeks and celebration

Pillar 5 – Civic Participation and Leadership

- We listen to our key stakeholders. Community needs and aspirations are responded to by collectively engaging with community leaders and key stakeholders
- Increase community ties with council representatives
- Improved and increased capability of volunteer leaders, community organisations and groups

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 while ensuring an equitable, open, transparent, and accountable decision-making process.

The information provided in this report and its attachment details funding allocations through each of the available programs from 1 April to 30 June 2024.

<b>Civic and Ceremonial Events Funding</b>	
Funding up to \$10,000.00 and/or In-Kind Assistance	
Successful applications: 1	Total funds allocated: \$628.90
The approved application is for In-Kind Assistance for a Remembrance Day Commemorative Service at Redbank.	

<b>Community Events Funding</b>	
Funding up to \$5,000.00	
Successful applications: 18	Total funds allocated: \$46,521.93
Approved applications include sporting events, festivals, events showcasing interests and hobbies, and Seniors Week events.	

<b>Community Projects Funding</b>	
Funding up to \$15,000.00	
Total funds allocated: \$97,867.75	Total funds allocated: \$28,343.00
Approved applications include groundskeeping, sporting, and other equipment purchases, equipment sheds for sporting clubs, and feasibility and facility planning documents.	

<b>Councillor Discretionary Funds</b>	
Funding up to \$1,000.00 per Councillor	
Successful applications: 22	Total funds allocated: \$28,343.00
Funds were approved for a variety of events and projects such as equipment purchases, musicals, community events and celebrations, and mental health week programs.	

<b>In-Kind Assistance</b>	
In-Kind Assistance up to \$10,000.00	
Successful applications: 17	Total funds allocated: \$47,798.73
Applicants can apply for the provision of bins, toilets, and other equipment required to host events safely and comfortably. Events included various sports carnivals, various festivals and memorials.	

<b>Regional Arts Development Fund (RADF) Quick Response Funding</b>	
Funding up to \$1,500.00	
Successful applications: 2	Total funds allocated: \$3,000.00
Funding approved towards the professional development for artists whose artforms are performing and visual arts.	

In addition to funding allocated through the Community Funding and Support Programs two (2) Grant Writing Workshops were held on Wednesday 4 September and Saturday 7 September. There was a total of 37 attendees from 27 unique organisations / groups.

**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 recommendations.

## **FINANCIAL/RESOURCE IMPLICATIONS**

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

The Community Services Section managed 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.

A total of \$1,044,834.00 is contained within the Community Services Section 2024-2025 financial year budget for the provision of community funding.

## **COMMUNITY AND OTHER CONSULTATION**

Approval was provided to the Ipswich Knights Soccer Club by the General Manager, Asset and Infrastructure Services Department, as the delegated officer for Council responsible for providing landowners approval for the installation of a solar bore pump and water tank to irrigate the soccer fields located at 254 Brisbane Road, Bundamba.

The Manager, Community and Cultural Services was consulted as the delegated officer for Council responsible for providing landowners approval on the application from the Ipswich Netball Association, seeking approval for the construction of a new shed at the fields located at 30 Salisbury Road, Ipswich. Approval was provided.

## **CONCLUSION**


Council's Community Funding Team has processed 108 Community Funding and Support Program applications between 1 July to 30 September 2024. Of those applications, there has been \$224,160.31 in funding and support provided to 55 unique applicants, leaving a balance of \$820,673.69 for the remainder of the financial year.



## HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS
<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 Allocation Status Report - 1 July to 30 September 2024 <a href="#">↓</a> 
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Sarah Sheehy  
**SENIOR COMMUNITY FUNDING OFFICER**

I concur with the recommendations contained in this report.

Melissa Dower  
**COMMUNITY SERVICES MANAGER**

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”*

COMMUNITY FUNDING AND SUPPORT ALLOCATIONS 1 APRIL TO 30 JUNE 2024			
Applicant	Project Title	Description	Amount Allocated (excl. GST)
<b>Civic and Ceremonial Events Funding</b>			
Returned & Services League of Australia (Queensland Branch) Redbank Sub Branch	Redbank Remembrance Day	In-Kind Assistance of Portable Toilets for the Remembrance Day Commemorative service being held at the Redbank Memorial Reserve Park. The Service will include a speech from a Defence Force representative, wreath laying, The Last Post, rouse, and a roll call for fallen veterans.	\$ 628.90
<b>TOTAL</b>			<b>\$ 628.90</b>
<b>Community Events Funding</b>			
Anglican Parish of Rosewood on behalf of the Marburg Community Carols Committee	Marburg Community Carols Evening	The Carols Evening will be held at the Marburg Community Park on Sunday, 15 December 2024. It consists of activities such as face painting, craft activities, entertainment, and a free sausage sizzle.	\$ 2,997.55
Brisbane South Toy Library	Pop-Up-Play in Queens Park	Three days of Pop-Up-Play will be held in the Queens Park Environmental Education Centre, 23 - 25 September 2024. The event aims to promote toy sustainability through donation and sharing toys through a toy library, gauge community interest in establishing their own toy library to benefit local and military families and the environment, and to offer children a different kind of play experience in the school holidays.	\$ 321.65
Community Cake	The Great Marburg Bake Off & Art show	This event, being held in various halls in Queen Street on Saturday, 28 September 2024, celebrates nostalgic pastimes such as baking, art and craft while bringing together locals and visitors. The Bake Off has evolved in response to community feedback and now includes an art competition 'Let them ART cake' where entrants can express their love of the humble cake in a visual medium.	\$ 3,943.70
Cuppa PLUS	Ipswich Seniors Expo 2024	The Expo on Wednesday, 23 October 2024 at the Ipswich Showgrounds, is to celebrate Seniors Month and will include entertainment by a local kindergarten and a local duo, opportunities for socialising, workshops, giveaways, morning tea and lunch available from local community groups, and an information session from the University of Southern Queensland West Moreton Care Collaborative. There will be around 50 local specialist providing useful Seniors information, including financial, health, legal, housing and Aged Care Packages.	\$ 5,000.00
Goodna Community Association	Goodna Jacaranda Festival	Held annually since 1967, the festival will be held at Evan Marginson Park, 25 - 27 October 2024, and offers an array of entertainment including a Local Talent Quest, Local Schools Program and a Battle of the Bands, shopping and food options, a "Sideshow Alley", and a Fireworks display on the Friday and Saturday evenings.	\$ 5,000.00
Greater Springfield Indian Association	GSIA Dandiya Night 2024	This vibrant and culturally enriching Dandiya Night is to celebrate the traditional Indian dance form known as Dandiya Raas. It is being held at Robelle Domain on Saturday, 12 October 2024, and will bring together the community for a night of fun, music, dance, and cultural exchange.	\$ 2,500.00
HeartKids	Two Feet and a Heartbeat	This annual walk in support of children and families affected by Childhood Heart Disease, will be held at Robelle Domain on Sunday, 13 October 2024. HeartKids will be holding a walk in all major capital cities and 31 regional locations on the same day and time. There will also be arts and crafts activities, and a face painter.	\$ 600.00
Ipswich Historical Society	Back in Time Heritage Fun Day	Celebrating the heritage of Ipswich on Sunday, 22 September 2024 by presenting historically focused displays and activities such as blacksmithing, horse drawn vehicles, historical motorcycles, coal mining and Mines Rescue, as well as olden day games, making collage pictures and Dolly peg creations for children. The day will also include talking with visitors about family history and traditional skills, a trackless train ride, bush band music and dancing, and Mr. Magic's show as well as a possible Vintage car display, a Clydesdale horse and many other museum displays.	\$ 1,900.00
Ipswich Malayali Association	Onanilav 2024	Onanilav is the event title given to the harvest festival of Kerala which is known as Onam and is celebrated by all the Malayalis throughout the world. The event will be held at the Ripley Valley State Secondary College on Saturday, 21 September 2024 and will include traditional dances and musical performances, a live drum performance, native sports activities and a lunch served in banana leaves with lots of curries and Payasam (a sweet desert).	\$ 2,310.00
Marburg and District Residents' Association	Black Snake Creek Festival	The festival is being held at Marburg Community Park on Saturday, 21 September 2024, and will have entertainment, an art show and competition, and a community challenge.	\$ 2,935.00
Raceview Congregational Fellowship	2024 Christmas Carols under the Big Tree	This popular Christmas event held under the big fig tree on Wildey Street on Sunday, 1 December 2024 includes traditional Christmas carols sung in a traditional way with the Bundamba Salvation Army Band, Cambrian Choir, Raceview State School and the Raceview Congregational Kindergarten.	\$ 5,000.00
Renegade Bowmen	2024 ABA State Titles	The Renegade Bowmen is hosting the annual 2024 ABA State Titles on Saturday 5 to Sunday 6 October 2024. The weekend will include all age groups from as young as 4 up to people in their seventies competing during the weekend.	\$ 2,059.40
Rosewood Baptist Church	Free Family Fun Evening October 31	A free family fun evening on Thursday, 31 October 2024, which will provide entertainment, a jumpy castle and inflatable obstacle course, food, and traditional Halloween activities.	\$ 1,418.18
Shiloh Christian Family Centre	Dreamers Festival	The Dreamers Festival is a free 3-night community event, 11 - 13 October 2024, for the young people of Ipswich and will consist of guest music artist/s and/or bands, and guest speakers. The Dreamers Drop-In is a safe space for young people to talk through all things well-being with the hopes of resourcing them to connect with professional services with the help of SU QLD Chaplains & resources from Headspace. The Dreamers Festival Zone has sports and gaming competitions, food trucks, inflatables and chill zones.	\$ 4,545.45
Springfield Lakes Nature Care	Great Southern Bioblitz 2024	This event will be held 20 - 23 September 2024 in the Opossum Creek Catchment area and will include a nocturnal survey and a nature walk to document wildlife, a Waterbug Blitz to analyse the water quality, a moth night talk to show how to set up mothlight traps, a nature walk observing plants & weeds, a short talk about the importance of bats as pollinators, a Frogging Foray to help participants find & identify frog calls, a Birdwalk to help identify bird species and bird calls, a Koala Walk & Talk to educate residents about how to identify a sick or injured koala, and a display about hollow trees & the importance of old growth trees in providing hollows for birds.	\$ 1,541.00
Springfield Malayalee Association	SMA Badminton Tournament	The tournament will be held at the YMCA Springfield Central Community Centre on Saturday, 21 September 2024. There will be 25 - 30 games across multiple courts during the day with cash prizes and trophies for the winners and runners up. Free refreshments will also be provided.	\$ 1,100.00
The Corporation of the Synod of the Diocese of Brisbane - St Andrew's Springfield Anglican Church	Carnival of Light	On Saturday, 26 October 2024, this safe and fun alternative to trick or treating night will consist of traditional carnival games, a jumping castle and obstacle courses, a petting zoo and face painting.	\$ 1,500.00
The Scout Association of Australia Queensland Branch Inc - Moreton Region	Moreton Region Scouts - Limestone Revue Auslan Interpreter	This year's performance is Disney's Little Mermaid, at the Ipswich State High School, 26 - 28 September 2024 and includes 4 performances that are open to the public to attend. The cast is entirely made up of the young people of Scouting and Guiding with the aim of developing their skills and abilities in the creative arts. Typically, these will include, singing, dance, stagecraft and voice projection. Some are also learning the technical aspect of theatre including sound and lighting stage and set design. The Saturday matinee will be an Auslan interpreted performance.	\$ 1,850.00
<b>TOTAL</b>			<b>\$ 46,521.93</b>
<b>Community Projects Funding</b>			
Blackstone United FC	Storage Shed for Blackstone FC Training and Maintenance Equipment	The purchase and installation of a new 3-bay shed will assist in the storage required for training equipment, field maintenance equipment and the portable canteen.	\$ 15,000.00
Cricket Ipswich	Covers/Balls/Shades	The purchase of growth mats to protect the wicket blocks during winter, especially from frost, thus limiting the possibility for the grass on the wickets to be killed off. Growth mats also add more heat back onto the wicket during winter and aid it in growth and grass seed germination. The material is UV treated, rot and mildew resistant and does not wear in sunlight, ensuring years use. This will result in us ensuring that a greater level of participation is available at the facility all year round for multiple users.	\$ 4,725.00
Goodna & Districts Gymnastics Club	Advancing Gymnastics in Ipswich through strategic planning for facilities.	The project involves the facilitation of facility planning and implementation workshops to inform a proposal when looking for suitable sites and facilities for the growing club.	\$ 4,402.21
Ipswich Basketball Association	Proposed Indoor Sports Venue - feasibility study	Funds will be used to produce a feasibility study for a proposed multi-sport indoor sports facility for the Ipswich Community. Concept plans have been completed, along with flood and road studies. All levels of government have been engaged and presented this project. The feasibility study is required so that it can be presented to the Queensland Government for funding.	\$ 15,000.00
Ipswich Knights Soccer Club	Install a solar bore pump to irrigate fields	The project is the installation of Irrigation Solar bore pump and associated equipment to irrigate the soccer fields. The tank will be connected to the existing tank and pump allowing all fields to be fully irrigated.	\$ 15,000.00
Ipswich Netball Association	Ipswich Netball Assoc. Club Shed	The purchase and installation of a new shed, complete with a concrete slab, secure cages, lighting and drainage will allow for the safe onsite storage of equipment, uniforms, and tents of the numerous clubs and teams. The onsite storage will reduce the need for off-site storage and mitigate the risk of loss during severe weather events. Additionally, centralised storage will streamline equipment handover between club members, enhancing operational efficiency and member satisfaction.	\$ 15,000.00
Ipswich Woodcrafts Club	Landscaping equipment purchase	The purchase of a rider mower, brushcutter, and backpack sprayer are required to maintain the grounds of the leased facility.	\$ 7,227.92
Old Oztag	Increasing safe Oztag participation in Springfield	Additional and replacement equipment will ensure Springfield Oztag can continue to deliver safe, effective game play, player development and supporter participation. This project includes the purchase of Field Banners, field markers, Senior and Junior Footballs, Bollards, Development Kits, and Tags. This equipment will also be used to expand the active outdoor sporting pursuit with quality equipment for more players and more teams on more evenings of the week.	\$ 3,796.00
Redbank Summerholm Silent Flyers	Purchase and install two vandal resistant work benches	Funds will be used to install two heavy duty, vandal resistant benches with steel legs bolted to the concrete slab. These benches are for the assembly and adjustment of model aircraft and will make the sport at Springfield much more enjoyable.	\$ 3,000.00
South East Redbacks	Groundsman Equipment Upgrade	The purchase of a new roller to replace the broken one is essential for preparing the wickets each week, ensuring they meet the standards required for hosting cricket games. Ensuring high-quality wickets will not only support the club members but also attract more field bookings, generating additional revenue for the club.	\$ 7,990.00
The Scout Association of Australia Queensland Branch Inc - Moreton Region	Moreton Region Scouts - Portable Shade Marquees	Moreton Region Scouts support the delivery of the Scouting Program to 500 young people in the Ipswich City area. The Program is often delivered outdoors, and key elements of the Scouting Method include Learning by Doing, and Nature and the Outdoors. To facilitate this, the provision of sun safe shelter where natural shade is not available is essential. The marquees will also be used at many events, camps and fundraising activities each year.	\$ 6,161.82
Whitehill Sports Club	POS Device Tablet	The purchase of an IT device Tablet/ iPad will be utilised to complete administration functions, as well as being a portable point of sale (POS) device canteen operations.	\$ 564.80
<b>TOTAL</b>			<b>\$ 97,867.75</b>
<b>Councillor Discretionary Funds</b>			
Animal Welfare League of Queensland	Dog Enrichment Equipment to Increase Volunteer Engagement	Enrichment equipment (toys and puzzle feeders) for the dogs awaiting adoption at the AWLQ Ipswich Rehoming Centre will be used in daily activities to stimulate the dogs mentally and physically, reducing stress and boredom. Activities will include supervised play sessions, individual puzzle-solving time, and structured enrichment exercises designed by the team to cater to each dog's unique needs and provides an opportunity to increase volunteer engagement with the dogs.	\$ 1,000.00
Blackstone United FC	Field Lighting Upgrade	The club is upgrading its old out of date field lighting with LED lights to ensure night games can once again be played at the field.	\$ 500.00
Catalyst Care	Brighter Brassall Clean-Up and Community Group Start-Up	Brighter Brassall will be running monthly clean-up walks including a BBO Breakfast for participants. With a mission to make Brassall more clean, kind and connected, community members are encouraged to mow a neighbour's lawn, pick up rubbish when out and about, and participate in a community group.	\$ 400.00
Cricket Ipswich	iPads	The iPads will be used by the volunteers to score the various matches. Currently a manual scorebook is used but moving to electronic scoring will make the task easier.	\$ 750.00
EACH	National Aboriginal and Torres Strait Islander Children's Day Celebration	A free, inclusive day for children and families will be held Monday, 5 August 2024 and will have free activities, such as traditional games, face painting, jumping castle, arts and crafts, performances, and a quiet sensory space, as well as stalls from First Nation organisations: Kambu Health, Kumarra, Play Matters, IUH, Ipswich City Council, Mission Australia and EACH. The stalls will provide resources and information about local services for families.	\$ 450.00
eWaste Connection	Open Day - Sustainable Ipswich 2024	The Open Day will be part of Sustainable Ipswich 2024 and will be held on Saturday, 12 October 2024 onsite at North Booval. The day will offer people an opportunity to have a go at dismantling e-waste, raise awareness in the community about what the organisation does, promote donation of unwanted items, and encourage people to get involved with the program as a volunteer or NDIS participant. There will be live music, catering, face painting, information, and opportunities to drop off e-waste and to pull it apart.	\$ 870.00
Friends of Lakes Cultural Association	Ponnonam 2024	This event will be held on Saturday, 31 August 2024 at Silkstone State School as part of the traditional ONAM Celebration and will include arts performances such as skits, songs, folks dances, and children's dances followed by Ona Sadya (a traditional dinner).	\$ 1,250.00
Grandchester Model Live Steam Association	Upgrade Public Address System	The public address system is no longer functional and requires upgrading. This system will be used to advise visitors on activities happening during their visit such as availability of food orders from the canteen, presentation of trophies or awards during special events, speeches from invited guests during special events, and any health and safety concerns that might arise.	\$ 1,000.00
Ipswich Knights Soccer Club	Purchase Field Line Marking Machine	This equipment will ensure that the fields meet the required standards for training and matchdays, enhancing both the player and spectator experience.	\$ 2,100.00
Ipswich Musical Theatre Company	Guys and Dolls (The Musical)	This year's production will have 5 shows at the Ipswich Civic Centre on Saturday 7, Sunday 8, Friday 13, Saturday 14, and Sunday 15 September 2024. The Company aims to involve local actors, directors, choreographers, wardrobe and stage crew to further their expertise through the development of skills and knowledge, for the benefit of future productions that communities can enjoy.	\$ 4,350.00
Ipswich Netball Association	Installation of Water Stations	The Club will install additional water stations and modify the existing water bubbler at Limestone Park netball courts to enhance access to drinking water for netball and the broader Ipswich community who utilise the courts throughout the year for sport and other recreational activities.	\$ 2,000.00
Ipswich Softball Association	Ipswich Open Men's Representative Team	Funding will go towards the costs of accommodation for the Ipswich Open Men to attend the State Championships in Redlands in October 2024.	\$ 2,000.00
Kookaburra Caravan Club of Ipswich	50th Anniversary Function	The function will be held at the Ipswich Events Centre, Ipswich Showgrounds, on Saturday, 19 October 2024 to celebrate the club's 50th anniversary. Past members as well as current members are invited to attend, with 2 of the Founding Members attending and cutting the cake.	\$ 500.00

Applicant	Project Title	Description	Amount Allocated (excl. GST)
Marburg and District A and I Association	Wireless PA System for dance classes	The rechargeable, wireless PA system with MP3 player will be used to teach old time, new vogue and rock and roll dancing lessons, before the dances at the Marburg Show Hall 4 times a month, as well as running Children's dance classes, through the week and on school holidays. It will also be used for other events such as the Marburg Show, the Christmas Carnival, the Garden Expo, and for schools or community groups hiring the hall.	\$ 850.00
Redbank Plains Bears JRLFC	RBP Bears Multicultural Day 2024	RBP Bears are hosting a Multicultural Day on Saturday, 20 July 2024. Junior and senior teams from U6 to Agrade will play, while also showcasing the vibrant cultures through food and cultural song and dance throughout the day.	\$ 1,700.00
Renegade Bowmen	Entrance upgrade and Power point for Food truck	After the front entrance was washed away, road base is required to be spread so members and visiting archers can access the club ground. The 15amp outdoor electrical outlet will be used during events, particularly to provide.	\$ 979.00
Shiloh Christian Family Centre	Mental Health Week Programs	Mental Health Week programs will be held 8 - 11 October 2024 and will provide fun, engaging programs with activities including guest music artists, games, giveaways & free food. Students from local high schools are invited to attend and connect with school chaplains and other mental health support services.	\$ 2,250.00
Society for Growing Australian Plants Ipswich (t/a Native Plants Old Ipswich Branch)	Native Plant Sale & Enviro Day	The event, being held Saturday, 26 October at the Rosewood Showgrounds, is to showcase native plants and the local environment. Local NFP environmental groups have displays and members have native plants available for purchase. Wildcall Wildlife will deliver presentations on local fauna through the day.	\$ 750.00
South East Redbacks	Equipment Upgrade	The upgrade of old or broken canteen equipment will ensure the Club is able to continue providing refreshments during matches and other events.	\$ 944.00
Tivoli Social Enterprises	Seniors Month Morning Tea	This special event celebrating the vital role seniors play in the community will be held on Thursday, 24 October 2024 at the Tivoli Drive-In and will feature musical performances by the Karalee State School Choir and Band, morning tea catered by the Tivoli Hospitality Trainees, engaging talks, interactive displays, and trivia providing an opportunity for attendees to make social connections.	\$ 950.00
West Moreton Community Kindergarten	Transitioning to Prep - Social and Emotional Incursion	Mrs Brooke Graham is a local children's author, primary school teacher and mother who enjoys writing picture book stories and YA fiction. She is passionate about reducing the stigma around mental illness. This author incursion focuses on wellbeing, in particular self-regulation and resilience, promotes a love of language and literacy and supports children in their transition to Prep in 2025.	\$ 350.00
Wiser Pasifika Communities	Heart of the Pasifika - Our Women	A "dine and dance" event on Saturday, 21 September 2024, to celebrate Pasifika Women during the month of International Women's Day. Guests will enjoy a buffet dinner while a DJ plays tunes all night long for the ladies to mix and mingle. A few local Pasifika women entrepreneurs will be invited to speak and share their journeys and the impactful change their business/project has made in the local community.	\$ 2,400.00
<b>TOTAL</b>			<b>\$ 28,343.00</b>
<b>In-Kind Assistance</b>			
Blackstone Ipswich Cambrian Choir	Annual Theatre Restaurant	Bins	\$ 635.10
Brassall Christmas in the Park	Brassall Christmas in the Park	Bins, toilets, and Council stores items	\$ 4,760.85
Goodna Community Association	Goodna Jacaranda Festival	Bins, toilets, and Council stores items	\$ 9,818.90
Greater Springfield Indian Association	GSIA Dandiya night	Bins, toilets, and Council stores items	\$ 2,329.66
Ipswich Historical Society	Box Flat Memorial Service - 31 July 2024	Bins and toilets	\$ 880.50
Leichhardt One Mile Community Centre	Spring Wellbeing Fair	Bins and toilets	\$ 897.30
Marburg and District A and I Association	Garden and Outdoor Expo.	Bins and toilets	\$ 4,322.20
Marburg and District Residents' Association	Black Snake Creek Festival	Toilets	\$ 686.70
Philippines-Australia Multicultural Association (PAMA)	PAMA SpringFest 2024	Bins, toilets, and Council stores items	\$ 5,314.70
OCSA West Zone Soccer Association and Rosewood United Soccer Club	Country Cup	Bins, toilets, and Council stores items	\$ 3,251.59
Redbank Plains Bears JRLFC	UB Gala Day 2024	Bins and toilets	\$ 2,424.40
Rugby League Ipswich	Grand Finals Series	Bins and toilets	\$ 2,160.00
Rugby League Samoa Old	Annual Rugby League Cultural Carnival	Bins, toilets, and Council stores items	\$ 3,795.96
Shiloh Christian Family Church	Dreamers Festival	Bins, toilets, and Council stores items	\$ 1,022.14
Society for Growing Australian Plants T/A Native Plants Old Ipswich Branch	Native Plant Sale and Enviro Day	Bins	\$ 450.60
Vedanta Centre of Sydney	Mental Health Week Events	Bins, toilets, and Council stores items	\$ 720.43
Whitehill Sports Club	OCSA Grand Finals	Bins, toilets, and Council stores items	\$ 4,327.70
<b>TOTAL</b>			<b>\$ 47,798.73</b>
<b>Regional Arts Development Fund (RADF) Quick Response Funding</b>			
Bischof Fidell	APAX	Attending the APAX (Australia Performing Arts Exchange) is an opportunity to connect with industry professionals (producers, presenters, writers and directors from across Australia and New Zealand), network, showcase, and present art works during the 5 days of the event.	\$ 1,500.00
Larissa Riss Melanie	Munich/Berlin - AIDS2024 & HIV Science as Art Exhibition	Funds will be used to attend and present at AIDS 2024 - HIV Science As Art, the 25th International AIDS Conference in Munich, Germany, from July 22-26, 2024. Participation in the conference will enable full immersion in this vital intersection of art and HIV/AIDS advocacy, and networking with international artists and curators, enhancing cross-cultural artistic collaborations.	\$ 1,500.00
<b>TOTAL</b>			<b>\$ 3,000.00</b>

Doc ID No: A10320210

ITEM: 3  
SUBJECT: COMMUNITY AND CULTURAL SERVICES 2023-2024 REPORT CARD  
AUTHOR: MANAGER, COMMUNITY AND CULTURAL SERVICES  
DATE: 22 JUNE 2024

### **EXECUTIVE SUMMARY**

Community and Cultural Services is a team focused on community, arts, sport, health, recreation, service support and activation, and sits within the department of Community, Cultural and Economic Development. Attachment 1 presents the annual Community and Cultural Services Report Card highlighting the goals, achievements and key deliverables for the 2023-2024 financial year. It clearly identifies the cohesive and collegiate approach undertaken by the diverse teams to deliver great outcomes for our community.

### **RECOMMENDATION/S**

**That the Community and Cultural Services 2023-2024 Report Card be received, and the contents noted.**

### **RELATED PARTIES**

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

### **IFUTURE THEME**

Safe, Inclusive and Creative

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

The purpose of this report is to highlight the diverse and impactful work the team do on a daily basis across the city. The Community and Cultural Services Branch plays a vital role in enhancing the well-being and cohesion of the communities within the Ipswich LGA. Their influence and reach crosses into numerous spaces from social based outreach programs through to spectacular stage productions, art exhibitions, sporting events and activities.

### **LEGAL IMPLICATIONS**

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

**POLICY IMPLICATIONS**

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

**RISK MANAGEMENT IMPLICATIONS**

Based on the general nature of this report it is deemed that there are no risks associated with the recommendation.

**FINANCIAL/RESOURCE IMPLICATIONS**

The Community and Cultural Services activities were delivered within budget and resource allocations provided in the 2023-2024 financial year.

**COMMUNITY AND OTHER CONSULTATION**

Much of what Community and Cultural Services achieve on an annual basis is informed by Council and our community, through channels including formal consultation, workshop feedback and outcomes and direct engagement. Such consultation is evidenced by the number of initiatives either currently active, delivered or ongoing, including programs like Building Stronger Communities, ARTiculate, Creators of Ipswich Summit, Ipswich Art Workshop, First Nations Industry Yarns, Swich Speaks Out, Inclusion and Connectedness, Ipswich Film Festival for Youth, IYAC, emerging community theatre initiatives developed through access to and use of Studio 188, and the newly created Fire Station 101 to name a few. In the sporting space, high level consultation has been undertaken when delivering capital projects such as Iron Bark Park, Willey Street and Jim Donald Clubhouses and numerous other minor infrastructure upgrades across many sport and recreation locations across the city.

**CONCLUSION**

The report provides valuable insight into the work, programs, initiatives and achievements the Community and Cultural Services Branch delivered across the 2023-2024 financial year. Our vision is to foster and encourage a vibrant, inclusive community by promoting cultural awareness, support of local arts and community organisations, providing essential services, infrastructure and facilities in order to enhance the quality of life for our community, and in so doing provide opportunity for all.

**HUMAN RIGHTS IMPLICATIONS**

HUMAN RIGHTS IMPACTS
<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 Cultural Services Report Card FY2023-2024 <a href="#">↓</a> 
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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”*

**2023-2024**

# Community and Cultural Services Report Card



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





**Community and Cultural Services is a team focused on community, arts, sport, health, recreation, service support and activation, and sits within the department of Community, Cultural and Economic Development. This report card is targeted at highlighting the diverse and impactful work the team do on a daily basis across the city. Community and Cultural Services is a team dedicated to enriching the lives of our community members through a variety of programs, initiatives and support services. Our vision is to foster and encourage a vibrant, inclusive community by promoting cultural awareness, supporting local arts and community organisations, providing essential services, infrastructure and facilities in order to enhance the quality of life for our community, and in doing so provide opportunity for all.**





Front cover image:  
The Unveiling by Gus Eagleton

## ARTS AND CULTURAL REPORT CARD

**Cultural Services** encompass the Ipswich Civic Centre, Ipswich Art Gallery and Creative Industries functions. The Cultural Services team engages with a diverse array of individuals, communities, cultural and community organisations, sector organisations, specialists and government agencies. They achieve identified outcomes through a variety of strategies, capacity-building initiatives, programs and services, both directly and through partnerships at the local, state and national levels. Art and culture permeates the lives of residents daily, from the architectural landscapes of streets to the visual expressions found in paintings, posters and flyers. It animates screens and stages with drama, music, comedy and everything in between. Beyond its economic impact – generating jobs and cultural tourism – art plays a vital role in forging community identity and enhancing vibrancy, enriching lives in ways that are as invaluable as they are immeasurable.

### ACTIVATING AND ENGAGING THE WHOLE OF OUR CITY

Culturally activated cities serve as dynamic hubs that bridge age and cultural barriers to create connected communities. Cultural Services partnered with SPARK Ipswich, Galvanized, Story Arts Festival, Planes, Trains and Autos, and Queerswich to deliver programs and activations across the Ipswich local government area (LGA).

- **3,312** creative and cultural activations delivered
- **114,932** visited gallery exhibitions, theatre, music and dance performances etc.
- **95%** of attendees that visited creative and cultural venues rated their experiences as 'Very Good' or 'Excellent'.

### EMBRACING AND CELEBRATING OUR CULTURAL HERITAGE AND DIVERSITY

Cultural heritage forms the cornerstone of our community's identity, providing a deep-rooted 'sense of place' that connects residents to their history, traditions and collective identity. Our area boasts a rich tapestry of cultural diversity – each thread contributing to the vibrant fabric of our community. This heritage serves as a source of pride, fostering a strong sense of belonging and ownership among residents.

As an important asset, the Ipswich Art Gallery Collection is regularly seen outside the Ipswich LGA. Works are toured or loaned to state and regional institutions, and in 2023-2024, over **430,000** people saw works from the Ipswich Art Gallery Collection in galleries across the country. Similarly, Ipswich Art Gallery delivers programming outside the walls of the gallery - at schools and community events – with over **5,000** participants the past year.

**15,201**  
people attended and supported  
community dance events  
and competitions.

**14,723**  
people attended curated, programmed  
cultural events featuring LGBTQIA+  
artists and creatives.

**\$1,749,803**  
generated from the sale of **54,439**  
tickets to performances at Ipswich Civic  
Centre, Studio 188 and Fire Station 101.







Doc ID No: A10690013

ITEM: 4  
SUBJECT: CUSTOMER EXPERIENCE REPORT - 1 JANUARY TO 30 SEPTEMBER 2024  
AUTHOR: CUSTOMER STRATEGY AND EXPERIENCE MANAGER  
DATE: 20 SEPTEMBER 2024

### **EXECUTIVE SUMMARY**

This is a report providing an update on the progress of the Customer Experience (CX) program of work including the CX Strategy Implementation Plan.

### **RECOMMENDATION/S**

**That the report of 1 January to 30 September 2024 concerning Council's Customer Experience Program of work be received and the contents noted.**

### **RELATED PARTIES**

There are 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 is the report of the CX Program detailing progress of the program from 1 January to 30 September 2024.

### **LEGAL IMPLICATIONS**

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

### **POLICY IMPLICATIONS**

There are no discernible related policy implications associated with this report or its recommendation.

### **RISK MANAGEMENT IMPLICATIONS**

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

## FINANCIAL/RESOURCE IMPLICATIONS

This report is for information only and relates to both the 2023-2024 and 2024-2025 financial years. The budget for activities undertaken in the 2023-2024 financial year has been expended and the budget for planned activities in the 2024-2025 financial year is allocated. There are no budget implications relating to this report.

## COMMUNITY AND OTHER CONSULTATION

The following stakeholders have been consulted for this report:

- Ben Pole – General Manager CCED
- Samantha Chandler – Manager Libraries and Customer Services
- Patrick Hyde – Customer Experience Coordinator




## CONCLUSION

This report highlights the ongoing delivery of the CX program of work, including the CX priorities as identified in the Customer Experience Strategy.

## HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS
RECEIVE AND NOTE REPORT
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.	CX Program Report as at 30 September 2024 <a href="#">↓</a> 
2.	CX Program Road Map - Calendar <a href="#">↓</a> 
3.	CX Strategy <a href="#">↓</a> 

Jennifer Gisler

**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”***













































































