



# City of Ipswich

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City of Ipswich

# Aboriginal and Torres Strait Islander Community Engagement Guide

December 2023



Draft structure  
for engagement  
purposes:  
NOT COUNCIL  
POLICY

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City of  
Ipswich



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## ACKNOWLEDGEMENT OF COUNTRY

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Ipswich City Council respectfully acknowledges the Traditional Owners, the Jagera, Yuggera and Ugarapul People of the Yugara/Yagara Language Group, as custodians of the land and waters we share. We pay our respects to their Elders past and present, as the keepers of the traditions, customs, cultures and stories of proud peoples.





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## MESSAGE FROM MAYOR TERESA HARDING

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Ipswich City Council acknowledges the ongoing challenges faced by Aboriginal and Torres Strait Islander peoples and recognises the importance of community and government coming together to achieve the best outcomes for the Ipswich community.

Council recognises the sovereign and human rights of the Aboriginal and Torres Strait Islander peoples and communities of Ipswich to self-determination, meaningful engagement with Local Government and shared governance and decision-making.

The Indigenous Accord 2020 -2025 (the Accord) is Council's strategic framework for reconciliation and community governance with the Traditional Owners and the Aboriginal and Torres Strait Islander communities. We are proud to see many achievements have been made through the actions of the Accord.

This includes the establishment of an Aboriginal and Torres Strait Islander Employee Working Group at Council in March 2022, with responsibilities such as providing advice to Council regarding ongoing improvements to ensure the workplace is a culturally safe and supportive environment.

The Employee Working Group has worked collaboratively to achieve several successful initiatives, such as the Accord artwork appearing on resource recovery trucks and staff polo shirts, and cultural awareness training across Council.

The Accord artwork is designed to promote reconciliation. The artwork by Brad Elliot represents Jagera, Yuggera and Ugarapul people, while the Accord symbol is by Riki Salam, representing both Indigenous and Non-Indigenous People coming together, living and working towards a brighter future for the City of Ipswich.

The first stage of the Cultural Awareness Training program launched with the roll out of the SBS First Nations modules in July 2023. These modules provide the foundational knowledge and understanding of Aboriginal and Torres Strait Islander cultures as it applies to the workplace.

Most recently, the military service of First Nations soldiers has been memorialised alongside eight other plinths at the RSL Memorial Gardens. In a first for our city, there is now a memorial to honour the service and sacrifice of Indigenous men and women who served in the military.

These recent actions are part of a broader conversation and collaboration seeking to create greater understanding and partnership between Council and Aboriginal and Torres Strait Islander communities of Ipswich. This Community Engagement Guide provides an important framework for continuing successful collaboration into the future.

Through this Draft Engagement Guide, Council continues its commitment to meaningful and culturally responsive engagement which meets the needs of our Traditional Owners and the Aboriginal and Torres Strait Islander communities.

This is an ongoing journey for Ipswich City Council and one that we are proud and committed to continuing. Council has an active role to play in shaping and participating in reconciliation and ensuring meaningful engagement for our Aboriginal and Torres Strait Islander peoples.

**Mayor Teresa Harding**  
**Ipswich City Council**

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## CONSULTATION NOTES

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This Draft Aboriginal and Torres Strait Island Community Engagement Guide (Draft Engagement Guide) has been developed by Ipswich City Council as a tool to assist with initiating and improving engagement between Council, our Traditional Owners and the Aboriginal and Torres Strait Island Communities.

Council has three objectives in developing and adopting an Aboriginal and Torres Strait Islander Community Engagement Guide:

1. Improve awareness and understanding of First Nations culture and protocols across Ipswich.
2. Undertake culturally responsive engagement which achieves meaningful outcomes.
3. Establish the endorsed Representative Engagement Groups identified in the Indigenous Accord 2020-2025.

This Draft Engagement Guide is Council's initial proposal to achieve these objectives. The contents are not set but have been drafted as a starting point for community consultation and engagement. Council seeks the communities' input, feedback and ideas on how we can improve this Engagement Guide, and ultimately Council's engagement with our Traditional

Owners and the Aboriginal and Torres Strait Islander communities. Council would like to hear your recommendations on how the endorsed Representative Engagement Groups should be formed, their memberships, roles and responsibilities.

Some points to consider:

- What do you recommend are the different roles and responsibilities for each of the identified Representative Engagement Groups?
- What is the recommended membership for each of the identified Representative Engagement Groups?
- How do you suggest the Representative Engagement Groups operate? Meetings, workshops, on country, online, by email, or even multiple methods if that works best...
- Do you have any concerns about engaging with Council? How can we address your concerns?
- What is the preferred, most appropriate terminology and their definitions?
- Your feedback is welcomed. We want to set the standard for meaningful engagement.







Ipswich, which is known traditionally in the Yugara / Yagara language as Tulumur, has been home to Aboriginal People since before the beginnings of recorded European arrival. Aboriginal Peoples owned, had sovereignty over and cultivated the lands, waters, flora and fauna of Ipswich. Aboriginal Peoples mapped the terrain and the stars, made laws and held Government and maintained their connection to their country through song, dance, language and stories. For countless generations, leaders and Elders made decisions for the present and future of their communities, the natural environment and the generations to come.

Ipswich City Council is committed to increasing opportunities for engagement and participation, appropriately acknowledging Aboriginal and Torres Strait Islander custodianship of Country, and recognising the significance of Aboriginal and Torres Strait Islander cultures in Ipswich and throughout Australia.

It is acknowledged that Australia's Aboriginal and Torres Strait Islander peoples experience ongoing challenges associated with the loss of people, lands, identity, language and culture. This loss continues to be experienced by individuals in our community and in turn impacts on participation and engagement.

In 2007, the United Nations General Assembly resolved the United Nations Declaration on the Rights of Indigenous Peoples. Ipswich City Council is committed to the realisation of all the articles contained in that Declaration, in particular Article 3 which states:

**'Indigenous peoples have the right of self-determination. By virtue of that right they freely determine their political status and freely pursue their economic, social and cultural development.'**

As well as Articles 18 and 19 which set the mandate for shared governance and decision-making in stating:

**Article 18**

**Indigenous peoples have the right to participate in decision-making in matters which would affect their rights, through representatives chosen by themselves in accordance with their own procedures, as well as to maintain and develop their own indigenous decision making institutions.**

**Article 19**

**States shall consult and cooperate in good faith with the Indigenous peoples concerned through their own representative institutions in order to obtain their free, prior and informed consent before adopting and implementing legislative or administrative measures that may affect them.**

Council is also committed to compliance and realisation of the *Human Rights Act 2019*, particularly Part 2 Division 2 sections 27 and 28, which provides for the cultural rights of Aboriginal peoples and Torres Strait Islander peoples.

In 2020, Ipswich City Council, in collaboration with the Indigenous Accord Working Group, developed and adopted the Indigenous Accord 2020-2025 (the Accord), which is the strategic framework for reconciliation and community governance with the Traditional Owners and the Aboriginal and Torres Strait Islander communities.

To facilitate cooperation, collaboration, engagement and partnership between Ipswich City Council, the Traditional Owners and the Aboriginal and Torres Strait Islander communities, the Accord includes provisions for engagement with a range of demographics, including the establishment of endorsed *Representative Engagement Groups*.

**Overview of the Draft Engagement Guide**

The first section of the Draft Engagement Guide covers cultural protocols, ceremonies, cultural awareness, recommended terminologies and other cultural considerations.

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This is followed by a section on when and how Council is to engage with the Traditional Owners and the Aboriginal and Torres Strait Islander communities in Ipswich, by utilising the endorsed Representative Engagement Groups and using culturally responsive engagement for specific activities, events, projects and programs; as well as non-planned engagement.

The Draft Engagement Guide also includes information on appropriate membership, roles and responsibilities for the endorsed Representative Engagement Groups.

The following figure provides an overview of the structure of the Draft Engagement Guide.

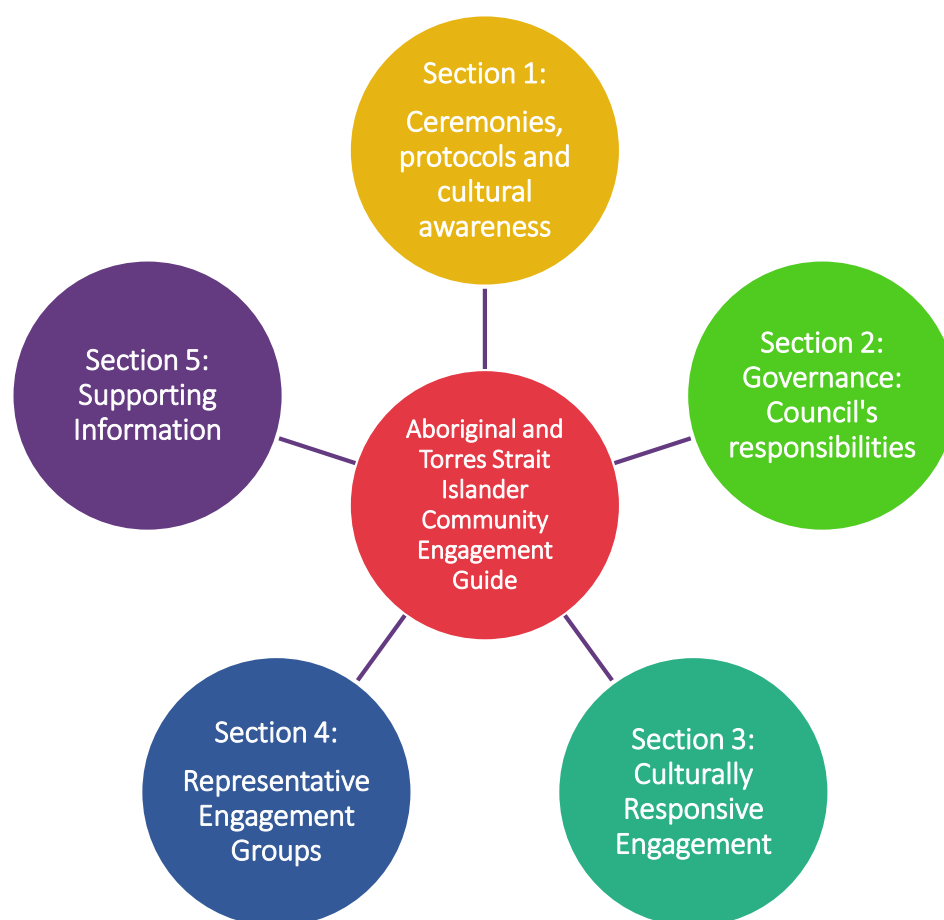


Figure 1: Structure of the Draft Engagement Guide

Through development and implementation of this Draft Engagement Guide, Ipswich City Council is committed to meaningful, respectful, and culturally appropriate engagement with the Traditional Owners and the Aboriginal and Torres Strait Islander communities in Ipswich.

This is an important step in Council's reconciliation process.

### Purpose of this Draft Engagement Guide

Effective and appropriate engagement of Traditional Owners and the Aboriginal and Torres Strait Islander communities builds trust, reciprocal relationships and partnerships, and is also an important step in reconciliation and in the spirit of the Accord.

Ipswich City Council's adopted Community Engagement Policy provides Council with a framework to guide a consistent, transparent, and effective approach to community engagement.

The Accord provides a strategic framework for mutual collaboration and co-operation between Ipswich City Council, the Traditional Owners and the Aboriginal and Torres Strait Islander communities of Ipswich.

This Draft Engagement Guide provides the direction for specific circumstances when engaging with Traditional Owners, respected Community Elders, and the wider Aboriginal and Torres Strait Islander communities in accordance with the Accord.

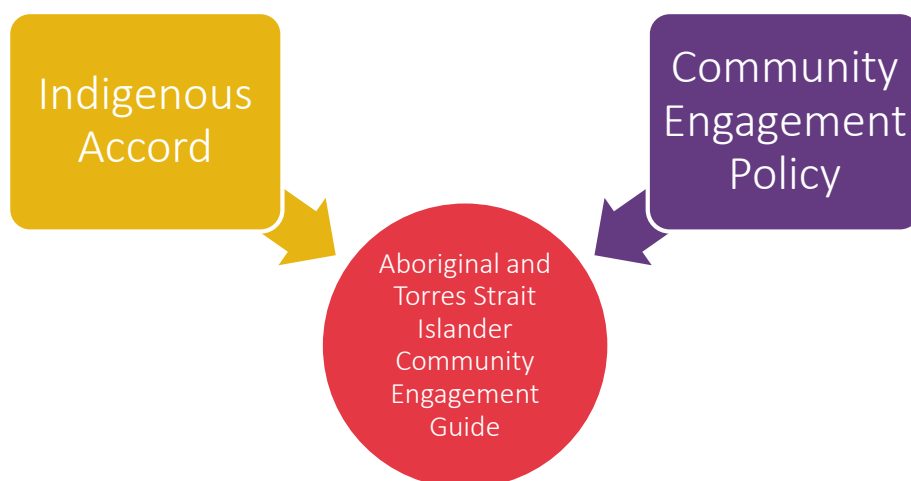


Figure 2: Linking the Indigenous Accord and the Community Engagement Policy

The Accord acknowledges there are different purposes for engaging with the Traditional Owners and the wider Aboriginal and Torres Strait Islander Community. This is evident by the endorsement of the different Representative Engagement Groups to cover the different roles and responsibilities for each of these differing purposes. These include, but are not limited to:

- legislative responsibilities (*Native Title Act 1993, Cultural Heritage Act 2003, Human Rights Act 2019 and United Nations Declaration on the Rights of Indigenous Peoples*)
- deliverables under Council's Corporate Plan and Strategies
- informing about a project, problem, opportunity, actions or decisions
- understanding views of stakeholders and communities
- generating alternatives, new ideas, insights or solutions
- improving and/or developing policies or strategies

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**Item 1 / Minutes Attachment 1**



- developing relationships
- building community capacity and capability
- generating support for action
- working towards changing behaviour
- creating community resilience
- cultural and intellectual property
- respecting culture and heritage
- establishing cultural and communication protocols
- economic development
- cultural tourism development and opportunities
- improving understanding, awareness or response to community matters
- community needs, interests, education, behaviours, health and wellbeing
- when diversity of participation is desired to reflect the whole of community
- reflecting community identity
- Land Management opportunities
- Deebing Creek Mission (former) and Purga Creek Mission



Protocols for welcoming visitors to Country have been a part of Aboriginal and Torres Strait Islander cultures for thousands of years. Crossing into another group's Country required a request for permission to enter - like gaining a visa - and when that permission was granted the hosting group would welcome the visitors, offering them safe passage. Today, the cultural practices of a Welcome to Country and Acknowledgement of Country enables the wider community to share in these cultures and leads to better community relationships and understanding. It also promotes awareness of the past and ongoing connection to place of Aboriginal and Torres Strait Islander Australians, and contributes to the process of reconciliation.

A Welcome to Country or Traditional Welcome is a ceremony performed by the Traditional Custodians of the land in which the event or meeting is being held. It can take many forms and may include an opening speech (sometimes in traditional language and in English), traditional dance, song, music, educational information, or smoking ceremony.

## 1.1 CEREMONIES AND PROTOCOLS

### 1.1.1 Welcome to Country

A Welcome to Country is performed by the Traditional Custodians of the land at the commencement of a meeting, event, or occasion.

It is recommended that a Welcome to Country be considered for significant or large community, government or public events, conferences, or gatherings particularly where official guests and dignitaries are in attendance, and especially when the event involves Aboriginal or Torres Strait Islander people.

A 'Welcome to Country' or 'Traditional Welcome' is the responsibility of the Traditional Custodians of the area in which a Welcome is proposed to take place. Where a Welcome is being considered at a major community, government, or public event the Traditional Custodians are the first to be consulted.

A Welcome is an opportunity for the Traditional Custodians to apply the "Speaking for Country" principle. Historically, this was not recognised, and the Ancestors of the Traditional Custodians of Ipswich did not have the opportunity to welcome the newcomers to Ipswich, to their homelands.


A Welcome to Country protocol, under the guidance from the Traditional Owner Representative Steering Committee, is an Action Item of the Accord 2020 -2025.

Until established, the following 'draft/proposed' procedure is provided to guide Council on Welcome to Country protocols.

1. A Welcome to Country or Traditional Welcome undertaken within the Ipswich Local Government area must be delivered by an Elder of the Yugara/Yagara Nation, consisting of the Jagera, Yuggera and Ugarapul People's.
2. The individual requested to undertake the Welcome to Country or Traditional Welcome must be supported by the Traditional Owner Representative Steering Committee (*once established*). Prior to formation of the Traditional Owner Representative Steering Committee, Council will continue to include Welcome to Country as part of a cultural performance only, to be delivered by the two recognised dance troupes in Ipswich, as per Section 1.1.3.
3. It is Council's expectation that all Welcome to Country &/or Traditional Welcomes delivered, must acknowledge all the Traditional Owner Clan Groups of the Yugara/Yagara Nation – the Jagera, Yuggera and Ugarapul People's.
4. The Traditional Owner Representative Steering Committee (TORSC) once formed, will provide Council with a list of Elders from the Jagera, Yuggera and Ugarapul Elder community who are willing and interested in performing a Welcome to Country at Council events.

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5. The TORSC once formed, will provide Council with an agreed set rate - 'fee for service' for Elders to perform a Welcome of Country at Council Events.
  6. The Native Title and Cultural Heritage Officer will collate a database of the list of Elders
  7. The Native Title and Cultural Heritage Officer will assist Council Officers (event coordinators) with engaging an Elder for their events from the 'list of Elders' provided by the TORSC.
  8. It is unacceptable that a member of the organisation or company coordinating the event/activity undertake the Welcome to Country, or that a person of Aboriginal descent undertakes the Welcome to Country other than a Jagera, Yuggera and Ugarapul Person endorsed by the Traditional Owner Representative Steering Committee.
  9. Council Officers coordinating an event/activity understands that a Welcome to Country is a service and fees are attached. This will need to be accounted for when budgeting for an event/activity.
  10. The TORSC once formed, will provide Council with an agreed set rate - 'fee for service' for Elders to perform a Welcome of Country at Council Events.
  11. It is important Elders are engaged well in advance, with ample time and notice. For a major event requiring a large-scale welcome (ie a traditional dance group) a minimum of one month is required.
  12. After the Welcome to Country has concluded, the first following speaker or master of ceremony should respond with an Acknowledgement of Country. It is not necessary for each additional speaker to repeat this gesture, however they are welcome to show their respect with an Acknowledgment of Country if they wish. An example is provided below:  
  
*'Let me begin by acknowledging the Traditional Custodians of this land and extending a warm and sincere thank you to them for welcoming us all to their Country today.'*
  13. If on the day of an event the Elder is unavailable to perform the Welcome to Country, then it might be appropriate to engage a Community Elder to undertake an Acknowledgement of Country, if present.
  14. Alternatively, if no Community Elder is available, the MC will undertake the Acknowledgement of Country.
  15. If under these circumstances an Acknowledgement of Country is to be undertaken in lieu of the Welcome to Country, the wording of the Accord Acknowledgement of Country can be used (wording provided in next section) or if preferred to identify the Traditional Owners in the delivery, then all three Traditional Owner Clan Groups of the Yugara/Yagara Language Group are to be Acknowledged – the Jagera, Yuggera and Ugarapul. It is unacceptable and culturally inappropriate to acknowledge only one clan group and/or to leave one of the clan groups out.

#### 1.1.2 Acknowledgement of Country

An Acknowledgement of Country is a way for people to show awareness of, and respect for, the Traditional Custodians of the Country on which a meeting or event is being held. It also recognises the continuing relationship between Aboriginal and Torres Strait Islander peoples and their Country.

It is recommended that an Acknowledgement of Country be made at the commencement of any public meeting, event, or formal occasion. It is also recommended to consider making an Acknowledgement to Country at the beginning of large internal meetings.

As a sign of respect, it is recommended an Acknowledgment of Country is made in reciprocity to a Welcome to Country.

An example is provided below:

*'Let me begin by acknowledging the Traditional Custodians of this land and extending a warm and sincere thank you to them for welcoming us all to their Country today.'*

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An Acknowledgment of Country can be undertaken by any non-Indigenous person as well as by Aboriginal or Torres Strait Islander people who are not Traditional Custodians of the Country you are meeting on.

An acknowledgement can be undertaken in place of a Welcome to Country at smaller community events, internal organizational workshops or meetings.

There is no set wording for an Acknowledgement to Country, however an example taken from the Accord 2020-2025 is provided for your consideration when preparing for an Acknowledgement. You will note that an Acknowledgement will often:

- acknowledge the Traditional Custodians (or Owners) of the land
- pay respect to Elders past, present and emerging.

**Accord 2020 -2025 Acknowledgment of Country (*generic version*):**

*Ipswich City Council respectfully acknowledges the Traditional Owners as custodians of the land and waters we share. We pay our respects to their Elders past, present and emerging, as the keepers of the traditions, customs, cultures and stories of proud peoples.*

**Acknowledgement of Country (*full version*):**

*Ipswich City Council respectfully acknowledges the Traditional Owners, the Jagera, Yuggera and Ugarapul People of the Yugara/Yagara Language Group, as custodians of the land and waters we share. We pay our respects to their Elders past, present and emerging, as the keepers of the traditions, customs, cultures and stories of proud peoples.*

**1.1.3 Traditional Dancing and Cultural Performances**

The cultural knowledge passed down to the descendants of the Jagera, Yuggera and Ugarapul People is still very rich and active. They consider their culture to be a living culture and will continue to pass down to generations to come.

Traditional Welcome to Country performances through song, dance, didgeridoo playing, smoking ceremonies and welcome songs can only be conducted by Traditional Owner Dance Groups. Currently, there are two Traditional Owner Dance Groups for the Ipswich LGA. These being:

1. Nunukul Yuggera Aboriginal Dance Group, and
2. Yugara Aboriginal Dance Group

Council Officers coordinating an event/activity understands that Traditional Dancing and Cultural Performances have fees and costs attached. This will need to be accounted for when budgeting for an event/activity.

The Native Title and Cultural Heritage Officer will continue to coordinate all internal Traditional Dancing and Cultural Performance requests.

**1.2 CULTURAL AWARENESS**

There are many cultural and historical considerations to be aware of when working with the Traditional Owners, and the Aboriginal and Torres Strait Islander peoples. A brief overview of some identified customs is covered here to increase knowledge and understanding by Council Officers. Important to note that some of these practices may or may not be observed by all Traditional Owners and/or the different Aboriginal or Torres Strait Islander communities.

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Council's Native Title & Cultural Heritage Officer and/or Indigenous Australian Community Development Officer can provide guidance with each of the customs and protocols covered below.

### 1.2.1 Culturally sensitive, secret, or sacred information

It is important to recognise when working with Traditional Owners and the Aboriginal and Torres Strait Islander communities that the right to 'keep secret and sacred their cultural knowledge' should be upheld by Council officers and respected at all times. Even when information has been recorded in past historical documents it may have been done so without permission. The Traditional Owners and the Aboriginal and Torres Strait Islander communities have the right to protect their own cultural practice, knowledge, and affairs (including secret or sacred objects, ceremonial items or places). The appropriation or distribution of such knowledge should only be undertaken with proper permissions.

### 1.2.2 Family and kinship

Understanding family relationships and kinship ties are important concepts for Traditional Owners and the Aboriginal and Torres Strait Islander communities. 'The family structure is linked with the community and with this knowledge comes a complex system of roles and obligations within the community' and 'kinship systems define where a person fits into the community.

Example:

Blood Uncle or Aunty are also your Father or Mother. Whereas, married in (non-biological) Aunty or Uncle are your Aunty or Uncle. Refer to the diagram below:

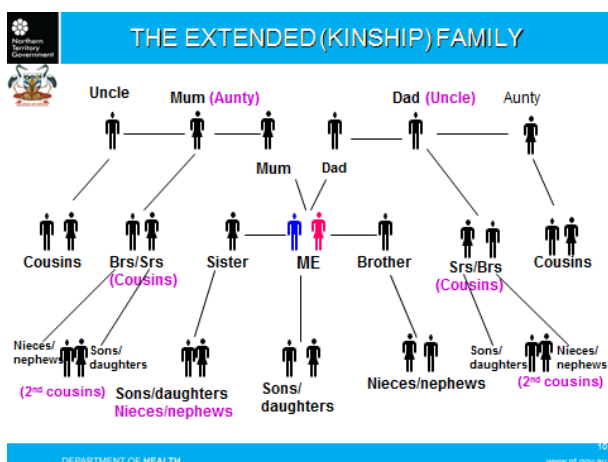


Figure 3: Kinship

### 1.2.3 Elders

Aboriginal and Torres Strait Islander Elders are highly respected by their communities for their wisdom, cultural knowledge and community service. It is important to note that age alone does not establish whether someone is recognised as an Elder in their community.

Elders are respectfully referred to as 'Aunty' or 'Uncle' in their communities. However, it is recommended that non-Indigenous people check with the Elder or Leader first before referring to them as 'Aunty' or 'Uncle'.





#### 1.2.4 Men's and Women's business

The Traditional Owners and Aboriginal and Torres Strait Islander communities observe gender specific cultural practices to protect customary laws. It is important that this is respected by Council officers. Should this circumstance arise, you may be asked to leave the room for discussion of sensitive matters.

#### 1.2.5 Smoking ceremonies

Smoking ceremonies are a traditional method used to cleanse an area and get rid of bad spirits using smoke. Traditionally, these are private ceremonies undertaken in some Aboriginal or Torres Strait Islander communities (ie. sorry business or anniversary of sorry business).

Council may include a smoking ceremony as part of Cultural Performance request (i.e at the launch or official opening of an event or space).

The Native Title and Cultural Heritage Officer will continue to coordinate all internal Cultural Performance requests (refer 1.1.3 Traditional Dance & Cultural Performance Requests).

#### 1.2.6 Sorry business (time of mourning)

A time of mourning (referred to by Traditional Owners and in some Aboriginal or Torres Strait Islander communities as "sorry business") may be observed when there has been a death within the community. This is a private time of mourning where cultural practices are observed. During this time, it is inappropriate to:

- expect people to attend meetings, workshops or functions, including those previously arranged
- to mention the name of a deceased person or show pictures of them (this may be for a long period of time after they have passed away)

talk about the deceased person, including well-intentioned enquiries into how family members are feeling about it or circumstances surrounding the passing.

#### 1.2.7 Representation of deceased people

For some Aboriginal and Torres Strait Islander communities seeing images of deceased persons in photographs, film and books or hearing them in recordings may cause sadness or distress and, in some cases, offend against strongly held cultural prohibitions.

Many Aboriginal and Torres Strait Islander communities refrain from using or writing a deceased person's name. Use of their name or their image in photographs or videos may be offensive to that community's cultural beliefs.

Prior to taking photos or videos consent must be granted, and permission should also be granted from a deceased person's family to ensure cultural protocols are observed. Reference to a deceased person should be removed from public materials including but not limited to websites, photographs, publications, reports or videos immediately on their passing, unless permission has previously been granted for post-humous appearances.

Permission must be granted in writing from family members or appropriate community representatives for use of a deceased person's name, image, or voice. This permission should be publicly acknowledged and include appropriate disclaimers to alert others that such images of a deceased person have been included.

There may be periods of avoidance that need to be observed, for example during times of mourning. In some circumstances observed periods of avoidance may be longer than others.



### 1.2.8 Photography, filming, and obtaining consent

Consent must be obtained before photographing, filming, or recording any Council officer or community member. However, particular care and consideration should be exercised prior to photographing, filming, or recording Aboriginal and Torres Strait Islander people.

Individuals or groups should be asked if there are any cultural protocols or customs that should be considered, and written consent must be obtained from all individuals and parents/carers of any children.

This should include the option of consent being automatically withdrawn if the subject passes away. It may be useful to take examples of how any images may be displayed (such as in documents or reports) to demonstrate what consent is being given for.

At events you may need to consider how people who do not wish to be filmed or photographed can be recognised by photographers and recorders, so that they can easily respect their wishes and avoid these individuals. You could consider using brightly coloured lanyards, nametags, or different coloured seats in larger venues to ensure photographers and recorders can easily recognise and avoid these individuals.

## 1.3 TERMINOLOGY, ACRONYMS AND DEFINITIONS

This list of terms attempts to guide Council staff and seeks to objectively represent our understanding at the time of writing. However, it should be implemented with sensitivity and is subject to change over time, and it may be viewed differently by different people.

### 1.3.1 Acceptable terminology

| Term                          | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Aboriginal person</b>      | Refers to Aboriginal people of Australia's mainland and does not include Torres Strait Islander people.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Applicant/s</b>            | Are those who have been authorised by the Native Title Claim Group to make the Native Title Claim application on behalf of the group. Also, referred to as Native Title Party.                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Country</b>                | Aboriginal and Torres Strait Islander people often use the word 'Country' to describe their traditional lands.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Elder (Aunty or Uncle)</b> | An Aboriginal or Torres Strait Islander Elder is someone who has gained recognition as a custodian of knowledge and lore, and who has permission to disclose cultural knowledge and beliefs. Eldership is about understanding and culture and not necessarily age. It is customary to refer to Elders as 'Aunty' or 'Uncle', which is seen as a title of respect. While it is acceptable for a non-Indigenous person to refer to Elders in this way, each person is different so it is best to check if an individual would like to be referred to in this way. |
| <b>Historical Connections</b> | Born, raised, and connected to an area after being displaced from cultural homelands (i.e Aboriginal Missions).                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>First Australians</b>      | A term used to emphasise that Aboriginal and Torres Strait Islander peoples lived on this continent prior to European arrival.                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>First Nations People</b>   | A collective term for the original people of Australia – the Aboriginal and Torres Strait Islander People and their descendants (similar in meaning to Indigenous People).                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Indigenous People</b>      | A collective term for the original people of Australia – the Aboriginal and Torres Strait Islander People and their descendants (similar in meaning to the term First Nations People).                                                                                                                                                                                                                                                                                                                                                                          |

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|                                                  |                                                                                                                                                                                                                  |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Kinship</b>                                   | Is at the heart of Aboriginal and Torres Strait Islander culture and community. Kinship establishes where a person fits in their community (relationships, obligations, and behaviours towards each other).      |
| <b>Native Title Party</b>                        | Are those who have been authorised by the Native Title Claim Group to make the Native Title Claim application on behalf of the group. Also, referred to as Applicant/s.                                          |
| <b>Native Title Claim Group</b>                  | All persons who are a part of a registered Native Title Claim – all descendants of the Apical/s listed on the Form 1: Native Title Application.                                                                  |
| <b>Sorry Business</b>                            | The mourning period when a family member (including kinship) dies and all responsibilities that follow in accordance with traditional lore and custom.                                                           |
| <b>Torres Strait Islander person</b>             | The Torres Strait Islands is a group of Islands in the northern part of Queensland. People from the Torres Strait are of Melanesian origin and are distinct from the Aboriginal people of the rest of Australia. |
| <b>Traditional Custodian / Traditional Owner</b> | It is appropriate to replace the term 'Traditional Custodian' with 'Traditional Owner' if you wish. Both terms are acceptable, and use of 'Traditional Owner' is generally preferred by the community.           |

### 1.3.2 Inappropriate terminology

| Inappropriate terms                                          | More appropriate                                                                                            |
|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <b>aboriginal, torres strait islander (not capitalised)</b>  | Aboriginal people/s                                                                                         |
| <b>Aborigines</b>                                            | Aboriginal and/or Torres Strait Islander people/s                                                           |
| <b>The Aborigines</b>                                        | Aboriginal people/s                                                                                         |
| <b>The Torres Strait Islanders</b>                           | Torres Strait Islander communities                                                                          |
| <b>ATSI</b>                                                  | A&TSI (but only if it is not possible to write in full. It is not appropriate to speak the acronym "ATSI"). |
| <b>Indigenous</b>                                            | Indigenous Australian people/peoples (capitalised)<br>First Australians                                     |
| <b>Bands</b>                                                 | groups                                                                                                      |
| <b>Hordes</b>                                                | language groups                                                                                             |
| <b>Nomads</b>                                                | peoples                                                                                                     |
| <b>Clans or Tribes (to a lesser extent)</b>                  | nations<br>communities                                                                                      |
| <b>European settlement</b>                                   | European arrival                                                                                            |
| <b>Caste or any reference to how 'Aboriginal' someone is</b> | Do not use                                                                                                  |
| <b>Blacks / Whites / Coloured</b>                            |                                                                                                             |



#### 1.4 ANNUAL EVENTS

| Date               | Event                                                                               |
|--------------------|-------------------------------------------------------------------------------------|
| 26 January         | Australia Day *                                                                     |
| 13 February        | National Apology Day                                                                |
| 21 March           | Harmony Day                                                                         |
| Mid-late March     | National Close the Gap Day                                                          |
| 26 May             | National Sorry Day / National Day of Healing                                        |
| 27 May - 3 June    | National Reconciliation Week                                                        |
| 3 June             | Mabo Day                                                                            |
| 1 July             | Coming of the Light Festival (Torres Strait Islander celebration)                   |
| First week of July | NAIDOC Week (NAIDOC = National Aborigines' and Islanders' Day Observance Committee) |
| 4 August           | National Aboriginal and Torres Strait Islander Children's Day                       |
| 9 August           | International Day of the World's Indigenous People                                  |

\*Australia Day is seen by many Aboriginal and Torres Strait Islander people as a *Day of Mourning*, as it does not represent a time of happy celebration. Many people see Australia Day as an opportunity to build awareness and have a conversation about what the day actually means to both Aboriginal and Torres Strait Islander people and the broader population. Important to acknowledge there are many legitimate responses to the date and the concept, from pride to anger and contempt. Each person's individual feelings are for their own reasons and should be acknowledged and respected.

#### 1.5 ABORIGINAL AND TORRES STRAIT ISLANDER FLAGS

##### 1.5.1 Australian Aboriginal Flag

The Aboriginal flag is an official flag of Australia and was recognised under Federal legislation in July 1995. It was designed by artist Harold Thomas and first flown at Victoria Square in Adelaide, South Australia, on National Aborigines Day, 12 July 1971. It has become a widely recognised symbol of the unity and identity of Aboriginal people.

The meanings of the three colours in the flag are:

- Black (top) – represents the Aboriginal people of Australia
- Yellow circle – represents the Sun, the giver of life and protector
- Red (bottom) – represents the red earth, the red ochre used in ceremonies and Aboriginal peoples' spiritual relation to the land



#### 1.5.2 Torres Strait Islander Flag

The Torres Strait Islander flag is an official flag of Australia and was recognised under Federal legislation in July 1995. It was designed by the late Bernard Namok as a symbol of unity and identity for Torres Strait Islanders.

The meanings of the colours in the flag are:

- Green – represents the land
- Black – represents the Indigenous peoples
- Blue – represents the sea
- White – represents peace

The white Dhari (traditional headdress) represents Torres Strait Islander people, and the five-pointed star represents the five island groups within the Torres Strait. The star is also a symbol for seafaring people as it is used in navigation.





**Draft**

Section 2

## **Governance: Council's responsibilities**



## **2.1 LEGISLATION AND COMPLIANCE – NATIVE TITLE (FUTURE ACTS) AND CULTURAL HERITAGE**

### **2.1.1 Native Title Act 1993**

The *Native Title Act 1993* is a law passed by the Australian Parliament that recognises the rights and interests of Aboriginal and Torres Strait Islander people in land and waters according to their traditional laws and customs. It establishes a process for claiming and recognising native title lands and waters in Australia.

<https://www.legislation.gov.au/Details/C2019C00054>

### **2.1.2 Cultural Heritage Act 2003**

The Aboriginal Cultural Heritage Act 2003 requires anyone who carries out a land-use activity to exercise a duty of care. This 'duty of care' means land users must take all reasonable and practicable measures to ensure their activity does not harm Aboriginal or Torres Strait Islander cultural heritage.

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-079>

## **2.2 LEGISLATION AND COMPLIANCE – HUMAN AND CULTURAL RIGHTS**

### **2.2.1 Burra Charter: The Australia ICOMOS Charter for Places of Cultural Significance, 1999**

The Burra Charter provides guidance for the conservation and management of places of cultural significance (cultural heritage places). First adopted in 1979, the Burra Charter is periodically updated to reflect developing understanding of the theory and practice of cultural heritage management. The current version of the Burra Charter was adopted in 2013.

<https://australia.icomos.org/publications/burra-charter-practice-notes/#bc>

### **2.2.2 Signing of the United Nations Declaration on the Rights of Indigenous Peoples (3 April 2009)**

The United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) was adopted by the General Assembly on Thursday, 13 September 2007. The Australian Government announced its support for the Declaration on 3 April 2009.

It establishes a universal framework of minimum standards for the survival, dignity and well-being of the Indigenous peoples of the world and it elaborates on existing human rights standards and fundamental freedoms as they apply to Indigenous peoples.

<https://www.un.org/development/desa/indigenouspeoples/declaration-on-the-rights-of-indigenous-peoples.html>

### **2.2.3 International Covenant on Economic, Social and Cultural Rights (10 December 1975)**

The International Covenant on Economic, Social and Cultural Rights is a multilateral treaty adopted by the United Nations General Assembly on 16 December 1966 through GA Resolution 2200A (XXI) and came in force from 3 January 1976. Australia ratified the covenant on 10 December 1975.

It commits its parties to work toward the granting of economic, social, and cultural rights (ESCR) to the Non-Self-Governing and Trust Territories and individuals, including labour rights and the right to health, the right to education, and the right to an adequate standard of living.

<https://www.ohchr.org/en/instruments-mechanisms/instruments/international-covenant-economic-social-and-cultural-rights>

### **2.2.4 Human Rights Act 2019 – Sections 27 and 28**

The *Human Rights Act 2019* forms part of the administrative law obligations and oversight mechanisms that hold government to account. The main objects of the Act are to:

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- protect and promote human rights
- help build a culture in the Queensland public sector that respects and promotes human rights
- help promote a dialogue about the nature, meaning and scope of human rights.

**Part 2 Division 2 Civil and political rights**

**27 Cultural rights—generally**

All persons with a particular cultural, religious, racial or linguistic background must not be denied the right, in community with other persons of that background, to enjoy their culture, to declare and practise their religion and to use their language.

**28 Cultural rights—Aboriginal peoples and Torres Strait Islander peoples**

(1) Aboriginal peoples and Torres Strait Islander peoples hold distinct cultural rights.

(2) Aboriginal peoples and Torres Strait Islander peoples must not be denied the right, with other members of their community—

(a) to enjoy, maintain, control, protect and develop their identity and cultural heritage, including their traditional knowledge, distinctive spiritual practices, observances, beliefs and teachings; and

(b) to enjoy, maintain, control, protect, develop and use their language, including traditional cultural expressions; and

(c) to enjoy, maintain, control, protect and develop their kinship ties; and

(d) to maintain and strengthen their distinctive spiritual, material and economic relationship with the land, territories, waters, coastal seas and other resources with which they have a connection under Aboriginal tradition or Island custom; and

(e) to conserve and protect the environment and productive capacity of their land, territories, waters, coastal seas and other resources.

(3) Aboriginal peoples and Torres Strait Islander peoples have the right not to be subjected to forced assimilation or destruction of their culture.

**2.3 POLICY AND STRATEGY**

**2.3.1 iFuture Corporate Plan 2021 – 2026**

iFuture is council's Corporate Plan and key strategic document that guides our annual operations. It is divided into four themes:

16. Vibrant and Growing
17. Safe, Inclusive and Creative
18. Natural and Sustainable
19. A Trusted and Leading Organisation.

Each theme includes a 2041 vision statement, and the outcomes council will achieve over the next five years. Catalyst projects and key service areas that contribute to the achievement of the outcomes are also included, as well as a section for how the community can contribute toward our journey.





#### Theme 2 – Safe, Inclusive and Creative

- Outcomes for 2026 include:
  - Our community feels safe
  - Knowledge and learnings from our past are used to guide and be shared with future generations
  - Our community lives together in harmony regardless of our backgrounds, cultures, abilities and religions
  - Cultural landscapes landmarks and practices are acknowledged, protected and respected
  - The Ipswich brand is positive and inclusive
  - The community feels heard and engaged and we close the loop with our consultation
  - We have a strong diverse arts scene for local and visiting artists that has created a strong creative economy.
- Our catalyst projects for 2021-2026 include:
  - Implementation of the Ipswich City Council Indigenous Accord 2020–2025 to acknowledge the commitment between council and our Aboriginal and Torres Strait Islander community.

#### Theme 3 – Natural and Sustainable

- Outcomes for 2026 include:
  - Our natural environment is managed to support the continuation of traditional cultural practices
- Our catalyst projects for 2021-2026 include:
  - Natural Environment Policy and Strategy to provide council with a corporate position and strategic approach on how it will protect, enhance and restore the city's natural environment.

[https://www.ipswich.qld.gov.au/about\\_council/media/corporate\\_publications/corporate\\_plan](https://www.ipswich.qld.gov.au/about_council/media/corporate_publications/corporate_plan)

#### 2.3.2 Indigenous Accord Policy 2022 and Indigenous Accord 2020-2025 (original Accord – 1995)

The Policy and Accord are Council's strategic framework for Reconciliation and Community Governance with Aboriginal and Torres Strait Islander Peoples and their Communities.

The purpose of the Accord is to formalise and provide a framework for mutual collaboration and co-operation between Aboriginal and Torres Strait Islander peoples and Ipswich City Council. It contains targeted and specific actions and sets the agenda for cooperation, collaboration and partnership between Ipswich City Council and the Aboriginal and Torres Strait Islander communities.

<https://www.ipswich.qld.gov.au/live/our-community/indigenous>

#### 2.3.3 Native Title (future acts) and Cultural Heritage Administrative Directive

This directive outlines Council's requirements of employees and contractors to undertake Council business in accordance with the Australian *Native Title Act 1993* and the Queensland *Aboriginal Cultural Heritage Act 2003*.

This directive applies to all Council employees and contractors when they are making plans for projects that include 'ground disturbance' and/or changes to tenure in the course of Council operations.

All employees and contractors are to refer to the Aboriginal Cultural Heritage Clearance Procedure for any proposed works and/or activities that involve ground disturbance.

All employees are to refer to the Native Title Compliance Procedure for all proposed future acts pertaining to all lands that Council does not own but manages (ie Reserves held in trust).

#### 2.3.4 Arts and Cultural Strategy 2018-2023

Council recognises the importance of culture in building identity and fostering liveability. Recognition and pride in both indigenous and non-indigenous heritage plays a critical role in how we feel about the place where we live and what we have collectively achieved.

The Arts and Cultural Strategy guide Council's investment in building community cultural capacity. It responds to important messages we have heard from the community, builds upon our strengths and cements our commitment to arts and culture for the future.

[https://www.ipswich.qld.gov.au/about\\_council/media/corporate\\_publications/arts-and-culture-strategy](https://www.ipswich.qld.gov.au/about_council/media/corporate_publications/arts-and-culture-strategy)

#### 2.3.5 Natural Environment Policy 2022 and Natural Environment Strategy 2023

The Natural Environment Policy and Strategy provide the overarching commitment and strategic direction for the natural environment across Ipswich which considers waterways and wetlands, biodiversity and threatened species, Aboriginal cultural heritage and cultural landscape values, urban and rural biodiversity, and sustainable nature-based recreation.

Ipswich City Council is committed to working together with the Aboriginal and Torres Strait Islander peoples and communities in Ipswich and has identified that increased recognition of cultural values and involvement in programs for Traditional Owners to care for country are important actions in the 2020–2025 Indigenous Accord. The recognition of Aboriginal cultural heritage and cultural landscape values within natural areas and the incorporation of Aboriginal ecological knowledge into the management of Ipswich natural areas are a key focus for this strategy.

##### Theme 3 – Aboriginal cultural heritage and cultural landscape values

Priority objective 1: Improved recognition of Aboriginal cultural heritage and cultural landscape values across Ipswich's natural areas.

Council will improve the understanding of Ipswich's Aboriginal cultural heritage and cultural landscapes across Ipswich's natural areas to allow improved recognition, awareness and protection of Aboriginal cultural heritage and cultural landscapes including provision of cultural interpretive signage, community events and suitable embellishments, pathways and protection of significant cultural heritage and cultural landscape features.

Priority objective 2: Increased use of Aboriginal ecological knowledge in the management of Ipswich's natural environment.

Council will continue to work with the local First Nations businesses and/or persons to improve the delivery of traditional land management practices across Ipswich's cultural landscapes.

[https://www.ipswich.qld.gov.au/about\\_council/media/corporate\\_publications/natural-environment-strategy](https://www.ipswich.qld.gov.au/about_council/media/corporate_publications/natural-environment-strategy)

#### 2.3.6 Ipswich Planning Scheme 2019 [under development\*]

The 2006 Consolidated Ipswich Planning Scheme covers the entire local government area. The Planning Scheme was prepared in accordance with the requirements of the repealed Integrated Planning Act 1997 (IPA) and the Department of Local Government and Planning guidelines and scheme template.

In response to the continuing unprecedented growth in South East Queensland and the Queensland Government's introduction of new planning legislation, State Planning Policy and South East Queensland Regional Plan, council has decided to prepare a new planning scheme, the Draft Ipswich Planning Scheme. The New Ipswich Planning Scheme Project is a multi-year project, intended to be completed by 2024.

The draft planning scheme conserves valuable features such as significant natural areas, habitat and vegetation, waterways, agriculturally productive land places and areas of historic character and cultural heritage significance including to the Traditional Owners. The draft states in section 3.3.3 Cultural heritage:

(1) The Ipswich Local Government Area contains features that are significant to the Traditional Owners and buildings, places and other features of cultural heritage significance associated with its settlement by Europeans that are to be conserved for the important contribution they make to the cultural heritage and identity of the city and supporting social and economic progress.

[https://www.ipswich.qld.gov.au/\\_data/assets/pdf\\_file/0014/113207/Statement\\_of\\_Proposals.pdf](https://www.ipswich.qld.gov.au/_data/assets/pdf_file/0014/113207/Statement_of_Proposals.pdf)

\* currently under review – content to be amended when updated Planning Scheme is available from Strategic Planning team

### 2.3.7 Community Engagement Policy 2022

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

The policy, which was adopted by council on 24 November 2022, confirms council's commitment to section 4(2)(c) of the Local Government Act 2009 which prescribes community engagement as a legislative requirement to ensure democratic representation, social inclusion and meaningful community engagement in government decision making.

The purpose of this policy is to provide council with a framework to guide a consistent, transparent, and effective approach to community engagement (as shown below in the Figure 4).

Council has a clear process for designing and delivering community engagement. This process has five key stages: Understand, Plan, Deliver, Report and Evaluate (outlined in Section 3.5).

[https://www.ipswich.qld.gov.au/\\_data/assets/pdf\\_file/0003/85944/Community-Engagement-Policy.pdf](https://www.ipswich.qld.gov.au/_data/assets/pdf_file/0003/85944/Community-Engagement-Policy.pdf)



Figure 4: Council's community engagement framework

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### 3.1 COMMITMENT TO CULTURALLY RESPONSIVE ENGAGEMENT

*Engagement is a planned process with the specific purpose of working across organisations, stakeholders and communities to shape the decisions or actions of the members of the community, stakeholders or organisation in relation to a problem, opportunity or outcome.*

(Source: IAP2 Australasia Certificate of Engagement 2014)

When considering the need and approach to engagement on a topic or activity, it is critical to ensure that significant policy, program, or service decisions that affect Traditional Owners and the Aboriginal and Torres Strait Islander communities are not made without their full involvement. It is also important that engagement is culturally responsive to ensure equity and respect, ensuring that people feel they are able to have a voice in matters that affect them.

It is important to recognise that Indigenous communities are very diverse and an understanding of the relevant Indigenous communities' culture, worldview, language, communication preferences and cultural protocols is critical for effective engagement. What works well for engaging with one community may not be appropriate for another.

Council is committed to culturally responsive engagement, which means that council will:

- Treat Traditional Owners and the Aboriginal and Torres Strait Islander communities with respect and dignity.
- Recognise Traditional Owners and Aboriginal and Torres Strait Islander peoples' unique relationship to the land, sea, and waterways.
- Ensure engagement practices and approaches are culturally sensitive, respectful, and flexible.
- Ensure the Traditional Owners and the Aboriginal and Torres Strait Islander communities are informed and receive timely responses about potential, existing and future engagement processes; and the right to be actively engaged in decision-making.
- Ensure engagement practices empower Aboriginal and Torres Strait Islander people to make informed decisions about all options available to them.
- Maintain respect for Aboriginal and Torres Strait Islander people, inclusive of the Traditional Owners with community privacy and confidentiality by all stakeholders involved in collecting and storing information.
- Provide appropriate timeframes for Engagement Representative Groups to take information back to their Family Groups for consideration, collaboration and decision making and then to provide council with a response.

### 3.2 OUTCOMES OF CULTURALLY RESPONSIVE ENGAGEMENT

Engaging with the Representative Engagement Groups (outlined in Section 4) using culturally responsive engagement methods will ensure:

- Traditional Owners and the Aboriginal and Torres Strait Islander communities are recognised as the primary guardians and interpreters of their cultures.
- That representation of Traditional Owner and Aboriginal and Torres Strait Islander communities reflects their cultural values and respect their customary laws.
- When writing about Traditional Owner, Aboriginal and Torres Strait Islander issues (or choosing images to accompany text), ensure there is appropriate consideration on how the work affects the Aboriginal and Torres Strait Islander people, inclusive of the Traditional Owners who are subjects of the story.





- Ensuring material published does not depict or expose confidential, personal and/or sensitive information or reinforce negative stereotypes. Additionally, ensuring the material empowers Indigenous peoples and reflects their cultural identity.
- Permission is always sought from the person who owns the story and any potential issues discussed with them prior to publishing.
- Processes are in place to ensure materials that are unsuitable for public scrutiny remain hidden from public disclosure. "Indigenous people have the right to keep secret their sacred and ritual knowledge in accordance with their customary laws."
- Secret and sacred material refers to information that is restricted under customary law and so is unsuitable for publication.
- Privacy and confidentiality concerning Aboriginal and Torres Strait Islander people's personal affairs is respected. That Consultation with Elders and/or other Aboriginal and Torres Strait Islander people in authority to identify any sensitive, sacred, or religious issues that might prevent use of the material. Some types of personal information may require special attention.
- Relevant protections of images and knowledge that may be gender-specific and may only be seen by initiated men and women. Gender-based works may require the publisher to follow special communication procedures which should be discussed with the community via the appropriate Representative Engagement Group prior to publication.
- Aboriginal and Torres Strait Islander people are given proper credit or appropriate acknowledgement for their achievements, contributions, and roles in the development of media stories and/or use of cultural material.
- Encouragement for Traditional Owner and Aboriginal and Torres Strait Islander perspectives. Especially with story-gathering and interviewing, as it is important to select Aboriginal and Torres Strait Islander people for comment on Indigenous issues rather than relying solely on self-appointed non-Indigenous spokespeople, as worldviews can differ.
- The correct acknowledgements and attributions, on how they want to be described or identified — ie some may wish to be known by their clan group or by their place of origin and/or occupation — as this will ensure accuracy for the purposes of establishing an interviewee's authority to speak and avoid stereotyping.

### 3.3 APPROACH TO CULTURALLY RESPONSIVE ENGAGEMENT

The following strategies can help you be prepared for culturally responsive engagement:

20. Know your stakeholders: get to know the people you are engaging with, check in with them and work to understand their perspectives.
21. Be aware of your own personal biases: unconscious bias can exist in many forms and can influence decisions or contribute to flawed thinking. Being aware of biases will not change them, but it may help make more informed decisions and value differences from various perspectives to avoid perpetuating inequality.
22. Transform your engagement materials: materials should be clear, meaningful, and available in multiple forms to reflect the diversity and culture of stakeholders.
23. Respect: everyone has their own set of behaviours, beliefs and characteristics that make them unique and contribute to their self-identity. Valuing and respecting another person's culture reinforces and validates their culture.

There is one thing to always do, particularly if there is uncertainty about what to do or how to proceed, and that is:

#### ASK FIRST!



Councils Native Title & Cultural Heritage Officer and/or Indigenous Australian Community Development Officer can provide guidance around the principal of 'Ask First'.

Making assumptions and taking action without consideration of the needs and interests and others will lead to poor outcomes, particularly for relationships between Representative Engagement Groups and Council. Every engagement activity will be different, but the following information is to be considered in the early planning and revisited regularly, to ensure engagement is culturally responsive. It is not a comprehensive how-to guide, but gives direction to how engagement should be considered and delivered to achieve the best outcomes.

There are three key ways to engage with the Traditional Owners and the Aboriginal and Torres Strait Islander communities in Ipswich. These include:

1. ***Scheduled regular engagement*** through the Representative Engagement Groups for particular topics or activities as outlined in Section 4. Further advice on consulting through scheduled engagement activities is provided in Section 3.4.
2. ***Targeted engagement*** for specific activities, events, projects, or programs, through the Representative Engagement Groups, using Council's engagement process. Further details of this are provided in Section 3.5.
3. ***Informal engagement:*** from time to time Council Representatives (Mayor/Councillors) will receive enquiries directly from the Traditional Owner, Aboriginal and Torres Strait Islander communities, not dissimilar to any other direct enquiries received from members of the public. Further advice for informal engagement between Councillors and community is provided in Section 3.6.

### 3.4 SCHEDULED ENGAGEMENT WITH THE REPRESENTATIVE ENGAGEMENT GROUPS

The processes for the regular scheduled engagement with the Representative Engagement Groups will be established in each Representative Engagement Group's Terms of Reference (ToR) upon formation of each Representative Engagement Group. When the Representative Engagement Groups are developing the ToR, the Council officers should be aware of the following.

- Cultural protocols
- Appropriate timeframes
- Relationships and communication
- Dealing with disputes
- Closing the loop

#### 3.4.1 Understanding and establishing cultural protocols

#### **CULTURAL PROTOCOLS ARE ETHICAL PRINCIPLES WHICH ARE AN IMPORTANT PART OF ALL CULTURES AND PROVIDE GUIDANCE ON HOW TO TREAT AND WORK WITH PEOPLE IN A RESPECTFUL AND USEFUL WAY.**

Since European arrival, Aboriginal and Torres Strait Islander people have been subject to extreme discrimination, and their interests, rights and concerns have often been dismissed or ignored. Acknowledgement and implementation of cultural protocols demonstrates understanding, respect and representation of Aboriginal and Torres Strait Islander peoples and their views and rights.

The best approach is to seek advice on protocols directly with each Representative Engagement Groups and formalise these when establishing the Terms of Reference for each Group. This will show appropriate respect and set the foundation for building a good relationship.

Cultural protocols may cover the following:



- establish any issues that cannot be discussed in an open meeting of all stakeholders
- establish if there are any requirements in relation to the disclosure of sensitive information or particular traditional customs
- ensure that sensitive information disclosed in the course of engagement is protected from unnecessary further disclosure
- do not assume that one person speaks for all
- be mindful that it may not be appropriate for engagement to occur during Sorry Business
- ensure both men and women with rights and interests are identified because men and women may be responsible for different places and values
- determine whether separate reports should be produced for male and female Traditional Owners and another that is open access (has restricted information removed)
- apply the precautionary approach when there are differing opinions among people about the importance of a place; do not allow use of a place that is incompatible with one group's understanding of the heritage values of a place.

#### 3.4.2 Appropriate timeframes

Understanding of time is subjective, and not everyone sees time in the same way. Recognising that there are other perspectives allows us to see that our view is not necessarily superior to others and enables us to reduce the conflict associated with these differences. In the context of culturally responsive engagement with the Representative Engagement Groups, it is important to acknowledge and incorporate the following considerations:

- allow time for the Representative Engagement Groups to decide whether they wish to be engaged on a particular topic or issue
- allow sufficient time for the Representative Engagement Groups' members to take the information back to their families for consultation between meetings (i.e representative engagement groups meet bi-monthly, members are to take the information back to their family groups for discussion and then return with outcomes – this process can take a few months, depending on the type of decision required and complexity of project)
- provide appropriate timeframes for consultation, as decision making can involve many people and Representative Engagement Groups may need time to reach a consensus on appropriate advice or input
- understand that the Traditional Owners and the Aboriginal and Torres Strait Islander communities often have a broad range of issues and cultural responsibilities that they need to address, and council's project or activity may not be an immediate priority
- allow the group members to set the pace of meetings.
- To provide guidance on the points above and to ensure adequate and appropriate timeframes are developed into a project schedule, Councils Project Officer should notify the Native Title & Cultural Heritage Officer, the Indigenous Australian Community Development Officer and the Community Engagement Team as soon as a project is received (i.e in the early planning a development phase of a project).

#### 3.4.3 Relationships and communication

Establishing a good relationship through mutual respect, understanding, clear communication, transparency and provision of feedback is crucial to meaningful engagement for positive outcomes. From the outset:

- provide clarity on the purpose of the engagement
- mutually agree the manner, timing and level of consultation and involvement

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- provide regular clear communication (including feedback post scheduled meetings)
- genuinely seek input and expertise from the groups
- agree on processes for consent from groups to display any information gathered, including publishing on the Internet, to avoid any culturally inappropriate disclosure
- outline any prior discussions and agreements with third parties (eg State agencies) and other stakeholders (Indigenous and non-Indigenous) that are being consulted
- understand and accept that people may not articulate the reasons for opposing a project or activity
- involve groups in developing Terms of Reference for any relevant consultancies, include groups in selection processes for consultants, and seek their agreement to the appointment of specialists employed
- look for opportunities for support to train and equip people to take on leadership roles and take part in decision making; for example, this could involve providing background training in the topic being discussed
- using the hand to point can sometimes be seen to be disrespectful
- some people may not make eye contact due to previous strict rules in culture; not making eye contact may be used to show respect
- non-verbal introductions, eg nod of the head may be the first contact until more familiar.

#### 3.4.4 Dealing with disputes

Disputes may arise over time, and may involve disputes between groups, and/or disputes between Indigenous stakeholders, other stakeholders, and council. It is important to realise that disputes between groups can be longstanding and may influence engagement processes and activities.

- Disputes between Indigenous groups:
  - council will not become involved in disputes between groups
  - allow time for the dispute to be resolved
  - do not try and impose unrealistic timeframes for resolving community disputes
- Disputes between Indigenous groups, other stakeholders, and council:
  - at the commencement of consultation, reach agreement on processes for mediating and resolving disputes
  - identify and consider using culturally appropriate forms of dispute resolution (for example, meeting on country)
  - identify and agree formal and informal dispute resolution processes
  - encourage everyone to use informal processes
  - do not try and impose unrealistic timeframes for resolving disputes.

#### 3.4.5 Closing the loop

In addition to seeking and using feedback and input from the Representative Engagement Groups, always provide a copy of the feedback to the groups, any analyses undertaken (eg to identify trends in responses), and demonstrate how it was taken into account in decision making by council.



Also provide groups with the opportunity to assess and provide feedback on whether the engagements have been fair, transparent and open, and celebrate the achievements together!


3.5 ENGAGEMENT PROCESS FOR PROJECTS, ACTIVITIES, AND EVENTS

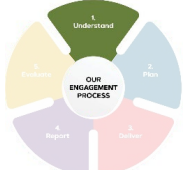
This section outlines the process for Council officers to undertake community engagement with Ipswich’s Aboriginal and Torres Strait Islander community for projects, activities, and events. It builds upon council’s Community Engagement Framework and five-step engagement process - Understand, Plan, Deliver, Report and Evaluate.



Figure 5: Council's community engagement process


Table 1: Culturally Responsive Engagement process

|                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>Stage 1 Understand</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>ICC’s Existing Community Engagement Process</b>                                                            | <ul style="list-style-type: none"><li>• Understand the project from council’s perspective</li><li>• Explore the community’s perspective</li><li>• Decide if it is appropriate to proceed with community engagement</li><li>• Define engagement purpose and objectives</li><li>• Identify the potential risks involved and the resources available to engage.</li></ul>                                                                                                                                                                                                                                                                                                                         |
| <b>Supplement for Culturally Responsive Engagement</b>                                                        | <ul style="list-style-type: none"><li>• Community Engagement Team, Native Title &amp; Cultural Heritage Officer and Indigenous Australian Community Development Officer to be notified and included when Project Officer receives project work to ensure sufficient engagement time is developed into the entire project schedule.</li><li>• Project schedule will incorporate enough time for the representative engagement groups to speak to their family groups, taking into consideration the representative engagement groups meet on a bi-monthly basis, this process could take a minimum of 2 - 4 months – noting timeframes may need to be adjusted throughout the project</li></ul> |




### Stage 1 Understand

- Identify responsible Council Officer for Representative Engagement Group (i.e Native Title & Cultural Heritage Officer or Indigenous Australian Community Development Officer – refer to table 4)
- Native Title & Cultural Heritage Officer and the Indigenous Australian Community Development Officer will inform which Representative Engagement Groups is relevant for the project and seek confirmation whether the identified Representative Engagement Group is interested in being involved and their preferred level of involvement (i.e. keep informed or more active involvement)
- Ensure that all Representative Engagement Group members receive the same information and that it is sufficient and appropriate for deciding their involvement
- Ensure communications are clear and provide sufficient information for the Representative Engagement Groups to understand the project, the purpose of the engagement and their potential role
- Allow time for Representative Engagement Groups to discuss and decide whether they wish to become involved in the activity or project, including sufficient time for the Representative Engagement Groups' members to take the information back to their families for consultation
- Seek advice from the relevant Representative Engagement Groups on things to be mindful of before commencing engagement
- Do not assume that one person speaks for all
- Identify the resources required to maintain community involvement (for example arranging travel to venue, meals, engagement material and advertising)
- Native Title & Cultural Heritage Officer and/or Indigenous Australian Community Development Officer will advise whether there is a need to engage a facilitator with cultural awareness training and experience to guide the consultation process for complex projects / programs / events.



### Stage 2 Plan

|                                 |                                                                                                                                                                   |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ICC's Existing Community</b> | <ul style="list-style-type: none"> <li>• Analyse stakeholders and decide who you should include in the process</li> <li>• Develop engagement questions</li> </ul> |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p><b>Stage 2 Plan</b></p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Engagement Process</b>                                                                                    | <ul style="list-style-type: none"> <li>• Choose and plan your engagement activities</li> <li>• Develop a clear engagement message and communications/media plan</li> <li>• Establish reporting and evaluation methods.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Supplement for Culturally Responsive Engagement</b>                                                       | <ul style="list-style-type: none"> <li>• Community Engagement Officer and Project Officer, in consultation with Native Title &amp; Cultural Heritage Officer and/or Indigenous Community Development Officer, carry out relevant work to set up engagement delivery</li> <li>• Community Engagement Officer and Project Officer may be required to attend Representative Engagement Meetings to discuss the proposal, being mindful to provide information in a suitable language or format, and to obtain peoples' views after a sufficient time period for consideration has passed (ie. in between the bi-monthly representative engagement meetings).</li> <li>• Seek advice from the Representative Engagement Groups on the appropriate protocols and things to be mindful of</li> <li>• Formalise any protocols and agreements</li> <li>• Establish any issues that cannot be discussed in an open meeting of all stakeholders</li> <li>• Establish if there are any requirements in relation to the disclosure of sensitive information or particular traditional customs</li> <li>• Seek direction from Native Title &amp; Cultural Heritage Officer to ensure both men and women with rights and interests in the project / program / event are identified because men and women may be responsible for different places and values</li> <li>• Seek guidance from Native Title &amp; Cultural Heritage Officer on protocols around taking Representative Engagement Members to project locations as certain areas and cultural sites are only for men or women, which must be respected</li> <li>• Seek guidance from Native Title &amp; Cultural Heritage Officer as to whether separate reports should be produced for male and female Traditional Owners and another that is open access (has restricted information removed)</li> <li>• Agree on processes for consent from Representative Engagement Groups to display any information gathered, including publishing on the Internet, to avoid any culturally inappropriate disclosure</li> <li>• Engagement may require flexibility – some consultation processes may need to include sessions outside normal business hours, it may not be appropriate for engagement to occur during Sorry Business etc</li> <li>• Provide appropriate timeframes for consultation, as decision making can involve many people and Representative Engagement Groups may need time to reach a consensus on appropriate advice or input</li> </ul> |


DRAFT FOR CONSULTATION ONLY (not Council policy) – Aboriginal and Torres Strait Islander Community Engagement Guide



|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <h3>Stage 2 Plan</h3>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|  | <ul style="list-style-type: none"> <li>• It may be appropriate for consultation to occur in smaller groups rather than large meetings and to require multiple meetings</li> <li>• Depending on the community's and project's needs, a range of different engagement methods may be appropriate, for example interviews, meetings, drop-in sessions, workshops, conversation circles (Yarning) and/or written methods (online through Shape Your Ipswich or paper based)</li> <li>• Provide multiple ways in which people can participate, to increase the cross-section of those providing feedback and input; not all people are comfortable speaking in meetings and some people need time to process information before being able to respond</li> <li>• Budget - Identify the resources required to maintain community involvement (for example arranging travel to meetings, meals, consultant, advertising)</li> <li>• Plan for liaising and consulting with relevant Representative Engagement Groups throughout the ongoing development of projects / programs / events, not just at the beginning or end</li> <li>• Establish agreed check points during the development of the project / program / event, to seek input and/or consensus</li> <li>• Reach agreement on processes for mediating and resolving disputes between Representative Engagement Groups and other stakeholders / council, including formal and informal dispute resolution processes</li> </ul> |

|                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                        | <h3>Stage 3 Deliver</h3>                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>ICC's Existing Community Engagement Process</b>     | <ul style="list-style-type: none"> <li>• Implement the engagement plan by taking a transparent, respectful, and authentic approach.</li> </ul>                                                                                                                                                                                                                                                                               |
| <b>Supplement for Culturally Responsive Engagement</b> | <ul style="list-style-type: none"> <li>• Provide clarity on the purpose of the engagement activity from the outset</li> <li>• Provide regular clear communication</li> <li>• Genuinely seek input and expertise from the Representative Engagement Groups</li> <li>• Provide people with any relevant documentation, including maps of the area being discussed, in advance of meetings where possible, to enable</li> </ul> |



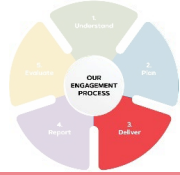


### Stage 3 Deliver

participants to be aware of the topics, information and issues being discussed


- Provide meeting agendas in advance, including a list of invitees and their affiliations (plus meeting chair and minute taker), topics for discussion, timings for the meeting, agenda papers, copies of presentation slides, any forms being used to seek input or feedback, a participant evaluation form, and copies of any protocols or agreements which have been already established
- Ensure that all members from the Representative Engagement Groups receive the same information and that it is sufficient and appropriate for meaningful engagement
- Ensure that sensitive information disclosed in the course of engagement is protected from unnecessary further disclosure
- At meetings, ensure the role and authority of each council representative is explained
- The first speaker at a forum should recognise cultural or historical sites of significance when an organisational event is held on or near such a site; Elders should be consulted for advice on how best to make such an acknowledgement
- When addressing the group, ask the group how they would like to sit
- Always begin by thanking the group for allowing you to speak
- Allow the group members to set the pace of the meeting
- Apply the precautionary approach when there are differing opinions among people about the importance of a place; do not allow use of a place that is incompatible with one group's understanding of the heritage values of a place
- Outline any prior discussions and agreements with third parties (eg State agencies) and other stakeholders (Indigenous and non-Indigenous) that are being consulted
- Understand and accept that people may not articulate the reasons for opposing a project or activity
- Do not assume that one person speaks for all
- It is important to realise that disputes between groups can be longstanding and may influence the consultation process
- Disputes between Indigenous groups:
  - council will not become involved in disputes between groups
  - allow time for the dispute to be resolved
  - do not try and impose unrealistic timeframes for resolving community disputes
- Disputes between Indigenous groups, other stakeholders and council:






**Stage 3 Deliver**

- implement agreed processes for mediating and resolving disputes
- identify and consider using culturally appropriate forms of dispute resolution (for example, meeting on country)
- encourage everyone to use informal processes
- do not try and impose unrealistic timeframes for resolving disputes.
- Important not to segregate members of the Representative Engagement Group by speaking to them privately, as this could be misinterpreted and have negative connotations to the engagement process. Always address all Members in a group.



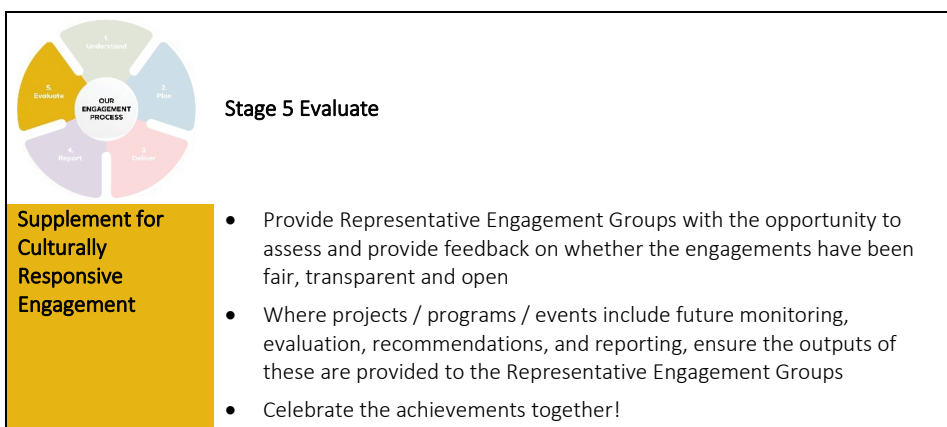
**Stage 4 Report**

|                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ICC's Existing Community Engagement process</b>     | <ul style="list-style-type: none"><li>● Review all the data collected during the engagement process and document the findings</li><li>● Provide feedback on the engagement process and findings to decision-makers and participants.</li></ul>                                                                                                                                                                                                                                                                                                                                              |
| <b>Supplement for Culturally Responsive Engagement</b> | <ul style="list-style-type: none"><li>● Provide a copy of the feedback to all stakeholders (i.e Council, Representative Engagement Group and any persons who participated &amp; registered at workshops or on the Shape Your Ipswich community engagement page).</li><li>● Provide a copy of the feedback received on the Shape Your Ipswich community engagement page for participants to review (i.e. engagement report, statistics)</li><li>● Demonstrate how feedback was incorporated into the project / program / event or taken into account in decision making by council</li></ul> |



**Stage 5 Evaluate**

|                                                    |                                                                                                                        |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>ICC's Existing Community Engagement process</b> | <ul style="list-style-type: none"><li>● Reflect on the engagement process and outcomes to learn and improve.</li></ul> |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|



### 3.6 Engagement between Councillors and Community

Free and open access to Councillors, and Council itself, is vital to efficient and effective local government.

Contact with Councillors is undertaken by many people in the community in relation to a broad range of matters.

All community members are welcome to yarn with our Mayor and Councillors on topics or issues relevant to Council's operations and within Council's jurisdiction.

When yarning with members of the community, councillors:

- Must make clear that they can provide general information but cannot give definitive advice about any likely decision
- Should suggest that the community member consider seeking independent professional advice where appropriate
- If applicable, must encourage community members to utilise established processes
- Must not in any way represent the Council's possible attitude to any potential decisions.

It is expected that contact which relates to projects, decisions, development, and other matters which have the potential to affect the broader community, is carried out ethically and transparently. In this instance, there are a number of mechanisms for engagement:

- For matters identified in Table 4, refer the matter to the next meeting of the relevant Representative Engagement Group.
- For matters outside the scope of Table 4:
  - Utilise existing customer service channels of Council or via administrative support resources.
  - Make a petition or deputation to Council in accordance with relevant procedures.







4.1 BACKGROUND: INDIGENOUS ACCORD

The Indigenous Accord 2020-2025 (the Accord) is Ipswich City Council’s strategic framework for reconciliation and community governance with Traditional Owners and the Aboriginal and Torres Strait Islander communities. It contains targeted and specific actions and sets the agenda for cooperation, collaboration, engagement and partnership between Ipswich City Council, the Traditional Owners and the Aboriginal and Torres Strait Islander communities.

[https://www.ipswich.qld.gov.au/\\_data/assets/pdf\\_file/0011/132023/ICC-Indigenous-Accord\\_2020\\_Web.pdf](https://www.ipswich.qld.gov.au/_data/assets/pdf_file/0011/132023/ICC-Indigenous-Accord_2020_Web.pdf)

The Accord is structured into seven themes identified by the Ipswich City Council Indigenous Accord Working Group and endorsed by Council:

- 4. Cultural Recognition, Respect and Community Engagement
- 5. Traditional Owners
- 6. Employment, Education and Skills Development
- 7. Business Development
- 8. Housing
- 9. Health and Wellbeing
- 10. Community Safety

Each theme begins with a preamble statement and then details the outcomes, actions, timeframes, and responsibilities under each theme.

The outcomes and actions within the Accord include provisions for engagement with a range of different demographics, including establishment of five Representative Engagement Groups. These five Groups as identified in the Accord are detailed in Table 2. Engagement with the additional demographics, including youth and the community organisations, is described in Table 3.

This Draft Engagement Guide supports the finalisation and/or further progression of the Representative Engagement Groups (as listed in Table 2) and sets out the process and governance around the meaningful and culturally responsive engagement between Council and these Representative Engagement Groups.

Representative engagement groups identified in the Accord:

| Representative Engagement Group               | Accord Reference | Status |
|-----------------------------------------------|------------------|--------|
| 1. Indigenous Accord Working Group            | Outcome 1.10     | Formed |
| Members: as per the Accord Terms of Reference | Action 1.10.1    |        |



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| Representative Engagement Group                                                                                                                                                                                                                                                                                                 | Accord Reference                                                                                                                                                                | Status     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <b>2. Native Title and Cultural Heritage Advisory Group</b><br>Members:<br>1. Pre-Native Title Determination: Native Title Party (Applicants) to Registered Native Title Claim covering Ipswich LGA<br>2. Post-Native Title Determination: Prescribed Body Corporate (PBC)                                                      | Outcome 2.2<br>Action 2.2.1                                                                                                                                                     | Not formed |
| <b>3. Traditional Owner Representative Steering Committee</b><br>Proposed Members:<br>Those persons who are descendants of the Apical Ancestors listed on the Form 1 of a registered Native Title Claim over the Ipswich Local Government Area. and any registered Indigenous Respondents to the registered Native Title Claim. | Outcome 1.3<br>Action 1.3.2<br><br>Outcome 2.1<br>Action 2.1.1<br><br>Outcome 2.4<br>Action 2.4.1 / 2.4.2<br><br>Outcome 2.5<br>Action 2.5.1<br><br>Outcome 2.6<br>Action 2.6.1 | Not formed |
| <b>4. Indigenous Elders Group</b><br>Proposed Members:<br>Respected Aboriginal and Torres Strait Elders in the community that have connections to Ipswich. 1. Work in the Community<br>2. Born in Ipswich and continued connections<br>3. Historical Connections (eg Deebing Creek Mission and/or Purga Mission).               | Outcome 1.3<br>Action 1.3.1<br><br>Outcome 1.5<br>Action 1.5.2<br><br>Outcome 1.7<br>Action 1.7.2                                                                               | Not formed |
| <b>5. Aboriginal and Torres Strait Islander Employee Working Group</b><br>Members: Aboriginal and Torres Strait Islander employees of council                                                                                                                                                                                   | Outcome 3.2<br>Action 3.2.3                                                                                                                                                     | Formed     |



Additional demographics identified in the Accord:

| Demographic                                                   | Accord Reference                                               | Approach to engagement                                                                                                                                                                                                        |
|---------------------------------------------------------------|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indigenous Young People                                       | Outcome 1.5<br>Action 1.5.5                                    | Through the Ipswich Youth Advisory Council                                                                                                                                                                                    |
| Aboriginal and Torres Strait Islander community organisations | Outcome 1.8<br>Action 1.8.1<br><br>Outcome 6.1<br>Action 6.1.1 | Through the existing Murri Interagency Group, with scheduled forums specifically for: <ul style="list-style-type: none"><li>• Collaboration between organisations</li><li>• Engagement with elected representatives</li></ul> |

4.2 REPRESENTATIVE ENGAGEMENT GROUPS

4.2.1 Our Aboriginal and Torres Strait Islander Communities

The Accord includes provisions that cover the different demographics within the Traditional Owner, Aboriginal and Torres Strait Islander Communities, including the establishment of endorsed Representative Engagement Groups, each with their own unique role and responsibilities. The diagram below illustrates whether a Representative Engagement Group has a Policy and Strategic or Legislative responsibility. It also illustrates where Council and each of the Representative Engagement Groups roles are positioned.



Figure 6: Relationships, roles and responsibilities

Further information on council's responsibilities is provided in the Section entitled 'Council's responsibilities'.

The following sections describe the Representative Engagement Groups, their membership and their roles and responsibilities in engagement with Council.

#### 4.2.2 Group 1: Indigenous Accord Working Group

| Group 1: Indigenous Accord Working Group |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Accord References</b>                 | <p><b>Outcome 1.10:</b> The Ipswich City Council Indigenous Accord Working Group continues to collaborate and work with council throughout the implementation of the 2020–2025 Accord.</p> <p><b>Action 1.10.1:</b> The Ipswich City Council Indigenous Accord Working Group continues to regularly meet and collaborate on the delivery and implementation of outcomes and actions expressed in this Accord and a Terms of Reference document is co-designed and implemented to guide meeting practices.</p> |
| <b>Overview</b>                          | Ipswich City Council called for nominations from Aboriginal and Torres Strait Islander peoples, non-Indigenous Australians, community organisations representatives and Traditional Owners to be part of an Advisory Working                                                                                                                                                                                                                                                                                  |



| Group 1: Indigenous Accord Working Group |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                          | <p>Group to review the 2015–2018 Accord with the intent of developing an Accord that will be an active and shared working document from 2020–2025 financial years.</p> <p>Council received thirteen applications to undertake a review of the 2015–2018 Accord. Applications were assessed on the basis of ability to represent and advocate for Aboriginal and Torres Strait Islander peoples and communities as well as demonstration of leadership in the Indigenous communities of Ipswich including, cultural leadership, leadership in employment and leadership in education, health and business.</p> <p>The Ipswich City Council Indigenous Accord Working Group, convened by Ipswich City Council’s Community Development Team within the Community, Cultural and Economic Development Department, met regularly to review the 2015–2018 Accord and co-design the 2020–2025 Accord.</p> <p>The Group operated in accordance with the ‘Aboriginal and Torres Strait Islander Peoples Accord Advisory Group Terms of Reference (2015 - 2018)’. Information in the sub-sections below has been drawn from these Terms of Reference, which are provided in <a href="#">Appendix A</a>.</p> |
| <b>Members</b>                           | <p><b>Community:</b> thirteen (13) community members</p> <p><b>Council:</b> four (4) Council representatives</p> <p>Biographical information about the members of the Ipswich City Council Indigenous Accord Working Group are contained in Appendix 1 of the Accord.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Objectives and Scope</b>              | <p>Council established the Ipswich City Council Indigenous Australian Accord Advisory Working Group to:</p> <ul style="list-style-type: none"> <li>• provide input to council on matters relating to the Aboriginal and Torres Strait Islander community</li> <li>• provide a mechanism for members of the Aboriginal and Torres Strait Islander community to communicate and raise issues and concerns with Council</li> <li>• advocate for change to improve the social and economic outcomes for Aboriginal and Torres Strait Islander peoples.</li> </ul> <p>The Group had a range of functions and broad objectives including:</p> <ul style="list-style-type: none"> <li>• to undertake a review of the current Accord;</li> <li>• development of positive links and networks between Council and the Aboriginal and Torres Strait Islander community;</li> <li>• provide a sounding board for Council on issues of importance to the Aboriginal and Torres Strait Islander community;</li> <li>• provide advice to Council on policy decisions which directly or indirectly impact on the Aboriginal and Torres Strait Islander community;</li> </ul>                                     |

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| Group 1: Indigenous Accord Working Group |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                          | <ul style="list-style-type: none"> <li>develop or review existing Council policies in particular those aimed to address Aboriginal and Torres Strait Islander development;</li> <li>assist Council in developing and maintaining a clear picture of the needs of the Aboriginal and Torres Strait Islander community;</li> <li>align outcomes to community data based on both census and anecdotal community knowledge; and</li> <li>promote and enhance the profile of the Aboriginal and Torres Strait Islander community.</li> </ul> |
| <b>Roles and responsibilities</b>        | <ul style="list-style-type: none"> <li>✓ Policy and Strategy</li> <li>✗ Legislation and Compliance</li> <li>✓ Council (Mayor, Councillors, Officers)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Exclusions</b>                        | Exclusions were not specifically defined, but infer it would be anything outside the 'Aboriginal and Torres Strait Islander Peoples Accord Advisory Group Terms of Reference (2015 - 2018)'.                                                                                                                                                                                                                                                                                                                                            |
| <b>Communication</b>                     | Notice of meetings, reports, agendas and minutes were provided in writing by Council.                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Engagement</b>                        | The Group met bi-monthly, on a day and time determined by the Group at its first meeting of each calendar year, and otherwise on an as needs basis as agreed to by the Group, to consider reports and business.                                                                                                                                                                                                                                                                                                                         |

4.3.2 Group 2: Native Title and Cultural Heritage Advisory Group

| Group 2: Native Title and Cultural Heritage Advisory Group           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Accord References</b>                                             | <p><b>Outcome 2.2:</b> Council has an ongoing, productive and meaningful working relationship with the registered Native Title Party.</p> <p><b>Action 2.2.1:</b> That council work with the Native Title Party to ensure Native Title and cultural heritage is protected.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Overview – Native Title and Native Title (<i>future acts</i>)</b> | <p><b>Native Title</b></p> <p><b>Native title</b> is the recognition under Australian common law of pre-existing Aboriginal and Torres Strait Islander people's rights and interests in land and waters, according to Traditional laws and customs.</p> <p>Native Title is administered by the <i>Native Title Act 1993</i>. The <i>Native Title Act 1993</i> creates an Australia-wide native title scheme, the objectives of which include:</p> <ul style="list-style-type: none"> <li>providing for the recognition and protection of Native Title;</li> <li>establishing a mechanism for determining claims to Native Title; and</li> <li>establishing ways in which future dealings affecting Native Title (<i>future acts</i>) may proceed.</li> </ul> |





#### Group 2: Native Title and Cultural Heritage Advisory Group

Under the *Native Title Act 1993*, Native Title Claimants can make an application to the Federal Court of Australia to have their native title rights and interests recognised by Australian law.

##### Native Title Party

The Native Title Party for an area is defined as:

- Native Title holders – that is where native title has been recognised by the Federal Court of Australia.
- Registered Native Title Claimants – Native Title claims currently before the Federal Court of Australia.
- Previously registered native title claimants (the ‘last claim standing’) – native title claims that have been removed from the Register of Native Title Claims administered by the National Native Title Tribunal (NNTT). This is applicable where there is no other registered native title claimant for the area, and there is not, and never has been, a native title holder for the area. The native title party maintains this status within the external boundaries of the claim even if native title has been extinguished.

##### Applicant

The applicant is the person who is, or the persons who are, authorised by all the people in the native title claim group to make the native title application.

The Act provides that the applicant is a negotiation party and must negotiate with a view to reaching an agreement to the doing of the act that affects native title. If the negotiating parties reach an agreement, it has the effect of a contract, and is binding on any other person included in the native title claim group.

The *Native Title Act* does not contain any explicit requirement for the approval of the claim group. However, the practice of the National Native Title Tribunal (NNTT) suggests that some level of claim group consent is required.

##### Native Title (future acts)

A Native Title (future act) is a proposal to deal with land in a way that affects native title rights and interests. Future acts can include the making, amendment or repeal of legislation, and the grant or renewal of licences and permits.

The Native Title Act 1993 sets out procedures that governments must follow before proceeding with the future act. These vary, depending on the nature of the proposed act.

Council has endorsed Native Title (*future act*) procedures that ensure any/all acts affecting native title are done validly. In doing so, acknowledging the Applicants ‘right to negotiate’ where the right to negotiate applies.



| Group 2: Native Title and Cultural Heritage Advisory Group |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| Overview – Cultural Heritage                               | <p><b>Cultural Heritage</b></p> <p>Cultural Heritage is controlled by both Commonwealth and Queensland legislation.</p> <p>Cultural heritage should not be confused with Native Title (<i>future acts</i>). Cultural heritage can exist on an area regardless of the nature of its land tenure.</p> <p>The Aboriginal Cultural Heritage Act 2003 stipulates that when cultural heritage may be impacted during construction processes, a program of mitigation and protection of surface and subsurface cultural heritage is to be undertaken through negotiation between the parties. This assists with meeting the requirements of the Duty of Care under the Aboriginal Cultural Heritage Act 2003.</p> <p>Duty of care is the guiding principle in the administration of the Aboriginal Cultural Heritage Act 2003. Section 23 (1) states that a person who carries out an activity must take all reasonable and practicable measures to ensure the activity does not have Aboriginal cultural heritage.</p> <p>Aboriginal <b>cultural heritage</b> is defined under Section 8 as anything that is:</p> <ul style="list-style-type: none"><li>• a significant Aboriginal area, or</li><li>• a significant Aboriginal object, or</li><li>• evidence of archaeological or historic significance, of Aboriginal occupation of an area.</li></ul> <p>Section 9 defines a <b>significant Aboriginal area</b> as “an area of particular significance to Aboriginal people” because of either or both of the following:</p> <ul style="list-style-type: none"><li>• Aboriginal tradition,</li><li>• The history, including contemporary history, of any Aboriginal party for the area</li></ul> <p>The Act recognises a range of features that have cultural heritage significance, such as ceremonial places, scarred or carved trees, burials, rock art, fish traps and weirs, occupation sites (including discarded stone tools, hearths, shell middens, etc), quarries, ochre sources and artefact scatters, grinding grooves, contact sites and wells. In addition, there are cultural landscape features that may involve significance including rock outcrops, caves, foreshores and dunes, sand hills, wetlands, waterholes and springs, some vegetation types, and hills and mounds</p> <p>The Aboriginal Cultural Heritage Act 2003:</p> <ul style="list-style-type: none"><li>• provide blanket protection of areas and objects of traditional, customary, and archaeological significance</li><li>• recognise the key role of Traditional Owners in cultural heritage matters</li></ul> |



| Group 2: Native Title and Cultural Heritage Advisory Group                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |                                                           |                                                                    |                                                                                                   |                                                                    |                                                                   |                                                                                                                                        |                                                                          |
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|                                                                                                                                        | <ul style="list-style-type: none"><li>establish practical and flexible processes for dealing with cultural heritage in a timely manner.</li></ul> <p>Essentially, the Aboriginal Cultural Heritage Act 2003 requires consultation as the foundation of Aboriginal Cultural heritage management.</p> <p>The Aboriginal Cultural Heritage Act 2003 identifies the ‘Aboriginal Party’ as the representative Aboriginal group for an area, who should be involved in the assessment and management of cultural heritage. Where applicable, this is achieved by recognising native title claims registered in the Federal Court of Australia in accordance with the <i>Native Title Act 1993</i>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                     |                                                           |                                                                    |                                                                                                   |                                                                    |                                                                   |                                                                                                                                        |                                                                          |
| Members                                                                                                                                | <p><b>Community:</b> Applicants to registered Native Title Claim covering Ipswich</p> <p>At the time of writing, the currently registered native title claim (Yuggera Ugarapul People – YUP) that covers the Ipswich City Council Local Government Area (LGA) is yet to be determined. Details about native title applications inevitably change over time as claims progress through the courts and new applications are made. Therefore, the individual membership of this Representative Engagement Group may, as a result, be subject to change. However, the membership for the Native Title and Cultural Heritage Advisory Group will always comprise of the listed Applicants to a registered native title claim over Ipswich LGA. The current list of Applicants is listed in Appendix B.</p> <p>In the event a Native Title application is successful, reaching either Consent Determination with the State or a Court Determination for recognised Native Title, the membership for the Native Title and Cultural Heritage Advisory Group would be the persons listed as directors to the Native Title Claim Groups Prescribed Body Corporate (the PBC).</p> <table><tr><th>Native Title Status</th><th>Native Title and Cultural Heritage Advisory Group Members</th></tr><tr><td>Native title has been recognised by the Federal Court of Australia</td><td>Registered Native Title Prescribed Bodies Corporate (PBC established by the native title holders)</td></tr><tr><td>Native title claim currently before the Federal Court of Australia</td><td>Registered native title claimants (Applicants/Native Title Party)</td></tr><tr><td>Native title claim has been removed from the Register of Native Title Claims administered by the National Native Title Tribunal (NNTT)</td><td>Previously registered native title claimants (the ‘last claim standing’)</td></tr></table> <p><b>Council:</b> Council membership may include:</p> <ul style="list-style-type: none"><li>Councillors from the Environment and Sustainability Committee</li></ul> | Native Title Status | Native Title and Cultural Heritage Advisory Group Members | Native title has been recognised by the Federal Court of Australia | Registered Native Title Prescribed Bodies Corporate (PBC established by the native title holders) | Native title claim currently before the Federal Court of Australia | Registered native title claimants (Applicants/Native Title Party) | Native title claim has been removed from the Register of Native Title Claims administered by the National Native Title Tribunal (NNTT) | Previously registered native title claimants (the ‘last claim standing’) |
| Native Title Status                                                                                                                    | Native Title and Cultural Heritage Advisory Group Members                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                     |                                                           |                                                                    |                                                                                                   |                                                                    |                                                                   |                                                                                                                                        |                                                                          |
| Native title has been recognised by the Federal Court of Australia                                                                     | Registered Native Title Prescribed Bodies Corporate (PBC established by the native title holders)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                     |                                                           |                                                                    |                                                                                                   |                                                                    |                                                                   |                                                                                                                                        |                                                                          |
| Native title claim currently before the Federal Court of Australia                                                                     | Registered native title claimants (Applicants/Native Title Party)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                     |                                                           |                                                                    |                                                                                                   |                                                                    |                                                                   |                                                                                                                                        |                                                                          |
| Native title claim has been removed from the Register of Native Title Claims administered by the National Native Title Tribunal (NNTT) | Previously registered native title claimants (the ‘last claim standing’)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                     |                                                           |                                                                    |                                                                                                   |                                                                    |                                                                   |                                                                                                                                        |                                                                          |



| Group 2: Native Title and Cultural Heritage Advisory Group |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|                                                            | <ul style="list-style-type: none"> <li>• Council Executives from the Executive Leadership Team</li> <li>• Council officers from the Environment and Sustainability Department</li> </ul> <p>Invited guests may also attend for the purpose of project information sharing and engage as appropriate, for example council project officers.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Objectives</b>                                          | <p>The objectives of the Representative Engagement Group are to:</p> <ul style="list-style-type: none"> <li>• Native Title (Future Acts): <ul style="list-style-type: none"> <li>○ Some proposed projects (activities) by Council may be identified as affecting Native Title (future acts) in the early designing and planning phase. This Representative Engagement Group will assist with workload planning for those projects identified in advance that will trigger Native Title (future acts) compliance.</li> <li>○ Assist the Native Title Party with managing and protecting native title on behalf of native title holders, claimants, or previously registered claimants (as per the current status of the determination) in accordance with the Australian <i>Native Title Act 1993</i>.</li> </ul> </li> <li>• Cultural Heritage: <ul style="list-style-type: none"> <li>○ Manage and protect cultural heritage in accordance with the Queensland <i>Aboriginal Cultural Heritage Act 2003</i>.</li> </ul> </li> </ul> |
| <b>Scope</b>                                               | <p>The scope of the Representative Engagement Group's function:</p> <ul style="list-style-type: none"> <li>• A forum to assist forward planning and time management for Council projects that have been identified as triggering Council's Native title (<i>future acts</i>) Compliance processes</li> <li>• A forum to assist forward planning and time management for Council projects that have been identified as triggering Council's Cultural Heritage Clearance processes</li> <li>• A forum for information sharing, reporting and transparency</li> </ul> <p>This Representative Engagement Group will not replace the legislative responsibilities and/or procedures for Native Title (<i>future acts</i>) Compliance and Cultural Heritage Clearance processes (ie Formal Notifications, CHMP's or ILUA's etc).</p>                                                                                                                                                                                                       |
| <b>Roles and responsibilities</b>                          | <ul style="list-style-type: none"> <li>✗ Policy and Strategy</li> <li>✓ Legislation and Compliance</li> <li>✓ Council (Mayor, Councillors, Officers)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Exclusions</b>                                          | <p>Exclusions include anything outside of communication and engagement on projects that potentially effect native title (<i>future acts</i>) and cultural heritage.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Communication</b>                                       | <p>To be determined during community consultation process.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |



| Group 2: Native Title and Cultural Heritage Advisory Group |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|                                                            | <p><b>Comms for Representative Engagement Group – TBC</b><br/>Propose: email and/or written correspondence to all members via group email (ie agenda items and minutes).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Engagement</b>                                          | <p>To be determined during community consultation process.<br/>Propose: bi-monthly (every two months) in 1 Nicholas Street Events space on level 1, pending availability.<br/><i>Example:</i><br/><b>Type:</b> Scheduled face to face meetings between the Representative Engagement Group members and Council representatives<br/><b>Location:</b> Level 1, 1 Nicholas Street, Ipswich (subject to availability)<br/><b>Room setup:</b> Yarning Circle in front of presentation screen<br/><b>Frequency:</b> Every two months (January, March, May, July, September, November each year)<br/><b>Date / time:</b> First Wednesday of the month, 9am – 12pm<br/><b>Catering:</b> Council to provide refreshments (drinks, food as appropriate to time of day)<br/><b>Call for agenda items:</b> Four weeks prior to each meeting<br/><b>Distribute agenda, meetings papers and copies of presentations:</b> Two weeks prior to each meeting<br/><b>Meeting minutes:</b> Issued no later than one week after each meeting<br/><b>Sitting Fee:</b> Members of the Native Title Party may request a sitting fee – amount to be determined</p>                              |
| <b>Termination</b>                                         | <p>Post determination of a successful Native Title Claim, the directors of the Prescribed Bodies Corporate will replace the Native Title and Cultural Heritage Advisory Group Members.<br/>From <a href="https://aiatsis.gov.au/about-native-title">https://aiatsis.gov.au/about-native-title</a>:<br/><b>Prescribed Bodies Corporate (PBC)</b><br/>The <i>Native Title Act 1993</i> states that when a native title determination is made, native title holders must establish a corporation called a Prescribed Bodies Corporate (PBC) to manage and protect their native title rights and interests. These corporations are called ‘prescribed bodies’ because they have certain prescribed obligations under the <i>Native Title Act</i>, including a requirement to incorporate under the <i>Corporations (Aboriginal and Torres Strait Islander Act) 2006</i>.<br/>All PBCs must be registered with the National Native Title Tribunal (NNTT). When a PBC is officially registered, it becomes a Registered Native Title Bodies Corporate (RNTBC). This makes it clear to other people and organisations that it is a corporation that manages native title.</p> |





#### Group 2: Native Title and Cultural Heritage Advisory Group

The main job of a PBC is to manage and protect native title on behalf of the native title holders. PBCs typically deal with a large number of matters, including:

- future acts (proposals for work that will affect native title)
- Indigenous land usage agreements (ILUAs - negotiations between governments, companies and the PBC about future developments on the land)
- exercising, negotiating, implementing and monitoring native title agreements
- consulting with native title holders
- consulting with and considering the views of relevant native title representative bodies (NTRB) and native title service providers (NTSP) for an area regarding native title decisions
- compensation
- bringing future native title application cases in the Federal Court.

#### 4.2.4 Group 3: Traditional Owner Representative Steering Committee

##### Group 3: Traditional Owner Representative Steering Committee

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| <b>Accord References</b> | <p><b>Outcome 1.3:</b> The history of Aboriginal and Torres Strait Islander peoples in Ipswich is publicly documented.</p> <p><b>Action 1.3.2:</b> In partnership with Traditional Owners and the Purga Elders and Descendants Aboriginal Corporation, gather historical information of the Deebling Creek and Purga Mission sites and display this historical material on council's Picture Ipswich platform.</p> <p><b>Outcome 2.1:</b> Council has an ongoing, productive and meaningful working relationship with Traditional Owners via a representative steering committee.</p> <p><b>Action 2.1.1:</b> A governance and collaboration framework is implemented with Traditional Owners to support an ongoing working relationship and dialogue through the establishment of a Traditional Owner Representative Steering Committee.</p> <p><b>Outcome 2.4:</b> Elected representatives and council staff undertake Cultural Awareness / Capability Training.</p> <p><b>Action 2.4.1:</b> Cultural Awareness / Capability Training is developed and implemented in partnership with the Traditional Owner Representative Steering Committee and provided to councillors and management staff once</p> |
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| Group 3: Traditional Owner Representative Steering Committee |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|                                                              | <p>a term, and an additional online refresher course developed and implemented annually.</p> <p><b>Action 2.4.2:</b> Cultural Awareness / Capability Training is developed and implemented in partnership with the Traditional Owner Representative Steering Committee and provided to council staff during their induction training program, and an additional online refresher course developed and implemented annually.</p> <p><b>Outcome 2.5:</b> Council implements policies and cultural protocols with guidance from the Traditional Owner Representative Steering Committee.</p> <p><b>Action 2.5.1:</b> Council and the Traditional Owner Representative Steering Committee collaboratively develops policies and cultural protocols including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Welcome to Country protocols</li> <li>• A policy on signage, place naming</li> <li>• Ongoing employment of a Native Title Cultural Heritage Officer (Identified Indigenous position)</li> <li>• Employment of Aboriginal Rangers to Manage Country</li> </ul> <p><b>Outcome 2.6:</b> Council works collaboratively with the Traditional Owner Representative Steering Committee to develop a capacity building framework to assist Traditional Owners with their skill development.</p> <p><b>Action 2.6.1:</b> Council and the Traditional Owner Representative Steering Committee co-identifies, designs and implements capacity building initiatives on topics including, but not limited to: Leadership, Governance, Facilitation and Identity</p> |
| Overview                                                     | <p>Traditional Owners and Traditional Custodians are terms often used interchangeably to refer to the original Aboriginal inhabitants of a specified area, who have inherited the traditions and customs associated to that area and are imbued with the custodial responsibility of continuing those traditions and customs and well as the management of sites and the environment.</p> <p>Traditional Owners are the descendants of the original Aboriginal inhabitants of the area and have ongoing spiritual and cultural ties to the land and waters where their apical ancestors lived. Ipswich City Council Local Government Area (Ipswich LGA) sits within the cultural landscape boundaries of the Yagara/Yugara Language Group.</p> <p>Council respectfully acknowledges all persons who identify as being a part of the Yagara/Yugara Language Group and who asserts cultural and spiritual connection to the lands and waters within the Ipswich LGA. At this time of</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |



| Group 3: Traditional Owner Representative Steering Committee |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|                                                              | <p>writing, there is currently a registered Native Title Claim with registered Indigenous Respondents attached to this Claim process. Aligning with the Human Rights Act 2019 and the UNDRIP 2007, Council is not in a position to pass judgement on the legitimacy of any one claim group over another in order to be culturally inclusive and ensure compliance with relevant legislative provisions, and is working in parallel to this process to afford a voice to Traditional Owners while the matter of the Claim remains in formal dispute.</p> <p>Ipswich City Council acknowledges the Jagera, Yuggera and Ugarapul People are the descendants of the original Aboriginal inhabitants and are therefore the Traditional Custodians of the Ipswich Local Government area.</p> <p>Ipswich City Council acknowledges and values the special cultural, spiritual and historical associations of the Jagera, Yuggera and Ugarapul people as the Traditional Custodian of Ipswich Local Government area.</p> <p>Ipswich City Council acknowledges the Jagera, Yuggera and Ugarapul People continue to maintain their spiritual and cultural connections to the land and waterways, as well as maintaining the continuance of the stories of the ancestors within their homeland estate.</p> <p>Irrespective of the outcome of the currently registered Native Title Claim, Ipswich City Council acknowledges that the Jagera, Yuggera and Ugarapul People have traditional laws and customs which are central to their cultural identity and of importance to the history and character of the local community.</p> <p>Many issues and items in regard to consultation and input from Traditional Owners, especially in relation to land management and rights, would historically be dealt with as part of an ILUA. In this instance, and in the absence of an ILUA, a number of these specific matters have been covered in the adopted Ipswich City Council Indigenous Accord.</p> <p>As per Accord Action Item 2.1.1 – it is proposed that a governance and collaboration framework be implemented with Traditional Owners to support an ongoing working relationship and dialogue through the establishment of a Traditional Owner Representative Steering Committee.</p> <p>The formation of a Traditional Owner Representative Steering Committee is an action item of the Ipswich City Council Indigenous Accord 2020 – 2025 and a commitment endorsed by Ipswich City Council. It's proposed this Representative Engagement Group would assist with meaningful and culturally responsive engagement between Council and the Traditional Owners during regular discussions and structured communications.</p> |
| <b>Members</b>                                               | <p><b>Community:</b> As noted previously, details about native title applications will change over time as claims progress through the courts and new applications are made. Therefore, the individual membership of this Representative</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |



| Group 3: Traditional Owner Representative Steering Committee |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|                                                              | <p>Engagement Group is subject to change, based on the status of the determination.</p> <p>Pre-court determination:</p> <ul style="list-style-type: none"> <li>• In the absence of a Native Title Court Determination, the Traditional Owner Representative Steering Committee will consist of two representatives (a male and a female representative) from: <ul style="list-style-type: none"> <li>○ Each descent line of the Apical Ancestors listed on the Form One of a registered Native Title Claim covering the Ipswich LGA.</li> <li>○ Each descent line of any Apical Ancestors listed as an Indigenous Respondent to a registered Native Title Claim, covering the Ipswich LGA.</li> </ul> </li> <li>• All members will be appointed through an Expression of Interest process and have a letter of recommendation from their respective Elders Committee.</li> </ul> <p>Post-court determination:</p> <ul style="list-style-type: none"> <li>• Once a Native Title court determination has been made over the Ipswich LGA, membership will consist of two representatives (a male and a female representative) from each line of apical ancestors stated in the claim group description.</li> <li>• Propose that within six months of the court determination, membership will be reviewed on the basis of the determination, and a new Expression of Interest process will be undertaken to appoint members.</li> </ul> <p><b>Council:</b> Council membership may include:</p> <ul style="list-style-type: none"> <li>• Councillors from the Environment and Sustainability Committee</li> <li>• Council Executives from the Executive Leadership Team</li> <li>• Council officers from the Environment and Sustainability Department</li> </ul> <p>Invited guests may also attend and engage as appropriate, for example council project officers.</p> |
| <b>Objectives</b>                                            | <p>The objectives of the Traditional Owner Representative Steering Committee are:</p> <ul style="list-style-type: none"> <li>• To provide a deliberative forum for members to discuss issues of Traditional Owner community interest related to matters within the scope of the Traditional Owner Community Steering Committee</li> <li>• To draw on cultural knowledge and enhance the Traditional Owner community voice in decision making processes and outcomes related to matters within the scope of the Traditional Owner Community Steering Committee</li> <li>• To build the Traditional Owner community understanding of council's core business functions and specific projects or activities related to</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

Item 1 / Minutes Attachment 1



| Group 3: Traditional Owner Representative Steering Committee |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|                                                              | <p>matters within the scope of the Traditional Owner Community Steering Committee</p> <ul style="list-style-type: none"> <li>To assist Council with having meaningful and culturally responsive engagement with the Traditional Owner community for Council related programs, events and policy development etc.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Scope</b>                                                 | <p>The scope of the Traditional Owner Community Representative Steering Committee is as follows:</p> <ul style="list-style-type: none"> <li>Operational matters, and platform for meaningful engagement when collating information for cultural interpretative signage</li> <li>Platform to forward requests received from community members, organisations and schools pertaining to Traditional Owners</li> <li>Shared platform to progress the Ipswich City Council Indigenous Accord 2020 – 2025 outcomes and action items</li> <li>Platform for Traditional Owners to table for discussion any concerns and/or aspirations</li> <li>Shared forum to discuss and propose ideas for future (new) policies, programs and strategies, as listed below, but not limited to: <ul style="list-style-type: none"> <li>Developing a Policy on Signage and Place Naming</li> <li>Cultural protocol and processes for Welcome to Country and Traditional Performances and ceremonies (such as dancing, smoking ceremony, didgeridoo)</li> <li>Cultural Landscape values and matters relating to land management and place</li> <li>Culture and language revival, preservation, and education</li> <li>Cultural Interpretative Walks and Talks</li> <li>Indigenous Rangers</li> <li>Cultural Education programs</li> <li>Cultural Education and Resource Centre/Safe Keeping Place</li> <li>Understanding the views of the Traditional Owner stakeholders and communities</li> <li>Generating support for action (Traditional Owner consultation)</li> <li>Revision of the section within Council's website that relates to local Aboriginal history and information, especially in relation to the Traditional Owners of Ipswich.</li> <li>Developing 'fees for service' governance structure (i.e for specialist knowledge, Welcome to Country etc)</li> <li>Reimbursement for 'out of pocket' expenses (ie travel allowance to attend meetings)</li> </ul> </li> </ul> |



| Group 3: Traditional Owner Representative Steering Committee |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|                                                              | <ul style="list-style-type: none"> <li>• Develop a 'code of conduct' for all members to endorse.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Roles and responsibilities</b>                            | <ul style="list-style-type: none"> <li>✓ Policy and Strategy</li> <li>✗ Legislation and Compliance</li> <li>✓ Council (Mayor, Councillors, Officers)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Exclusions</b>                                            | <p>Exclusions to the Traditional Owner Representative Steering Committee are:</p> <ul style="list-style-type: none"> <li>• Will not be a statutory committee of Ipswich City Council, but will operate as a formal consultative committee between Council and the Traditional Owner Representatives.</li> <li>• Native Title Compliance Processes</li> <li>• Aboriginal Cultural Heritage Clearance Processes</li> </ul> <p>Note: these legislative responsibilities are between Council and the registered Native Title Party as per the provisions of each respective legislation (Native Title Act 1993 and Cultural Heritage Act 2003) and will be the core business of the Native Title and Cultural Heritage Advisory Group</p>                                                                                                                                                                                                                                                                                                 |
| <b>Communication</b>                                         | <p>To be determined during community consultation process.</p> <p><b>Comms for Representative Engagement Group – TBC</b></p> <p>Propose: email and/or written correspondence to all members via group email (ie agenda items and minutes).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Engagement</b>                                            | <p>To be determined during community consultation process.</p> <p><i>Example:</i></p> <p><b>Type:</b> Scheduled face to face meetings between the Representative Engagement Group members and Council representatives</p> <p><b>Location:</b> Level 1, 1 Nicholas Street, Ipswich (subject to availability)</p> <p><b>Room setup:</b> Yarning Circle in front of presentation screen</p> <p><b>Frequency:</b> Every two months (January, March, May, July, September, November each year)</p> <p><b>Date / time:</b> Third Wednesday of the month, 9am – 12pm</p> <p><b>Catering:</b> Council to provide refreshments (drinks, food as appropriate to time of day)</p> <p><b>Call for agenda items:</b> Four weeks prior to each meeting</p> <p><b>Distribute agenda, meetings papers and copies of presentations:</b> Two weeks prior to each meeting</p> <p><b>Meeting minutes:</b> Issued no later than one week after each meeting</p> <p><b>Sitting Fee:</b> Members may request a sitting fee – amount yet to be determined</p> |



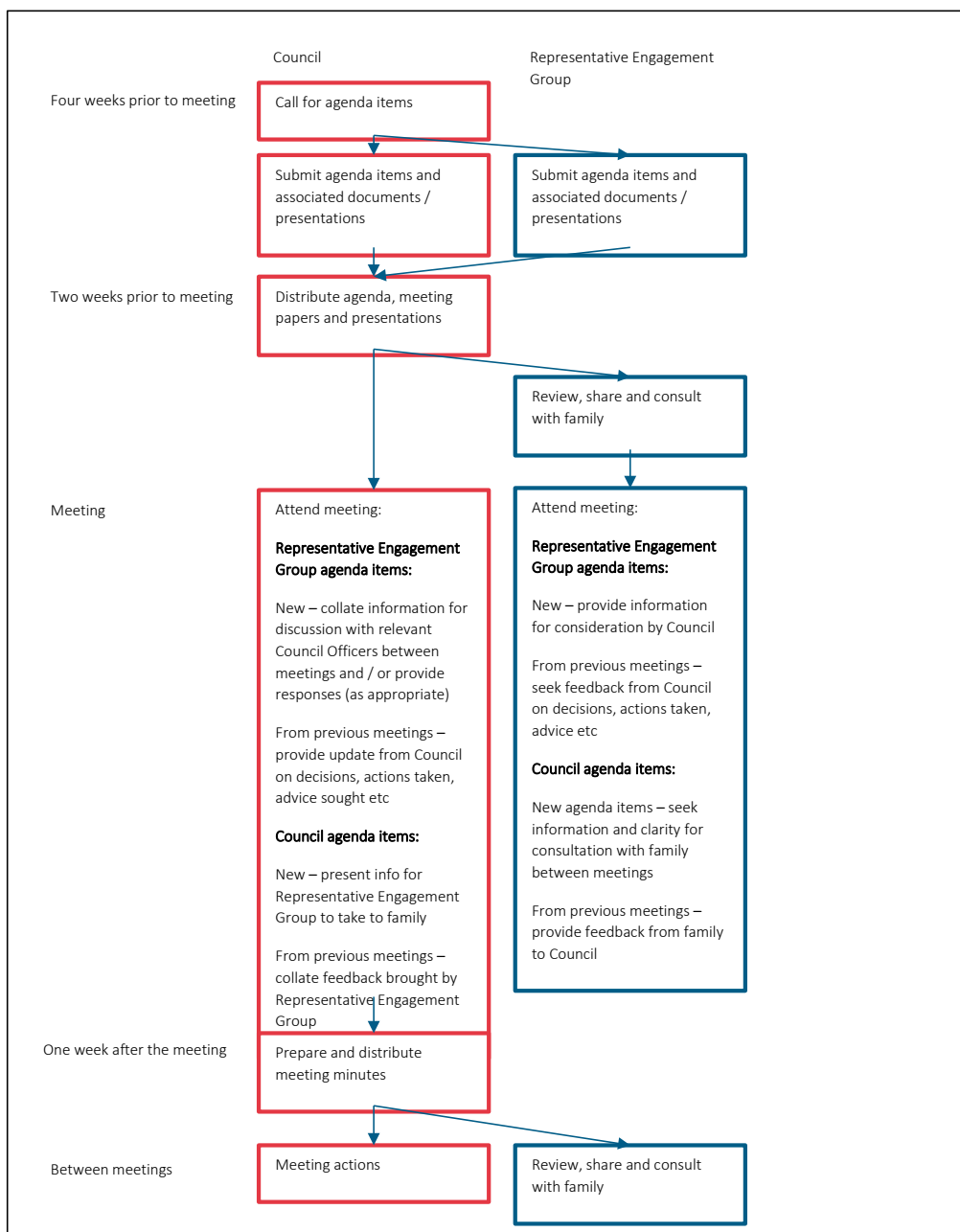


Figure 7: Proposed process and timings for regular engagement meetings between Group 3 Traditional Owner Steering Committee and Council

#### 4.2.5 Group 4: Indigenous Elders Group

| Group 4: Indigenous Elders Group |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Accord References</b>         | <p><b>Outcome 1.3:</b> The history of Aboriginal and Torres Strait Islander peoples in Ipswich is publicly documented.</p> <p><b>Action 1.3.1:</b> In collaboration with Elders and community leaders, gather and encourage the supply of photographs and material relevant to Aboriginal and Torres Strait Islander history in Ipswich and display this historical material on council's Picture Ipswich platform.</p> <p><b>Action 1.3.2:</b> In partnership with Traditional Owners and the Purga Elders and Descendants Aboriginal Corporation, gather historical information of the Deebling Creek and Purga Mission sites and display this historical material on council's Picture Ipswich platform.</p> <p><b>Outcome 1.5:</b> Council-owned libraries and the Art Gallery are culturally safe and welcoming places for Aboriginal and Torres Strait Islander people, their families, children, young people and Elders.</p> <p><b>Action 1.5.2:</b> Council-owned libraries facilitate the participation of Aboriginal and Torres Strait Islander Elders in story-time activities and encourage community participation in these activities.</p> <p><b>Outcome 1.7:</b> Council continues to support and increase opportunities for Aboriginal and Torres Strait Islander peoples usage and engagement with the Briggs Road Sports Club.</p> <p><b>Action 1.7.2:</b> Council continues to use the existing recognised Indigenous Elder names in naming the infrastructure (ie the building, the grand stands, oval).</p> |
| <b>Overview</b>                  | <p>Ipswich's Community Elders are people who live and/or work in the City of Ipswich and undertake an important role in the civic and social life of our community. Ipswich's Community Elders include the Elders who were either born on the Missions (Deebling and Purga), those Elders who were born in the wider Ipswich area, and respected Torres Strait Islander Elders. They do not identify as Traditional Owners of the Ipswich area, as their ancestral lands (if known) are elsewhere in Australia.</p> <p>An Aboriginal and Torres Strait Islander Elder is a person with 'recognition within their community as a custodian of knowledge and lore, and who has permission to disclose cultural knowledge and beliefs. Recognised Elders are highly respected people within Aboriginal and Torres Strait Islander communities.' REF</p> <p>It is important to recognise that eldership is about understanding and culture, not necessarily age. It is customary to refer to Elders as 'Aunty' or 'Uncle'. It is seen as a title of respect and it is acceptable for a non-</p>                                                                                                                                                                                                                                                                                                                                                                                                                                       |



| Group 4: Indigenous Elders Group  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                   | <p>Indigenous person to refer to them this way. However, it is recommended to ask first if this is how the individual would like you to refer to them.</p> <p>Examples of Community Elder responsibilities and matters, relevant to Ipswich City Council, include:</p> <ul style="list-style-type: none"> <li>• Providing advice about issues affecting the community, including issues pertaining to the former Missions (Deebing Creek and Purga)</li> <li>• Working to improve social outcomes (eg health, education, employment)</li> <li>• Leading and participating in community events</li> <li>• Education and advocacy regarding Aboriginal and Torres Strait Islander history, culture, rights and reconciliation</li> </ul> |
| <b>Members</b>                    | <p><b>Community:</b> Respected Elders from the Aboriginal and Torres Strait Islander community.</p> <p><b>Council:</b> Council membership may include:</p> <ul style="list-style-type: none"> <li>• Councillors from the Community, Culture, Arts and Sport Committee</li> <li>• Council Executives from the Executive Leadership Team</li> <li>• Council officers from Community, Cultural and Economic Development Department</li> </ul> <p>Invited guests may also attend and engage as appropriate, for example council program and event officers.</p>                                                                                                                                                                            |
| <b>Objectives and Scope</b>       | <ul style="list-style-type: none"> <li>•</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Roles and responsibilities</b> | <ul style="list-style-type: none"> <li>✓ Policy and Strategy</li> <li>✗ Legislation and Compliance</li> <li>✓ Council (Mayor, Councillors, Officers)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Exclusions</b>                 | <p>Issues and topics that are specific to the Traditional Owners of Ipswich and covered by the Traditional Owner Steering Committee or the Native Title and Cultural Heritage Advisory Group</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Communication</b>              | <p>To be determined during community consultation process.</p> <p><b>Comms for Representative Engagement Group – TBC</b></p> <p>Propose: email and/or written correspondence to all members via group email (ie agenda items and minutes).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Engagement</b>                 | <p>To be determined during community consultation process.</p> <p><i>Example:</i></p> <p><b>Type:</b> Scheduled face to face meetings between the Representative Engagement Group members and Council representatives</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

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| Group 4: Indigenous Elders Group |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                  | <p><b>Location:</b> Level 1, 1 Nicholas Street, Ipswich (subject to availability)</p> <p><b>Room setup:</b> Yarning Circle in front of presentation screen</p> <p><b>Frequency:</b> Every two months (January, March, May, July, September, November each year)</p> <p><b>Date / time:</b> Second Wednesday of the month, 9am – 12pm</p> <p><b>Catering:</b> Council to provide refreshments (drinks, food as appropriate to time of day)</p> <p><b>Call for agenda items:</b> Four weeks prior to each meeting</p> <p><b>Distribute agenda, meetings papers and copies of presentations:</b> Two weeks prior to each meeting</p> <p><b>Meeting minutes:</b> Issued no later than one week after each meeting</p> <p><b>Sitting Fee:</b> Members may request a sitting fee – amount to be determined</p> |

4.2.6 Group 5: Aboriginal and Torres Strait Islander Employee Working Group

| Group 5: Aboriginal and Torres Strait Islander Employee Working Group |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Accord References</b>                                              | <p><b>Outcome 3.2:</b> Aboriginal and Torres Strait Islander employees of council are supported through culturally appropriate human resource processes.</p> <p><b>Action 3.2.3:</b> Council to consider the establishment of an Aboriginal and Torres Strait Islander Employee Working Group to provide advice to council regarding ongoing improvements to ensure the workplace is a culturally safe and supportive environment.</p>                                                                                                                                                                                                                                                                                           |
| <b>Overview</b>                                                       | <p>The Aboriginal and Torres Strait Islander Employee Working Group was established by People and Culture Branch as an action item from the Indigenous Accord 2020-2025.</p> <p>The formation of this Group is also aligned to Objective 3 of our People and Culture Strategy which states that we will actively increase our efforts towards inclusion because we know that to best serve the community, we need to understand and embody its diversity.</p> <p>The Group operates in accordance with the 'Aboriginal and Torres Strait Islander Employee Working Group (ATSIEWG) Terms of Reference', which is provided in Appendix A. Information in the sub-sections below has been drawn from these Terms of Reference.</p> |
| <b>Members</b>                                                        | <p>Membership is open to council employees who identify as Aboriginal and/or Torres Strait Islander.</p> <p>Members will nominate themselves by contacting the People and Culture Branch.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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| Group 5: Aboriginal and Torres Strait Islander Employee Working Group |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                       | <p>Members must provide written approval from their supervisor showing support of their membership (members to liaise with the Manager, People and Culture and/or Organisational Development Manager if support is not provided from their leader).</p> <p>New members are welcome to join the Working Group at any time.</p> <p>Meeting coordination and support undertaken through Council officers from People and Culture.</p>                                                                                                                                                                                                                                                                                             |
| <b>Objectives</b>                                                     | <p>Representatives of this Working Group are the voice of their community and Aboriginal and Torres Strait Islander employees within the organisation. They gather feedback from their colleagues, relay key information back to the Working Group and engage in meaningful discussion. They will be responsible for providing advice to council regarding ongoing improvements to ensure our workplace is a culturally safe and supportive environment.</p> <p>This Working Group will be a form of networking for Aboriginal and Torres Strait Islander employees and a safe place to raise questions.</p>                                                                                                                   |
| <b>Scope</b>                                                          | <p>It is expected that members of the Aboriginal and Torres Strait Islander Employee Working Group will:</p> <ul style="list-style-type: none"> <li>• Attend all meetings and provide sufficient notice when unable to attend.</li> <li>• Provide input and feedback on initiatives including organisational development, workplace wellbeing, corporate communication, and employee benefits.</li> <li>• Share ideas and innovation to improve organisational cultural capability.</li> <li>• Communicate, engage, and take action to ensure your community feel informed, heard, and empowered.</li> <li>• Help others in the organisation to understand how People and Culture can support Indigenous employees.</li> </ul> |
| <b>Roles and responsibilities</b>                                     | <ul style="list-style-type: none"> <li>✓ Policy and Strategy</li> <li>✗ Legislation and Compliance</li> <li>✓ Council (Mayor, Councillors, Officers)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Exclusions</b>                                                     | <p>Not specifically identified, but exclusions would be anything outside the objectives and scope of the Working Group.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Communication</b>                                                  | <p>Members are contacted individually via group email.</p> <p>Members also have a MS Teams channel called Aboriginal and Torres Strait Islander Working Group which is used to share information and hold group discussions outside formal meetings.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Engagement</b>                                                     | <p>Meetings are held on the third Tuesday of every month.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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Table 2: Who and when to engage on specific topics or matters

This table is not exhaustive – it is a guide for common discussion areas, will be expanded and updated over time.

| Topics / matters                                                                                              | Group 1:<br>Accord                                      | Group 2:<br>Native Title<br>and Cultural<br>Heritage | Group 3:<br>Traditional<br>Owners          | Group 4:<br>Elders                                      | Group 5:<br>Employees                        |
|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------------------------------|--------------------------------------------|---------------------------------------------------------|----------------------------------------------|
| <b>Responsible Council Officer</b>                                                                            | Indigenous Australian Community Development Officer     | Native Title and Cultural Heritage Officer           | Native Title and Cultural Heritage Officer | Indigenous Australian Community Development Officer     | Organisational Development Manager           |
| <b>Responsible Council Team / Branch</b>                                                                      | Economic and Community Development Branch               | Natural Environment Branch                           | Natural Environment Branch                 | Economic and Community Development Branch               | People and Culture Branch                    |
| <b>Responsible Council Department</b>                                                                         | Community, Cultural and Economic Development Department | Environment and Sustainability Department            | Environment and Sustainability Department  | Community, Cultural and Economic Development Department | Corporate Services Department                |
| <b>Relevant Councillor Committee</b>                                                                          | Community, Culture, Arts and Sport Committee            | Environment and Sustainability                       | Environment and Sustainability             | Community, Culture, Arts and Sport Committee            | Community, Culture, Arts and Sport Committee |
| Review and update of Indigenous Accord                                                                        | ✓                                                       |                                                      |                                            |                                                         |                                              |
| Ipswich City Council Indigenous Accord 2020 – 2025 outcomes and action items                                  | ✓                                                       |                                                      | ✓                                          | ✓                                                       | ✓                                            |
| Native Title (Future Acts) Compliance                                                                         |                                                         | ✓                                                    |                                            |                                                         |                                              |
| Cultural Heritage Clearance                                                                                   |                                                         | ✓                                                    |                                            |                                                         |                                              |
| Community matters such as needs, interests, education, behaviours, health and wellbeing                       |                                                         |                                                      |                                            | ✓                                                       |                                              |
| Contact point for broader community members (engaging with community Elders is an appropriate place to start) |                                                         |                                                      |                                            | ✓                                                       |                                              |



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| Topics / matters                                                                                                                        | Group 1:<br>Accord | Group 2:<br>Native Title<br>and Cultural<br>Heritage | Group 3:<br>Traditional<br>Owners | Group 4:<br>Elders | Group 5:<br>Employees |
|-----------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------------------------------------|-----------------------------------|--------------------|-----------------------|
| Contact point for cultural protocols to understand, educate or preserve the local culture, language, history or identity for the future |                    |                                                      | ✓                                 |                    |                       |
| Natural Environment and Land Management                                                                                                 |                    |                                                      | ✓                                 |                    |                       |
| Policy /program / strategy development and review eg Welcome to Country                                                                 |                    |                                                      | ✓                                 |                    |                       |
| Concerns and questions regarding former missions (Deebing Creek and Purga)                                                              |                    |                                                      |                                   | ✓                  |                       |
| Social cohesion, community connectedness, unity or other sensitive matters                                                              |                    |                                                      |                                   | ✓                  |                       |
| Deliverables under Council's Corporate Plan and Strategies                                                                              |                    |                                                      | ✓                                 | ✓                  | ✓                     |
| Informing about a project, problem, opportunity, actions or decisions                                                                   |                    | ✓                                                    | ✓                                 | ✓                  |                       |
| Understanding views of stakeholders and communities                                                                                     |                    | ✓                                                    | ✓                                 | ✓                  | ✓                     |
| Generating alternatives, new ideas, insights or solutions                                                                               |                    |                                                      | ✓                                 | ✓                  | ✓                     |
| Improving and/or developing policies or strategies                                                                                      |                    |                                                      | ✓                                 | ✓                  |                       |
| Developing relationships                                                                                                                |                    | ✓                                                    | ✓                                 | ✓                  | ✓                     |

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| Topics / matters                                                             | Group 1:<br>Accord | Group 2:<br>Native Title<br>and Cultural<br>Heritage | Group 3:<br>Traditional<br>Owners | Group 4:<br>Elders | Group 5:<br>Employees |
|------------------------------------------------------------------------------|--------------------|------------------------------------------------------|-----------------------------------|--------------------|-----------------------|
| Building community capacity and capability                                   |                    | ✓                                                    | ✓                                 | ✓                  | ✓                     |
| Generating support for action                                                |                    | ✓                                                    | ✓                                 | ✓                  |                       |
| Working towards changing behaviour                                           |                    | ✓                                                    | ✓                                 | ✓                  |                       |
| Creating community resilience                                                |                    |                                                      |                                   |                    |                       |
| Cultural and intellectual property                                           |                    |                                                      | ✓                                 |                    |                       |
| Respecting culture and heritage                                              |                    | ✓                                                    |                                   |                    |                       |
| Establishing cultural and communication protocols                            |                    |                                                      | ✓                                 | ✓                  |                       |
| Economic development                                                         |                    |                                                      | ✓                                 |                    |                       |
| Cultural tourism development and opportunities                               |                    |                                                      | ✓                                 |                    |                       |
| Improving understanding, awareness or response to community matters          |                    |                                                      | ✓                                 | ✓                  |                       |
| Community needs, interests, education, behaviours, health and wellbeing      |                    |                                                      |                                   | ✓                  |                       |
| When diversity of participation is desired to reflect the whole of community |                    | ✓                                                    | ✓                                 | ✓                  |                       |
| Reflecting community identity                                                |                    |                                                      | ✓                                 | ✓                  |                       |



**Draft**

Section 5

**Supporting  
information**





## 5.1 KEY COUNCIL CONTACTS FOR COMMUNITY ENGAGEMENT

Tina Longford (Native Title & Cultural Heritage Officer)

E: [tina.longford@ipswich.qld.gov.au](mailto:tina.longford@ipswich.qld.gov.au)

Derek Kinchela (Indigenous Australian Community Development Officer)

E: [derek.kinchela@ipswich.qld.gov.au](mailto:derek.kinchela@ipswich.qld.gov.au)

Community Engagement Team

E: [communityengagement@ipswich.qld.gov.au](mailto:communityengagement@ipswich.qld.gov.au)

## 5.2 RESOURCES AND LINKS

<https://www.qld.gov.au/firstnations/environment-land-use-native-title/cultural-heritage/queensland-legislation>

<https://www.qld.gov.au/firstnations/environment-land-use-native-title/cultural-heritage/aboriginal-and-torres-strait-islander-statutory-parties#:~:text=The%20native%20title%20party%20for,the%20Federal%20Court%20of%20Australia>

<http://www.nntt.gov.au/Pages/Glossary.aspx>

<https://www.austrade.gov.au/land-tenure/native-title/native-title-in-queensland>

<https://nativetitle.org.au/learn/native-title-and-pbcs/native-title-rights-and-interests>

<https://nativetitle.org.au/sites/default/files/2021-01/CLC-Intro-to-native-title-and-prescribed-body-corporates.pdf>

<https://www.alrc.gov.au/publication/connection-to-country-review-of-the-native-title-act-1993-cth-alrc-report-126/10-authorisation-2/the-powers-and-duties-of-the-applicant/>

<https://qsnts.com.au/?qsnts=NativeTitleJourney>

<https://nativetitle.org.au/sites/default/files/2021-01/CLC-Intro-to-native-title-and-prescribed-body-corporates.pdf>

<https://www.austrade.gov.au/land-tenure/engagement/engaging-with-traditional-owners/engaging-with-traditional-owners>

<https://www.closingthegap.gov.au/national-agreement>

[https://coalitionofpeaks.org.au/wp-content/uploads/2020/06/Engagement-report\\_FINAL.pdf](https://coalitionofpeaks.org.au/wp-content/uploads/2020/06/Engagement-report_FINAL.pdf)

<https://www.closingthegap.gov.au/sites/default/files/files/information-sheet-reflection-engagement-outcomes.pdf>

<https://www.dccew.gov.au/sites/default/files/documents/engage-early-indigenous-engagement-guidelines.pdf>

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<https://www.austrade.gov.au/land-tenure/engagement-guide/queensland-information-on-engaging-with-traditional-owners>

<https://www.ag.gov.au/legal-system/native-title#:~:text=Native%20title%20and%20land%20rights&text=By%20contrast%2C%20native%20title%20arises,or%20right%20created%20by%20governments>

Further information about Native Title, including links to maps and resources, can be found at:  
<http://www.nntt.gov.au>.

Source of definition for engagement:

[https://iap2.org.au/wp-content/uploads/2019/07/IAP2\\_Quality\\_Assurance\\_Standard\\_2015.pdf](https://iap2.org.au/wp-content/uploads/2019/07/IAP2_Quality_Assurance_Standard_2015.pdf)

### 5.3 REVIEW AND IMPROVEMENT

It is important to ensure that the Engagement Guide is effective, remains relevant, and reflects the evolution of Council's Policies, Strategies and Plans, such as the Indigenous Accord. The Engagement Guide will be reviewed and updated in accordance with the following schedule.

*Table 3: Review Schedule*

| Type of review | Timing                                              | Approach to review                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Minor          | Annually                                            | <ul style="list-style-type: none"> <li>Seek feedback from each of the Representative Engagement Groups on the effectiveness of Engagement Guide</li> <li>Update content based on feedback</li> <li>Distribute draft update for final feedback</li> <li>Finalise, publish and share</li> </ul>                                                                                                                                                                                                                      |
| Major          | Review of Indigenous Accord or other key milestones | <ul style="list-style-type: none"> <li>Indigenous Accord Working Group to identify updates required to maintain consistency between the new Indigenous Accord and the Engagement Guide</li> <li>Seek feedback from each of the Representative Engagement Groups on the proposed updates to the Engagement Guide</li> <li>Update content based on feedback</li> <li>Distribute draft update for final feedback</li> <li>Seek endorsement from Mayor and Councillors</li> <li>Finalise, publish and share</li> </ul> |



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## **APPENDIX A: REPRESENTATIVE ENGAGEMENT GROUPS – TERMS OF REFERENCE (ONCE ESTABLISHED)**

---

Group 1: Indigenous Accord Working Group

Group2: Native Title and Cultural Heritage Advisory Group

Group 3: Traditional Owner Representative Steering Committee

Group 4: Indigenous Elders Group

Groups 5: Aboriginal and Torres Strait Islander Employee Working Group





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## **APPENDIX B: REPRESENTATIVE ENGAGEMENT GROUPS – MEMBERS (ONCE ESTABLISHED)**

---

Group 1: Indigenous Accord Working Group

Group2: Native Title and Cultural Heritage Advisory Group

Group 3: Traditional Owner Representative Steering Committee

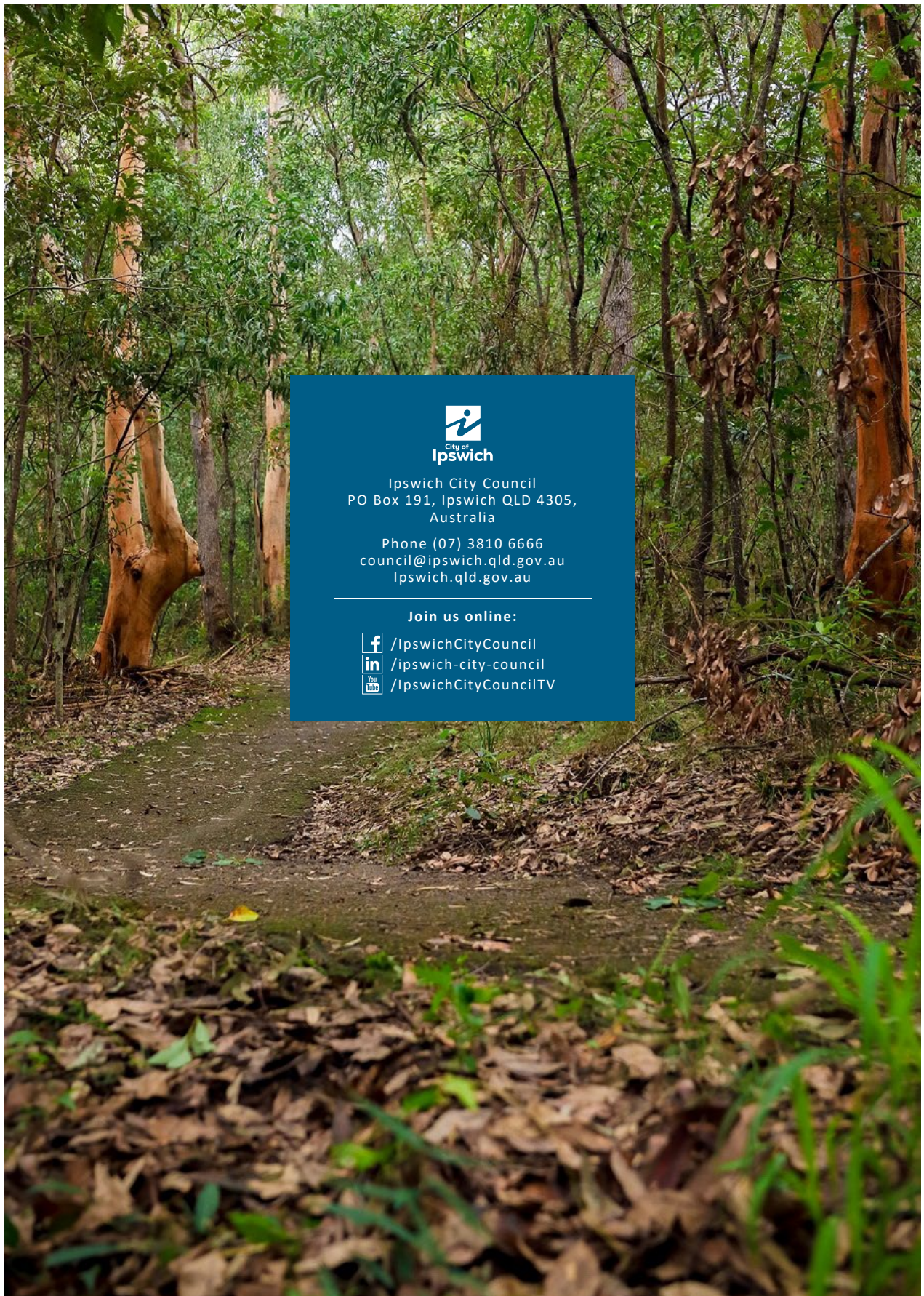
Group 4: Indigenous Elders Group

Groups 5: Aboriginal and Torres Strait Islander Employee Working Group

### **Aboriginal and Torres Strait Islander community organisations Forum**

Indigenous Organisations:

- Kambu Health – NAIDOC in partnership with Council
- Kambu Progress Association - office adjoining Briggs Road
- We Care Aboriginal and Torres Strait Islander Service for the Aged and Disabled Assoc Inc.
- Liworaji Aboriginal Corporation
- Wesbro Services (Aboriginal NDIS service)
- Aboriginal and Torres Strait Islander Legal Service (Qld) Ltd
- Kummara (Ipswich and South West Family Wellbeing Service)
- Ipswich Murri Interagency Network
- Ipswich Black Coffee Network



City of  
**Ipswich**

Ipswich City Council  
PO Box 191, Ipswich QLD 4305,  
Australia

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

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/IpswichCityCouncilTV



City of Ipswich

# Community Engagement Report

Draft Aboriginal and Torres Strait Islander  
Community Engagement Guide  
September 2024



NOT COUNCIL POLICY  
SEPTEMBER 2024





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## ACKNOWLEDGEMENT OF COUNTRY

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Ipswich City Council respectfully acknowledges the Traditional Owners, the Jagera, Yuggera and Ugarapul People of the Yugara/Yagara Language Group, as custodians of the land and waters we share. We pay our respects to their Elders past, present and emerging, as the keepers of the traditions, customs, cultures and stories of proud peoples.





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## 1 WHY WE ENGAGED

### 1.1 BACKGROUND

Native Title within the Ipswich area is yet to be determined. There is a registered Native Title claim by the Yuggera and Ugarapul People (YUP). This new claim has meant that the historic Indigenous Land Use Agreement (ILUA) formed under the previously registered Native Title Claim, The Jagera People #2, is now no longer valid, and was revoked in 2018.

This has in turn lead to a lack of clarity regarding the proposal and processes around both statutory and reasonably expected levels of community engagement pertaining to the Traditional Owner community, Native Title Claimants and more broadly the Aboriginal and Torres Strait Islander community.

Whilst the Native Title Claim court processes continue, the need for Aboriginal and Torres Strait Islander community engagement remains, along with the complexities this entails.

To bridge part of that gap, The Ipswich City Council Indigenous Accord 2020–2025 (the Accord) was adopted by Council in 2020. The purpose of the Accord is to “provide an agreement between Ipswich City Council and the Aboriginal and Torres Strait Islander peoples and communities of Ipswich as to how we will work together towards our common vision”.

Link to the Accord: [https://www.ipswich.qld.gov.au/\\_data/assets/pdf\\_file/0011/132023/ICC-Indigenous-Accord\\_2020\\_Web.pdf](https://www.ipswich.qld.gov.au/_data/assets/pdf_file/0011/132023/ICC-Indigenous-Accord_2020_Web.pdf)

The Accord also “provides a strategic framework which will guide council’s operations, activities and engagement with Aboriginal and Torres Strait Islander peoples and is the over-arching plan for reconciliation and action”.

The outcomes and actions within the Accord include provisions for engagement covering the range of different demographics within the Aboriginal and Torres Strait Islander Communities, including establishment of five Representative Engagement Groups.

These five Engagement Groups as identified in the Accord are detailed in Table 1.

Engagement with additional demographics, including youth and the community organisations, is described in Table 2.

*Table 1: Representative Engagement Groups identified in the Accord*

| REPRESENTATIVE ENGAGEMENT GROUP                                                                                                                                                                                                                                                          | ACCORD REFERENCE              | STATUS     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|------------|
| <b>1. Indigenous Accord Working Group</b><br>Members: as per the Accord                                                                                                                                                                                                                  | Outcome 1.10<br>Action 1.10.1 | Formed     |
| <b>2. Native Title and Cultural Heritage Advisory Group</b><br>Members:<br><b>1.</b> Pre-Native Title Determination: Native Title Party (Applicants) to Registered Native Title Claim covering Ipswich LGA<br><b>2.</b> Post-Native Title Determination: Prescribed Body Corporate (PBC) | Outcome 2.2<br>Action 2.2.1   | Not Formed |

| REPRESENTATIVE ENGAGEMENT GROUP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ACCORD REFERENCE                                                                                                                                                                | STATUS     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <b>3. Traditional Owner Representative Steering Committee</b><br>Proposed Members:<br>Those persons who are descendants of the following Apical Ancestors and who identify and are recognised under the traditional laws and customs of the Yuggera Ugarapul People Native Title Claim as Jagera, Yuggera and Ugarapul: <ul style="list-style-type: none"> <li>Janie/Janey Billie/Billy (mother of Harry Thompson and Daisy Moreton (nee Thompson))</li> <li>Billy Turner (father of Amy Turner)</li> <li>Jackey Harvey (father of Emily Harvey the social mother of Robert Anderson Snr)</li> <li>Thomas Duggandan/Anderson (social father of Robert Anderson Snr)</li> <li>Topsy of Ipswich (mother of Jimmy Edwards Jnr)</li> <li>Ted Myer/Meyers/Myers (father of Elsie Richards)</li> <li>Molly Myers (nee Crow) (mother of Elsie Richards)</li> <li>Roger Bell</li> <li>Stanley Bell</li> <li>Maggie McCarthy</li> <li>Annie and Jerry Ben</li> <li>Bella Morgan/Collins</li> <li>George Beckett</li> </ul> | Outcome 1.3<br>Action 1.3.2<br><br>Outcome 2.1<br>Action 2.1.1<br><br>Outcome 2.4<br>Action 2.4.1 / 2.4.2<br><br>Outcome 2.5<br>Action 2.5.1<br><br>Outcome 2.6<br>Action 2.6.1 | Not formed |
| <b>4. Indigenous Elders Group</b><br>Proposed Members:<br>Respected Aboriginal and Torres Strait Islander Elders in the community that have connections to Ipswich. <ol style="list-style-type: none"> <li>Work in the Community</li> <li>Born in Ipswich and continued connections</li> <li>Historical Connections (eg Deebing Creek Mission and/or Purga Mission).</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Outcome 1.3<br>Action 1.3.1<br><br>Outcome 1.5<br>Action 1.5.2<br><br>Outcome 1.7<br>Action 1.7.2                                                                               | Not formed |
| <b>5. Aboriginal and Torres Strait Islander Employee Working Group</b><br>Members: Aboriginal and Torres Strait Islander employees of council                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Outcome 3.2<br>Action 3.2.3                                                                                                                                                     | Formed     |

Table 2: Additional demographics identified in the Accord

| DEMOGRAPHIC                                                          | ACCORD REFERENCE                                               | APPROACH TO ENGAGEMENT                                                                                                                                                                                                       |
|----------------------------------------------------------------------|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Indigenous Young People</b>                                       | Outcome 1.5<br>Action 1.5.5                                    | Through the Ipswich Youth Advisory Council                                                                                                                                                                                   |
| <b>Aboriginal and Torres Strait Islander community organisations</b> | Outcome 1.8<br>Action 1.8.1<br><br>Outcome 6.1<br>Action 6.1.1 | Through the existing Murri Interagency Group, with scheduled forums specifically for: <ul style="list-style-type: none"> <li>Collaboration between organisations</li> <li>Engagement with elected representatives</li> </ul> |

The actions from the Accord remain in various stages of completion. Whilst working through the groups' development it has become clear that the engagement of the relevant groups would be required as part of their formation.

As such the need for a guide for when, where and how various representatives need to be engaged has been identified.

In response, a Draft Aboriginal and Torres Strait Islander Community Engagement Guide (Draft Engagement Guide) has been developed by the Natural Environment Branch of the Environment and Sustainability Department as a tool to assist with initiating and improving engagement between Council, our Traditional Owners and the Aboriginal and Torres Strait Islander Communities.

There are three objectives in developing and adopting a Community Engagement Guide:

1. Improve awareness and understanding of First Nations culture and protocols across Ipswich.
2. Undertake culturally responsive engagement which achieves meaningful outcomes.
3. Establish the endorsed Representative Engagement Groups identified in the Indigenous Accord 2020-2025.

The Draft Engagement Guide supports the finalisation and/or further progression of the Representative Engagement Groups (as listed in Table 1) and sets out the process and governance around the meaningful and culturally responsive engagement between Council and these Representative Engagement Groups.

The Draft Engagement Guide covers cultural protocols, ceremonies, cultural awareness, recommended terminologies and other cultural considerations.

The Draft Engagement Guide also provides guidance on when and how Council is to engage with the Traditional Owners and the Aboriginal and Torres Strait Islander communities in Ipswich, by utilising the endorsed Representative Engagement Groups and using culturally responsive engagement for specific activities, events, projects and programs; as well as non-planned engagement.

The Draft Engagement Guide also includes information on appropriate membership, roles and responsibilities for the endorsed Representative Engagement Groups.

## 1.2 ENGAGEMENT PURPOSE AND OBJECTIVES

Engagement for the Aboriginal and Torres Strait Islander Engagement Guide aimed to:

- Inform the development of the Guide's content and approaches to engagement, including:
  - memberships of the Representative Engagement Groups which have been identified in the Accord
  - preferred communication and engagement methods for each Representative Engagement Group
  - scope / remit / responsibilities of each Representative Engagement Group, including types of activities, projects and other Council endeavours which are relevant to each group
- Achieve a majority consensus in our Aboriginal and Torres Strait Islander community for the content and approaches of the Draft Engagement Guide
- Reassure our Aboriginal and Torres Strait Islander community that Council is committed to:
  - acknowledging the ancestral tie between the land and our Aboriginal and Torres Strait Islander peoples
  - giving our Aboriginal and Torres Strait Islander community a voice in matters which are relevant to both Council and our Aboriginal and Torres Strait Islander community
  - meaningful engagement and working together for better outcomes on matters which are relevant to both Council and our Aboriginal and Torres Strait Islander community



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## 2 HOW WE ENGAGED

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Community engagement was undertaken in two stages, using a mix of measures to maximise opportunities for people to access information about the Draft Engagement Guide and provide feedback for council's consideration:

1. Online via Shape Your Ipswich
2. In-person workshops

### 2.1 SHAPE YOUR IPSWICH

The Draft Engagement Guide, along with a survey, was available on Shape Your Ipswich from December 2023 to September 2024.

Survey questions were all optional and included:

1. Do you have any comments on how council engages with Traditional Owners and Aboriginal and Torres Strait Islander Communities?
2. Section 1 contains definitions and appropriate terminology. Do you have comments on these?
3. Do you have any other comments or feedback about section 1?
4. Do you have any other comments or feedback about section 2?
5. Do you have any other comments or feedback about section 3?
6. Do you have recommendations for the roles and responsibilities of each of the Representative Engagement Groups?
7. Do you have recommendations for the membership of each of the identified Representative Engagement Groups?
8. Do you have suggestions for how the Representative Engagement Groups operate? For example, meetings, workshops, on country, online, by email (or multiple methods you feel appropriate)
9. Do you have any other comments or feedback about the Draft Engagement Guide?
10. Is there anything within this Draft Engagement Guide that you believe is missing that should be included?
11. Do you identify as Aboriginal or Torres Strait Islander (Traditional Owner (Jagera, Yuggera, Ugarapul); Aboriginal; Torres Strait Islander; Both; No; Prefer not to say)
12. What suburb do you live in?
13. Year of Birth
14. Gender
15. What cultural background do you most identify with?
16. What is your connection to the City of Ipswich?
17. Your categories of interest

The Shape Your Ipswich page was promoted in various ways:

- Email rollout by Native Title & Cultural Heritage Officer to contacts/networks
- Email rollout by Indigenous Australian Community Development Officer to contacts/networks
- Marketing Social Media Advert – Facebook (28 December 2023, 3 January 2024, 19 March 2024, and 19 April 2024)

- Marketing Media Release – Ipswich Tribune
- Ipswich Murri Interagency Meetings
- Ipswich Black Coffee Meetings

## 2.2 WORKSHOPS

Five workshops in total were held to seek feedback directly from the Aboriginal and Torres Strait Islander community:

- Council's Aboriginal and Torres Strait Islander Employee Working Group – June 2024
- Registered Native Title Party – August 2024
- Three separate sessions for the Traditional Owner Community (morning, afternoon and afterhours/evening) – August 2024

The workshops were structured to provide information on the Draft Engagement Guide via a presentation with PowerPoint slides, and a world café with three zones containing posters with prompt questions and dotmocracy activities, and council officers to answer questions and collect verbal feedback.

The runsheets and presentations for the workshops were identical other than minor tweaks for each group of stakeholders. An example of a workshop runsheet is provided in Appendix A: Workshop Runsheet. An example of the PowerPoint presentation slides is provided in Appendix B: Workshop Presentation.



### 3 WHO ENGAGED AND WHAT THEY TOLD US

#### 3.1 SHAPE YOUR IPSWICH SURVEY

Key statistics from the Shape Your Ipswich page:

- 1,250 individual visitors to the page (some people visited multiple times)
- 46 survey responses; 23 of these survey responses were helpful and considered as meaningful feedback
- 804 total downloads of documents, including:
  - 444 downloads of the full Draft Engagement Guide
  - 74 downloads of the Indigenous Accord 2020-2025

The Shape Your Ipswich Overview Report, which includes metrics and data for utilisation of the page is provided in Appendix C: Shape Your Ipswich Overview Report.

To encourage as many responses as possible, people were able to access the Survey Report via an open link and not required to log into Shape Your Ipswich for downloading the Draft Engagement Guide or to respond to the survey. This means that demographic information of respondents is not available, unless people provided this information voluntarily through the survey questions.

Unfortunately, some people also used the anonymity as an opportunity to provide inappropriate and unhelpful responses to questions.

Meaningful responses to the survey questions are provided in Appendix D: Shape Your Ipswich Survey Responses. This appendix also includes council’s responses to each item of feedback, and notes how it is proposed to action the feedback.

The following table shows the responses to Survey Question 11: Do you identify as Aboriginal or Torres Strait Islander. Note that data is drawn from the 23 meaningful responses only. Three quarters of the unhelpful or blank survey respondents did not identify as Aboriginal or Torres Strait Islander or preferred not to say.

Table 3: Survey Question 11: Do you identify as Aboriginal or Torres Strait Islander?

| QUESTION 11: DO YOU IDENTIFY AS ABORIGINAL OR TORRES STRAIT ISLANDER? | NUMBER | PERCENTAGE |
|-----------------------------------------------------------------------|--------|------------|
| Traditional Owner (Jagera, Yuggera, Ugarapul)                         | 8      | 35%        |
| Aboriginal                                                            | 5      | 22%        |
| Torres Strait Islander                                                | 1      | 4%         |
| Both                                                                  | 1      | 4%         |
| No                                                                    | 7      | 30%        |
| Prefer not to say                                                     | 1      | 4%         |
| TOTAL                                                                 | 23     | 100%       |

#### 3.2 WORKSHOPS

Attendance statistics from the workshops are provided in the following table.



## Item 1 / Minutes Attachment 2

Table 4: Workshop attendance

| WORKSHOP                                                                                     | NUMBER OF ATTENDEES* | PERCENTAGE IDENTIFY ABORIGINAL OR TORRES STRAIT ISLANDER |
|----------------------------------------------------------------------------------------------|----------------------|----------------------------------------------------------|
| <b>Council's Aboriginal and Torres Strait Islander Employee Working Group – 19 June 2024</b> | 12                   | 100%                                                     |
| <b>Registered Native Title Party – 8 August 2024</b>                                         | 1                    | 100%                                                     |
| <b>Traditional Owner Community – 12 August 2024 (afternoon)</b>                              | 1                    | 100%                                                     |
| <b>Traditional Owner Community – 13 August 2024 (morning)</b>                                | 1                    | 100%                                                     |
| <b>Traditional Owner Community – 15 August 2024 (afterhours/evening)</b>                     | 7                    | 100%                                                     |
| <b>TOTAL</b>                                                                                 | 22                   | 100%                                                     |

\* Number of attendees excludes council officers running or assisting with the workshops.

Feedback (verbal and written) collected during the workshops is provided in Appendix E: Workshop Feedback. This appendix also includes council's responses to each item of feedback, and notes how it is proposed to action the feedback.

### 3.3 SURVEY AND WORKSHOP FEEDBACK SUMMARY

Key points from the survey and workshop feedback and how council proposes to address these are provided in the following table. All feedback is provided in Appendix D: Shape Your Ipswich Survey Responses and Appendix E: Workshop Feedback.

Table 5: Survey and workshop feedback – summary of key points

| FEEDBACK                                                                                                                                                       | PROPOSED APPROACH TO INCORPORATING                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Proposed usage, wording and responsibilities for Welcome to Country and Acknowledgement of Country were generally supported</b>                             | Minor amendments for additional clarity                                                                                                                                                                                                                                                     |
| <b>Individual preferences on preferred terminology and definitions varied, however there was general consistency for terms which people don't like</b>         | Update inappropriate terminology section<br>Amend definitions to reflect majority consensus<br>Expand explanations on why inappropriate terminology is included<br>Explain that individual preferences vary, hence it is best to ask people about their preferred terminology when engaging |
| <b>There was general consensus received in support of the proposed membership, roles and responsibilities for each of the Representative Engagement Groups</b> | Minor amendments for additional clarity. Details will be finalised once the Representative Engagement Groups are formed and Terms of Reference are developed                                                                                                                                |
| <b>Suggestions have been provided for topics / matters to discuss with each Representative Engagement Group</b>                                                | Update the table of topics / matters for each Representative Engagement Group                                                                                                                                                                                                               |




| FEEDBACK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | PROPOSED APPROACH TO INCORPORATING                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Meetings with Representative Engagement Groups should be:</b></p> <ul style="list-style-type: none"><li>▪ a mix of types and locations</li><li>▪ timed to allow as many people as possible to attend</li><li>▪ considerate of transport limitations of some people</li></ul> <p><b>Accessibility:</b></p> <ul style="list-style-type: none"><li>▪ Ensure the wording of the draft Engagement Guide is suitable for the range of stakeholders who will use the Guide</li><li>▪ Specific representation of people with disability, including youth, and carers of people with disability from First Nations groups and families of Ipswich is missing.</li></ul> | <p>Update the proposed operations of the Representative Engagement Groups to reflect feedback</p> <p>Review and refreshing the wording of the Guide, and provide additional definitions or explanations where appropriate.</p> <p>Update the proposed operations of the Representative Engagement Groups and culturally responsive engagement section to ensure people are not excluded due to age, disability etc.</p> |

3.4 SOCIAL MEDIA INTERACTIONS

The Shape Your Ipswich page was promoted in four Facebook Posts between 28 December 2023 and 19 April 2024. Snapshots of the four posts are provided below, along with some statistics for each post and key points from the post comments. These comments are provided as a demonstration of sentiments only; they have not been considered in the proposed amendments to the Draft Engagement Guide.

3.4.1 28 December 2023



Ipswich City Council

28 December 2023 · 🌐


Ipswich City Council is currently seeking feedback on a draft Aboriginal and Torres Strait Islander Community Engagement Guide.

The guide has been developed by council as a tool to assist with initiating and improving engagement between council, our Traditional Owners and the Aboriginal and Torres Strait Islander Communities.

Council has three objectives in developing and adopting the engagement guide:

- 1 Improve awareness and understanding of First Nations culture and protocols across Ipswich
- 2 Undertake culturally responsive engagement which achieves meaningful outcomes
- 3 Establish the endorsed Representative Engagement Groups identified in the Indigenous Accord 2020-2025

To provide feedback on the draft guide, visit Shape Your Ipswich here: <https://loom.ly/lGkoall>



...

17 reactions:

- 13 likes
- 4 hearts

79 comments

9 shares

3.4.2 3 January 2024



**Ipswich City Council**  
3 January · 🌐

...

There is still time to provide feedback on council's draft Aboriginal and Torres Strait Islander Community Engagement Guide.

The guide has been developed by council as a tool to assist with initiating and improving engagement between council, our Traditional Owners and the Aboriginal and Torres Strait Islander Communities.

Council has three objectives in developing and adopting the engagement guide:

- 1 Improve awareness and understanding of First Nations culture and protocols across Ipswich
- 2 Undertake culturally responsive engagement which achieves meaningful outcomes
- 3 Establish the endorsed Representative Engagement Groups identified in the Indigenous Accord 2020-2025

To provide feedback, visit Shape Your Ipswich here: <https://loom.ly/IGkoall>



SHAPEYOURIPSWICH.COM.AU

**Aboriginal and Torres Strait Islander Community Engagement Guide**

Improving our engagement with our Traditional Owners and the Aboriginal and Torres Strait Isl...


22 reactions:

- 10 like
- 5 laugh
- 4 angry
- 2 care
- 1 heart

108 comments

7 shares

3.4.3 19 March 2024



**Ipswich City Council**  
19 March · 🌐

...


Improving engagement with Traditional Owners and First Nations peoples is crucial to achieving our community's vision for Ipswich: A city of opportunity for all.

Council is now seeking feedback on a draft tool developed to assist. The Aboriginal and Torres Strait Islander Community Engagement Guide aims to:

- 1 Improve awareness and understanding of First Nations culture and protocols across Ipswich
- 2 Undertake culturally responsive engagement which achieves meaningful outcomes
- 3 Establish the endorsed Representative Engagement Groups identified in the Indigenous Accord 2020-2025.

The draft guide is a starting point for community consultation and engagement.

Consultation closes soon. Please share your feedback here: <https://loom.ly/IGkoall>



63 reactions:

- 31 like
- 15 heart
- 12 laugh
- 3 care
- 2 angry

46 comments

13 shares

### 3.4.4 19 April 2024

**Ipswich City Council**  
19 April · 🌐

... 55 reactions:

- 22 like
- 13 angry
- 12 laugh
- 6 heart
- 2 care

\*\* Consultation closing soon \*\*

Council is seeking feedback on a draft guide developed as a tool to assist with improving engagement with Traditional Owners and First Nations peoples.

The Aboriginal and Torres Strait Islander Community Engagement Guide aims to:

- 1 Improve awareness and understanding of First Nations culture and protocols across Ipswich
- 2 Undertake culturally responsive engagement which achieves meaningful outcomes
- 3 Establish the endorsed Representative Engagement Groups identified in the Indigenous Accord 2020-2025.

Consultation closes soon. Please share your feedback here: <https://loom.ly/IGkoail>

78 comments

13 shares



#### Key points from Facebook post comments:

- A small number of comments were about the need for this work, particularly the need to improve cultural awareness in the wider community and improve outcomes for Aboriginal and Torres Strait Islander Peoples by listening
- A small number of comments tagged other people positively to let them know about the Draft Engagement Guide and the consultation
- Some people expressed concern about the cost of this work
- Some people made links between development and impacts on cultural heritage, saying the Draft Engagement Guide is too late
- A number of people incorrectly made links between the Draft Engagement Guide and the Voice referendum in 2023, and subsequently felt that the Draft Engagement Guide was not needed due to the referendum result
- A large proportion of the comments were unhelpful dialogue between a small number of commentators; the dialogue became largely irrelevant to the consultation for the Draft Engagement Guide and included extensive misinformation.

## 4 CONCLUSION AND RECOMMENDATIONS

The proposed next steps to finalise the draft Engagement Guide:

| ACTION                                                                                                                                                           | TIMING                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Seek feedback from Councillors following the briefing                                                                                                            | October 2024                 |
| Finalise Draft Engagement Report based on: <ul style="list-style-type: none"> <li>Community engagement feedback</li> <li>Councillor briefing feedback</li> </ul> | October – November 2024      |
| Finalise Quick Reference Guide version of the Engagement Guide                                                                                                   | November 2024                |
| Update Shape Your Ipswich webpage to show how the community's feedback has been incorporated into the Engagement Guide                                           | December 2024                |
| Council endorsement / adoption *                                                                                                                                 | December 2024                |
| Marketing design of Engagement Guide and design of new webpage for Council website                                                                               | December 2024 – January 2025 |
| Internal awareness and training for implementation                                                                                                               | 2025 – ongoing               |
| Launch                                                                                                                                                           | February 2025                |
| Commence establishment of the Representative Engagement Groups                                                                                                   | February 2025                |

\* Note that the Engagement Guide format will be as per the current branding for adoption. A professionally designed version will be prepared following adoption. This is due to the size of the document and the timing of preparation coinciding with Christmas / New Year.



---

**5 APPENDICES**

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*Appendix A: Workshop Runsheet*

DRAFT





*Appendix B: Workshop Presentation*

DRAFT



*Appendix C: Shape Your Ipswich Overview Report*

DRAFT

*Appendix D: Shape Your Ipswich Survey Responses*

A total of 23 helpful survey responses were received. The responses to each question are provided in the tables below. Blank responses have been removed, therefore not every table has 23 responses.

The second and thirds columns of each table demonstrate how Council has used the responses in preparing the final draft of the Engagement Guide.

*Table 6: Survey Question 1: Do you have any comments on how council engages with Traditional Owners and Aboriginal and Torres Strait Islander Communities?*

| QUESTION 1: DO YOU HAVE ANY COMMENTS ON HOW COUNCIL ENGAGES WITH TRADITIONAL OWNERS AND ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES?                                                                                                                                   | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                         | ACTION TAKEN |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <b><i>No, we need to simply ensure that it continues to grow and be inclusive</i></b>                                                                                                                                                                                        | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                         | n/a          |
| <b><i>We need to engage all of the first people in the area.</i></b>                                                                                                                                                                                                         | The Representative Engagement Groups include groups for First Nations people who are Traditional Owners (YUP Claim Group Description), and Aboriginal and Torres Strait Islander Elders in the community who have connections to Ipswich:<br><b>1.</b> Work in the Community<br><b>2.</b> Born in Ipswich and continued connections<br><b>3.</b> Historical Connections (eg Deebing Creek Mission and/or Purga Mission). | n/a          |
| <b><i>I think this is great! I am so proud to live in a region that will be one of the first to recognize our First Nations people. As an immigrant from the USA, I am impressed with my local council's deep understanding of community and recognition. Well done!</i></b> | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                         | n/a          |

| QUESTION 1: DO YOU HAVE ANY COMMENTS ON HOW COUNCIL ENGAGES WITH TRADITIONAL OWNERS AND ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ACTION TAKEN                                                                                                     |
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| <p><i>I XX* do have a few things of which I would like to put forward in respect to this document. I have not yet read it although do have a few ideas of what could also be included in this document if it isn't already. I would like to see that in accordance with native land rights title and with land rights claims and claimants of any tribes within the Ipswich Districts be allowed and have these included into the Preservation of their Culturally Significant Sites and Areas of Land that Represents their Cultural Belonging and these are as follows: An Environmental Land Trust and or a Land Trust to preserve and protect their land from destruction and prominent businesses from taking their land from them in order to build on their land. It is not common in Australia to have these trusts in place although it is a valid and legal document to have within the bases of culture of indigenous peoples across the world.</i></p> <p><i>This is my only submission into this subject and i find that it is Extremely Important for this to be a part of this Engagement with Traditional Owners and Aboriginal and Torres Strait Islander Communities.</i></p> <p><i>yours repectively.</i></p> <p><b>XX*</b></p> <p><b>*Note: respondent's name removed for purposes of this report</b></p> <p><b>Council needs to promote naidoc week and all other First Nation events and make accessible and welcoming to non First Nations</b></p> | <p>This request is outside the scope of the Engagement Guide, but is a topic that can be raised at the appropriate Representative Engagement Group meeting with Council, once the groups are formed.</p>                                                                                                                                                                                                                                                                                                                                | <p>Noted as potential agenda item for future meeting with the relevant Representative Engagement Group.</p>      |
| <p><b>ICC do a good job with engaging with Traditional Owners of Ipswich.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>One objective of the Draft Engagement Guide is to improve cultural awareness within both Council and the Ipswich community. Dates for key events are included in the Draft Engagement Guide.</p> <p>Council's Indigenous Australian Community Development Officer organises Ipswich NAIDOC celebration in collaboration with KAMBU Medical. The event is actively promoted for all of Ipswich community through various media channels. Council also encourages all staff, including non-Indigenous, to attend the NAIDOC event.</p> | <p>Council's Media, Communication and Engagement Branch have been advised of this request for future events.</p> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>Noted, thank you</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <p>n/a</p>                                                                                                       |

| QUESTION 1: DO YOU HAVE ANY COMMENTS ON HOW COUNCIL ENGAGES WITH TRADITIONAL OWNERS AND ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                          | ACTION TAKEN                                                                                                                                                                                                                                                         |
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| <p><i>I have mixed experiences as an Aboriginal man living in Ipswich. With the large population of Indigenous people here I feel a sense of cultural safety and connection. I went to school here which was very culturally enriching and with my family being from Cherbourg our family has strong ties to Ipswich. The rhetoric surrounding the Voice to Parliament referendum last year made it clear to me that our city's literacy levels around Aboriginal and Torres Strait Islander matters is extremely low and I would support more opportunities for truth-telling and for our council to have a strong stance on this to create a more united identity for our city.</i></p>                                                                 | <p>One objective of the Draft Engagement Guide is to improve cultural awareness within both Council and the Ipswich community.</p> <p>Mechanisms for improving literacy and increasing opportunities for truth-telling are topics which can be raised at the appropriate Representative Engagement Group meeting with Council, once the groups are formed. Another avenue may be inclusion of relevant actions within the next version of the Accord.</p> | <p>Noted as potential agenda item for future meeting with the relevant Representative Engagement Group.</p>                                                                                                                                                          |
| <p><i>I have had a quick look through the engagement guide, i find this is very thorough, but far too long to expect people to read all the way through. Possibly a condensed document would be much easier to read and would get a better response.</i></p> <p><i>This is very professionally written, however its very word heavy and the pages look so daunting. I myself wouldnt read through the whole document and I dont think other people would either. I feel important information will be missed, and much of it will not be taken on board.</i></p> <p><i>If you want people to read it - bring it back to basics. I can see alot of hard work went into it, but to get a positive response i dont think this is the right approach.</i></p> | <p>Agreed. It is a long and complex document. It is also addressing a number of gaps and objectives for engagement. Therefore, it is difficult to condense. Creation of separate documents for separate purposes were considered, however it was felt that having one reference point would make it easier for people to find the information they need.</p>                                                                                              | <p>A Quick Reference version of the Draft Engagement Guide has been prepared, to make it quicker and easier for people to find the key information.</p> <p>The wording within the Draft Engagement Guide has been reviewed and refreshed to be more appropriate.</p> |

| QUESTION 1: DO YOU HAVE ANY COMMENTS ON HOW COUNCIL ENGAGES WITH TRADITIONAL OWNERS AND ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES?                                                                                                                                                                                                                                                                          | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ACTION TAKEN |
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| <i>It's not just about how council engages with us Traditional Owners of Ipswich, it's also the wider community. Their acknowledge to country (mainly in some schools) are leaving out the Jagera clan group, within their acknowledgement to country.</i>                                                                                                                                                          | <p>The approved wording for the full version of the Acknowledgement of Country for Council events and meetings includes the Jagera, Yuggera and Ugarapul People of the Yugara/Yagara Language Group.</p> <p>The approved wording for the generic version of the Acknowledgement of Country for Council events and meetings refers to Traditional Owners only, and does not make reference to any clan groups by name.</p> <p>For a Welcome to Country, the Guide states:</p> <p><i>It is Council's expectation that all Welcome to Country &amp;/or Traditional Welcomes delivered, must acknowledge all the Traditional Owner Clan Groups of the Yugara/Yagara Nation – the Jagera, Yuggera and Ugarapul Peoples.</i></p> <p>Council cannot control on the wording of Acknowledgement of Country or Welcome to Country used by other people and organisations. However, it is hoped that the community will take on board Council's approach to Acknowledgement of Country and Welcome to Country, which is in line with the current registered Native Title claim.</p> | n/a          |
| <i>I believe that Cultural Identity is paramount in the continuous continuity of Connection . Jagera People's play an integral role in maintaining their identity upon the Landscape of Ipswich. It is very important to Jagera people be included in conversations pertaining to Ipswich and surrounds. Jagera would like to continue sharing our knowledge and building respectful relationships with others.</i> | <p>Council engages with all the Applicants of the Native Title Party, as per our regulatory responsibility, and intends on forming the Traditional Owner Steering Committee with opportunity for equal representation from the YUP Native Title Claim Group Description (Jagera, Yuggera and Ugarapul).</p> <p>Council welcomes the opportunity to continue meaningful engagement with all clan groups and members of the Native Title Claim Group Description.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | n/a          |



| QUESTION 1: DO YOU HAVE ANY COMMENTS ON HOW COUNCIL ENGAGES WITH TRADITIONAL OWNERS AND ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ACTION TAKEN                                                                                                |
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| <p><b><i>I am concerned that the few Aboriginal and Torres Strait Islander council staff members are being overburdened with cultural responsibility.</i></b></p> <p><b><i>I often am concerned about the council making commitments to Aboriginal and Torres Strait Islander peoples and then hearing speeches using negative language or breaching protocol, or doing things like hosting Australia Day 'Celebrations' in Tulumur Place which is named for the traditional place name. When this happens it feels like commitments that council is making is just paying lip service rather than demonstrating any sort of commitment to us.</i></b></p> | <p>Cultural load is an acknowledged issue at Council, and has been discussed with the Aboriginal and Torres Strait Islander Employee Working Group. The Draft Engagement Guide is intended to provide Council officers and the community with greater awareness and understanding, and subsequently reduce cultural load.</p> <p>Meetings between Council and the Representative Engagement Groups will provide a forum for people to raise concerns such as the ones mentioned. We want to know if we are getting things wrong, so we can continue to make improvements. It will take time to change attitudes and behaviour, but the Draft Engagement Guide (along with the Accord) is a step towards better understanding and mutual respect.</p> | <p>INCLUDE MORE LINKS IN THE GUIDE FOR PEOPLE TO ACCESS PRIOR TO TALKING WITH STAFF</p>                     |
| <p><b><i>I appreciate how the Ipswich City Council has used visual symbols of Indigenous recognition like the naming of the traditional owners on the welcome to Ipswich signs and in the naming of Tulumur place. I think it would be beneficial if this was extended upon in public spaces to have more visual recognition in parks etc. E.g. Queens Park was a major Indigenous site pre-invasion and also (if I'm correct?) one of the designated areas where Indigenous people could live prior to the establishment of the local missions. However, this is not publicly acknowledged and this history goes unsaid.</i></b></p>                      | <p>This request is outside the scope of the Draft Engagement Guide, but is a topic that can be raised at the appropriate Representative Engagement Group meeting with Council, once the groups are formed.</p> <p>The Indigenous Accord 2020 – 2025 also has this as an action item under Outcome 1.1 “Representation of Aboriginal and Torres Strait Islander Communities and people on council premises and properties”.</p> <p>Also action 1.1.2 “Aboriginal and Torres Strait Islander artwork and cultural heritage iconography is included in spaces and places of Ipswich, in particular the CBD and around other council-owned facilities and public spaces”.</p>                                                                            | <p>Noted as potential agenda item for future meeting with the relevant Representative Engagement Group.</p> |

| QUESTION 1: DO YOU HAVE ANY COMMENTS ON HOW COUNCIL ENGAGES WITH TRADITIONAL OWNERS AND ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES?                                                                                                                                                                                                                                                                                  | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ACTION TAKEN                                                                                                                                                                                                                                                                                                                                                     |
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| <p><b><i>Make sure to understand the stakeholder group demographic and cultural ties as a tailored approach respecting and considering both Aboriginal and Torres Strait Islander cultural practices and engagement protocols do differ.</i></b></p> <p><b><i>Also, review the draft document in relation to the amending "Torres Strait Island" to Torres Strait Islander" in the early parts of the document.</i></b></p> | <p>The Draft Engagement Guide highlights the need for agreement of protocols for engagement.</p> <p>The points about differing protocols, and the incorrect grammar, are noted and have been acted upon, thank you.</p>                                                                                                                                                                                                                                                                                                                        | <p>The Culturally Responsive Engagement section has been updated to note that Aboriginal and Torres Strait Islander cultural practices and engagement protocols do differ.</p> <p>Torres Strait Islander has been amended.</p>                                                                                                                                   |
| <p><b><i>There is no consideration for suitable consultation methods for First Nations people with disabilities - particularly Easy English options of the guide.</i></b></p>                                                                                                                                                                                                                                               | <p>Acknowledged, thank you for raising this.</p> <p>The responsive engagement processes outlined in the Draft Engagement Guide should result in engagement which meets the diverse needs of the community.</p> <p>Note that we welcome ongoing input to the improvement of the Draft Engagement Guide, to ensure it meets the needs of the community. Please continue to reach out to Council if the processes are not meeting the needs of people with disability.</p>                                                                        | <p>As noted above:</p> <p>A Quick Reference version of the Draft Engagement Guide has been prepared, to make it quicker and easier for people to find the key information.</p> <p>The wording within the Guide has been reviewed and refreshed to be more appropriate, including the need for engagement methods to meet the diverse needs of the community.</p> |
| <p><b><i>Ipswich City Council respectfully acknowledges the Traditional Owners, the Jagera, Yuggera and Ugarapul People of the Yugara/Yagara Language Group is the text from the very first page, my comments would be that council engages with the same groups that they acknowledge. All of them and not just some of them.</i></b></p>                                                                                  | <p>Council engages with all the Applicants of the Native Title Party, as per our regulatory responsibility, including the Jagera, Yuggera and Ugarapul People of the Yugara/Yagara Language Group.</p> <p>The proposed membership of the Representative Engagement Groups includes opportunities for equal representation of the YUP Native Title Claim Group Description.</p> <p>If there are specific concerns, these can be raised at the appropriate Representative Engagement Group meeting with Council, once the groups are formed.</p> | <p>n/a</p>                                                                                                                                                                                                                                                                                                                                                       |

| QUESTION 1: DO YOU HAVE ANY COMMENTS ON HOW COUNCIL ENGAGES WITH TRADITIONAL OWNERS AND ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES?                                                                                                                                        | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                   | ACTION TAKEN |
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| <b>yes. Council should engage with the traditional owners. I know there is alot of division in the families that Council should not listen to. They all have the right to be heard and a given a chance to be part of the decision making on their culture and for their land</b> | Council engages with all the Applicants of the Native Title Party, as per our regulatory responsibility. Once the Representative Engagement Groups are formed, engagement will extent to the Native Title Claim Group Description, which includes opportunity for equal representation of the Jagera, Yuggera and Ugarapul People of the Yugara/Yagara Language Group.                                                             | n/a          |
| <b>important to engage with all the different groups. Jagera, Yuggera, Ugarapul and descendants of the missions (Deebling Creek and Purga). All have connections to Ipswich.</b>                                                                                                  | The Representative Engagement Groups include groups for First Nations people who are Traditional Owners (YUP Claim Group Description including Jagera, Yuggera and Ugarapul), and Aboriginal and Torres Strait Elders in the community who have connections to Ipswich:<br>1. Work in the Community<br>2. Born in Ipswich and continued connections<br>3. Historical Connections (eg Deebling Creek Mission and/or Purga Mission). | n/a          |
| <b>Yes work with the local Ipswich Yugara Dancers. All Ipswich born and bred.</b>                                                                                                                                                                                                 | Council has previously, and continues to, invite Ipswich Yugara Dancers for Welcome to Country and traditional performances. Members of Ipswich Yugara Dancers are welcome to engage further with Council on topics of interest through the relevant Representative Engagement Group(s).                                                                                                                                           | n/a          |

Table 7: Survey Question 2: Section 1 contains definitions and appropriate terminology. Do you have comments on these?

| QUESTION 2: SECTION 1 CONTAINS DEFINITIONS AND APPROPRIATE TERMINOLOGY. DO YOU HAVE COMMENTS ON THESE?                                                                                                            | COUNCIL RESPONSE | ACTION TAKEN |
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| <b>No</b>                                                                                                                                                                                                         | Noted, thank you | n/a          |
| <b>It was so informative. Sometimes it is difficult to integrate because we may struggle understanding each others cultures. This really was encyclopedia quality information that should help our community.</b> | Noted, thankyou  | n/a          |
| <b>Good general information and explanations</b>                                                                                                                                                                  | Noted, thankyou  | n/a          |

| QUESTION 2: SECTION 1 CONTAINS DEFINITIONS AND APPROPRIATE TERMINOLOGY. DO YOU HAVE COMMENTS ON THESE?                                                                                                                                                                                                                                       | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ACTION TAKEN |
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| <i>I have no comments for this section.</i>                                                                                                                                                                                                                                                                                                  | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                    | n/a          |
| <i>Appropriate Elders should be considered for engaging. Especially ones who are known and respected in the Ipswich community.</i>                                                                                                                                                                                                           | The Representative Engagement Groups include a group for Aboriginal and Torres Strait Elders in the community who have connections to Ipswich:<br>1. Work in the Community<br>2. Born in Ipswich and continued connections<br>3. Historical Connections (eg Deebling Creek Mission and/or Purga Mission).<br>4. Traditional Owners (Jagera, Yuggera and Ugarapul)                                                                                                   | n/a          |
| <i>I feel like these definitions are great. From my experience as an Aboriginal man and someone who is studying their Masters in Australian Indigenous Cultural Studies, I see great cultural appropriateness with this terminology.</i>                                                                                                     | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                    | n/a          |
| <i>No, all looks pretty standard</i>                                                                                                                                                                                                                                                                                                         | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                    | n/a          |
| <i>No, it looks great.</i>                                                                                                                                                                                                                                                                                                                   | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                    | n/a          |
| <i>To be respectful in allowing Traditional ownwrs the rights to identify themselves and be active to participate in continuing connection on country . I a Jagera women and it is critical Jagera Identity is upheld respected and that our people's included to pass share knowledge of their country without being excluded or muted.</i> | Council engages with all the Applicants of the YUP Native Title Party, as per our regulatory responsibility and intends on forming the Traditional Owner Steering Committee with opportunity for equal representation from the YUP Native Title Claim Group Description (Jagera, Yuggera and Ugarapul).<br>If there are specific concerns, these can be raised at the appropriate Representative Engagement Group meeting with Council, once the groups are formed. | n/a          |
| <i>The definitions and appropriate terminology are very useful and provide clear direction for Council officers.</i>                                                                                                                                                                                                                         | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                    | n/a          |

| QUESTION 2: SECTION 1 CONTAINS DEFINITIONS AND APPROPRIATE TERMINOLOGY. DO YOU HAVE COMMENTS ON THESE?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ACTION TAKEN                                                                                                                                                                                                                                                                                                                                                      |
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| <p><i>I don't like being referred to as a First Australian. This place is made up of many countries and was not Australia until after colonisation. I don't believe it needs to be included as I am concerned it will become part of the vernacular in Ipswich.</i></p> <p><i>With regards to the more appropriate for Aboriginal and Torres Strait Islander. In what circumstance would it not be possible to write the two groups out in full? Why are Aboriginal and Torres Strait Islanders reduced to an acronym (even A&amp;TSI) when non-Indigenous people are not?</i></p> <p><i>First Australian or Indigenous Australian is NOT more appropriate than Indigenous as both of these include Australian which I have explained above.</i></p> | <p>Thank you for your feedback.</p> <p>Some of the terminology, while acknowledged as potentially unwanted and/or inappropriate, has been included for educational purposes as it is used by other organisations or government departments. During the engagement workshops, we asked attendees to nominate their preferred terminology. The majority prefer 'Traditional Owner'.</p> <p>Council documents typically do not include the acronym A&amp;TSI. It is usually written in full. However, in society many names and terms are shortened to acronyms, such as ICC for Ipswich City Council, DESI for the Department of Environment, Science and Innovation, and DSDSATSIP for the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships. This happens for various reasons, such as webpage addresses, and reducing the amount of text in documents. Council will continue to use the full description, however there may be circumstances where shortness is required, and where this is the case, the Draft Engagement Guide advises that 'A&amp;TSI' is preferred over the inappropriate 'ATSI'.</p> | <p>The Engagement Guide has been updated to:</p> <ul style="list-style-type: none"> <li>note that definitions are included for education only, and do not necessarily represent the preferred terminology of our community</li> <li>confirm terminology preferred by our community</li> <li>explain that acronyms are to be avoided as far as possible</li> </ul> |
| <p><i>As an non-Indigenous person I cannot speak on the sensitivity of this terminology.</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Noted, thank you</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>n/a</p>                                                                                                                                                                                                                                                                                                                                                        |
| <p><i>Review the draft document in relation to the amending references to the term "Torres Strait Island" and changing it to "Torres Strait Islander" in the early parts of the document.</i></p> <p><i>The other inappropriate term when referring to Torres Strait Islanders as being from TI (Thursday Island). Many Torres Strait Islanders are from the various islands in the Torres Strait.</i></p>                                                                                                                                                                                                                                                                                                                                           | <p>Error acknowledged, thank you.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Torres Strait Islander has been amended.</p> <p>The inappropriate terminology section has been updated to clarify that Many Torres Strait Islanders are from the various islands in the Torres Strait.</p>                                                                                                                                                     |
| <p><i>Nil</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>Noted, thank you</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>n/a</p>                                                                                                                                                                                                                                                                                                                                                        |
| <p><i>Covered well. Nothing else to add.</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Noted, thank you</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>n/a</p>                                                                                                                                                                                                                                                                                                                                                        |
| <p><i>no</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Noted, thank you</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>n/a</p>                                                                                                                                                                                                                                                                                                                                                        |

| QUESTION 2: SECTION 1 CONTAINS DEFINITIONS AND APPROPRIATE TERMINOLOGY. DO YOU HAVE COMMENTS ON THESE?              | COUNCIL RESPONSE        | ACTION TAKEN |
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| <i>support the inclusion of the three groups in all Welcome to Country and Acknowledgment of Country addresses.</i> | Noted, thank you        | n/a          |
| <i>No</i>                                                                                                           | Noted, thank you        | n/a          |
| <i>The local Ipswich Yugara Dancers also do Welcome to Country and Smoking Ceremony</i>                             | Acknowledged, thank you | n/a          |

Table 8: Survey Question 3: Do you have any other comments or feedback about Section 1?

| QUESTION 3: DO YOU HAVE ANY OTHER COMMENTS OR FEEDBACK ABOUT SECTION 1?                                                                                                                                                                                                                                                 | COUNCIL RESPONSE                                                                                                                                    | ACTION TAKEN                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <i>No, good intro</i>                                                                                                                                                                                                                                                                                                   | Noted, thank you                                                                                                                                    | n/a                                                                                                  |
| <i>Looks good</i>                                                                                                                                                                                                                                                                                                       | Noted, thank you                                                                                                                                    | n/a                                                                                                  |
| <i>It was very well done!</i>                                                                                                                                                                                                                                                                                           | Noted, thank you                                                                                                                                    | n/a                                                                                                  |
| <i>Probably need to refer to historical groups in the Ipswich area who were displaced/removed from their traditional land to Deebling Creek and Purga Missions - while they do not have a traditional connection to country, they have an historical connection and need to be included as part of the discussions.</i> | The Draft Engagement Guide does acknowledge this and proposes those with historical connections are represented within the Indigenous Elders Group. | n/a                                                                                                  |
| <i>As for the cultural awareness matters there is one missing here that i would like to put forward to you is the significance of being able to practice their Tradition Burial and Ceremonial Rituals no matter if the Cemetary used for Funerals is or isn't an Indigenous Cemetary or Burial Ground. .</i>           | Thank you for raising this.<br>It is an important topic that should be explored further with the relevant Representative Engagement Group.          | The section has been updated to acknowledge cultural burial practices.                               |
| <i>There is Caring for country too, we need spaces where we can make this sustainable</i>                                                                                                                                                                                                                               | Thank you for raising this.<br>It is an important topic that should be explored further with the relevant Representative Engagement Group.          | Noted as potential agenda item for future meeting with the relevant Representative Engagement Group. |
| <i>Using blood connections to Ipswich Yuggara country, for cultural purposes.</i>                                                                                                                                                                                                                                       | Noted, thank you                                                                                                                                    | n/a                                                                                                  |
| <i>No</i>                                                                                                                                                                                                                                                                                                               | Noted, thank you                                                                                                                                    | n/a                                                                                                  |
| <i>N/A</i>                                                                                                                                                                                                                                                                                                              | Noted, thank you                                                                                                                                    | n/a                                                                                                  |



| QUESTION 3: DO YOU HAVE ANY OTHER COMMENTS OR FEEDBACK ABOUT SECTION 1?                                                                                                                                                                                                                                                                                                                                                                                                                                                | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                              | ACTION TAKEN                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>I would to point out that during Acknowledgement of Country, the words "Elders both past and present" have replaced the true words of "Elders past, present and future/emerging". I find this undermines our Elders and is a form of eradication of our culture and what is left of it. It is disrespectful and inappropriate.</i>                                                                                                                                                                                  | Council's current wording for Acknowledgment of Country includes the words 'Elders past, present and emerging'.<br>Any recommendation for change in wording would come from the applicable Representative Engagement Group, once formed (eg. Traditional Owner Steering Committee)                                                                                            | Noted as potential agenda item for future meeting with the relevant Representative Engagement Group.                                                |
| <i>Jagera Identity must be upheld . We are registered within the Yuggera Ugarapul Native Title Claim Group and it is important to have Jagera acknowledged so our Jagera people can safely freely continue continuity of connection.</i>                                                                                                                                                                                                                                                                               | The Draft Engagement Guide acknowledges and includes the Jagera, Yuggera and Ugarapul People.<br>Council engages with the YUP Native Title Party as per legislative requirements and intends on forming the Traditional Owners Steering Committee with opportunity for equal representation from the YUP Native Title Claim Group Description (Jagera, Yuggera and Ugarapul). | n/a                                                                                                                                                 |
| <i>Section 1.2.8 Photograph, filming, and obtaining consent is an important element. When attending events as a Council officer and personally, I take photographs and it is very important to understand the impact of taking photographs and how they can or can not be used.</i>                                                                                                                                                                                                                                    | Noted, thank you                                                                                                                                                                                                                                                                                                                                                              | This is noted as being important to be included as part of the internal Council training and awareness of the Draft Engagement Guide once endorsed. |
| <i>The Australia Day section makes me very uncomfortable.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Noted, thank you<br>The general consensus from community engagement was that the inclusion of the Australia Day text was warranted for educational purposes.                                                                                                                                                                                                                  | Noted as potential agenda item for future meeting with the relevant Representative Engagement Group.                                                |
| <i>n/a</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Noted, thank you                                                                                                                                                                                                                                                                                                                                                              | n/a                                                                                                                                                 |
| <i>Nil</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Noted, thank you                                                                                                                                                                                                                                                                                                                                                              | n/a                                                                                                                                                 |
| <i>Says A Welcome to Country protocol, under the guidance from the Traditional Owner Representative Steering Committee, is an Action Item of the Accord 2020 -2025. Until established, a 'draft/proposed' procedure is provided to guide Council on Welcome to Country protocols. I support and agree with what has been proposed in this section. Especially where it says all three Traditional Owner Clan Groups of the Yugara/Yagara Language Group are to be Acknowledged – the Jagera, Yuggera and Ugarapul.</i> | Noted, thank you                                                                                                                                                                                                                                                                                                                                                              | n/a                                                                                                                                                 |



| QUESTION 3: DO YOU HAVE ANY OTHER COMMENTS OR FEEDBACK ABOUT SECTION 1? | COUNCIL RESPONSE | ACTION TAKEN                                                                                         |
|-------------------------------------------------------------------------|------------------|------------------------------------------------------------------------------------------------------|
| <b>no</b>                                                               | Noted, thank you | n/a                                                                                                  |
| <b>only that i support what is drafted in this section.</b>             | Noted, thank you | n/a                                                                                                  |
| <b>The Yugara Dancers have ideas for Queens Park.</b>                   | Noted, thank you | Noted as potential agenda item for future meeting with the relevant Representative Engagement Group. |

Table 9: Survey Question 4: Do you have any other comments or feedback about Section 2?

| QUESTION 4: DO YOU HAVE ANY OTHER COMMENTS OR FEEDBACK ABOUT SECTION 2?                                                                                                         | COUNCIL RESPONSE                                                                                                                                                                                                                                         | ACTION TAKEN                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <b>No, good to see inclusion across a number of council policies</b>                                                                                                            | Noted, thank you                                                                                                                                                                                                                                         | n/a                                                                                                  |
| <b>The united nations declaration is not suitable for community relationships .It is amanifesto bound to lead to conflict and division</b>                                      | Noted, thank you                                                                                                                                                                                                                                         | n/a                                                                                                  |
| <b>Deep divisions between first people groups remains a serious problem</b>                                                                                                     | Acknowledged, thank you for sharing this. Council is optimistic that the establishment of the multiple Representative Engagement Groups may alleviate some of the divisions within the community due to the opportunity for all to be heard and engaged. | n/a                                                                                                  |
| <b>Very informative! I like that you put the links to various legislation so that I could further research it. I like this direction we are headed. Really well done, team!</b> | Noted, thank you                                                                                                                                                                                                                                         | n/a                                                                                                  |
| <b>Probably needs to reference Treaty/Voice agenda as part of a national movement</b>                                                                                           | The Indigenous Accord, the Engagement Guide and the establishment of the Representative Engagement Groups have no correlation with Voice to Treaty.                                                                                                      | n/a                                                                                                  |
| <b>This is where the Land Trust and or Environmental Land Trust should be included.</b>                                                                                         | As noted earlier, this is a topic that can be raised at the appropriate Representative Engagement Group meeting with Council, once the groups are formed.                                                                                                | Noted as potential agenda item for future meeting with the relevant Representative Engagement Group. |

| QUESTION 4: DO YOU HAVE ANY OTHER COMMENTS OR FEEDBACK ABOUT SECTION 2?                                                                                                                                                                                                                                                                                                                         | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                         | ACTION TAKEN                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <b><i>As the article 29 and 37-40 in the United Nations Declaration on the Rights of Indigenous Peoples document, the council needs to implement this.</i></b>                                                                                                                                                                                                                                  | UNDRIP is included within the Draft Engagement Guide.<br>If anyone would like to propose further specific actions for Council, these can be raised at the appropriate Representative Engagement Group meeting with Council, once the groups are formed.                                                  | Noted as potential agenda item for future meeting with the relevant Representative Engagement Group. |
| <b><i>Consulting with all Traditional Owners, not just the Native Title Applicants. Not all are and agree with Native Title.</i></b>                                                                                                                                                                                                                                                            | Council engages with all the Applicants of the YUP Native Title Party, as per our regulatory responsibility and intends on forming the Traditional Owner Steering Committee with opportunity for equal representation from the YUP Native Title Claim Group Description (Jagera, Yuggera and Ugarapul).  | n/a                                                                                                  |
| <b><i>I like section 2. At times, frameworks and guides can be filled with artwork and principles that look nice but don't always have substance where as this is clear to me.</i></b>                                                                                                                                                                                                          | Noted, thank you                                                                                                                                                                                                                                                                                         | n/a                                                                                                  |
| <b><i>No</i></b>                                                                                                                                                                                                                                                                                                                                                                                | Noted, thank you                                                                                                                                                                                                                                                                                         | n/a                                                                                                  |
| <b><i>No</i></b>                                                                                                                                                                                                                                                                                                                                                                                | Noted, thank you                                                                                                                                                                                                                                                                                         | n/a                                                                                                  |
| <b><i>I would like to include that I am part of a large family and descend from Roger Bell. We Jagera are still here and in abundance. So it is very dehumanising to have to fight for the right to be recognized as your own kin and having to fight for native title and such. Please stop this. Neville Bonner was Jagera, and he was my 2nd great Uncle. Let this not be forgotten.</i></b> | Council engages with all the Applicants of the YUP Native Title Party, as per our regulatory responsibility and intends on forming the Traditional Owner Steering Committee with opportunity for equal representation from the YUP Native Title Claim Group Description (Jagera, Yuggera and Ugarapul).  | n/a                                                                                                  |
| <b><i>Jagera People's identity must be upheld and respected in all forums within Ipswich's landscape.</i></b>                                                                                                                                                                                                                                                                                   | Council engages with all the Applicants of the YUP Native Title Party, as per our regulatory responsibility, and intends on forming the Traditional Owner Steering Committee with opportunity for equal representation from the YUP Native Title Claim Group Description (Jagera, Yuggera and Ugarapul). | n/a                                                                                                  |
| <b><i>It is good to have legislation and compliance, and the Policy and Strategy requirements in one document. This will make referral to any or all of these elements easier to access in the future.</i></b>                                                                                                                                                                                  | Noted, thank you                                                                                                                                                                                                                                                                                         | n/a                                                                                                  |
| <b><i>Are there any considerations to the Queensland Government "Path to treaty" legislation?</i></b>                                                                                                                                                                                                                                                                                           | The Indigenous Accord, the Engagement Guide and the establishment of the Representative Engagement Groups have no correlation with Voice to Treaty / Path to Treaty legislation.                                                                                                                         | n/a                                                                                                  |

| QUESTION 4: DO YOU HAVE ANY OTHER COMMENTS OR FEEDBACK ABOUT SECTION 2?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | COUNCIL RESPONSE                                                                                                                                             | ACTION TAKEN                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <i>Nil</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Noted, thank you                                                                                                                                             | n/a                                                                         |
| <i>I don't think everyone understands there are so many legislations that cover our culture and our cultural protocols. Good to see that Council has included them all in this section. Important everyone understands that all Traditional Owner groups are to be included equally and that those who are connected to Ipswich historically are also included.</i>                                                                                                                                                                                                                                                            | Noted, thank you                                                                                                                                             | n/a                                                                         |
| <i>no.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Noted, thank you                                                                                                                                             | n/a                                                                         |
| <i>good to see Council acknowledges and respects the other legislations and not just native title</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Noted, thank you                                                                                                                                             | n/a                                                                         |
| <i>The Queensland Biosecurity Act 2014 must be taken into account. Section 12 of the Act states - "This Act is to be administered, as far as practicable, in consultation with, and having regard to the views and interests of, public sector entities, local governments, industry, Aborigines and Torres Strait Islanders under Aboriginal tradition and Island custom, interested groups and persons and the community generally." Given the damage being caused to the Ipswich local government area ecology by invasive species (pest plants and pest animals), engagement with indigenous locals might be valuable.</i> | Noted, thank you for bringing this to our attention                                                                                                          | This section has been updated to include additional applicable legislation. |
| <i>Work with the local Wurrinyah Conservation on the Natural Environment Policy.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Council's aim is to engage with applicable local Traditional Owner businesses (this aligns with Council's Indigenous Accord Theme 4 – Business Development). | n/a                                                                         |

Table 10: Survey Question 5: Do you have any other comments or feedback about Section 3?

| QUESTION 5: DO YOU HAVE ANY OTHER COMMENTS OR FEEDBACK ABOUT SECTION 3? | COUNCIL RESPONSE | ACTION TAKEN |
|-------------------------------------------------------------------------|------------------|--------------|
| <i>No</i>                                                               | Noted, thank you | n/a          |

| QUESTION 5: DO YOU HAVE ANY OTHER COMMENTS OR FEEDBACK ABOUT SECTION 3?                                                                                                                                                                                                                                                       | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ACTION TAKEN                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><i>Council must engage all first people...not only those who are agreeable and easy to deal with.</i></b>                                                                                                                                                                                                                  | Council engages with all the Applicants of the YUP Native Title Party, as per our regulatory responsibility, and intends on forming the Traditional Owner Steering Committee with opportunity for equal representation from the YUP Native Title Claim Group Description (Jagera, Yuggera and Ugarapul). It is proposed that membership of the Traditional Owner Steering Committee will be by expression of interest request from Council to the YUP Claim Group Description (Jagera, Yuggera and Ugarapul) and members will be reviewed and endorsed by the relevant family groups / Elders. Members will not be appointed by Council. | Future action: acknowledge this within the drafting of the Expression of Interest (eg. include section for review and endorsement by the relevant Traditional Owner Family Group / Association). |
| <b><i>This is so well researched and put together. It's all about teaching and demonstrating manners, civility and respecting values of each other, isn't it? This is a great leadership document that will show our young people and government colleagues how to build relationships to build sustainable business.</i></b> | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                                                                                                                                              |
| <b><i>Good general overview</i></b>                                                                                                                                                                                                                                                                                           | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                                                                                                                                              |
| <b><i>Dealing with disputes, would help if you consult all the Traditional Owners connected to Ipswich.</i></b>                                                                                                                                                                                                               | Council engages with all the Applicants of the YUP Native Title Party, as per our regulatory responsibility, and intends on forming the Traditional Owner Steering Committee with opportunity for equal representation from the YUP Native Title Claim Group Description (Jagera, Yuggera and Ugarapul).                                                                                                                                                                                                                                                                                                                                 | n/a                                                                                                                                                                                              |
| <b><i>Very clear also. I like section 3</i></b>                                                                                                                                                                                                                                                                               | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                                                                                                                                              |
| <b><i>No</i></b>                                                                                                                                                                                                                                                                                                              | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                                                                                                                                              |
| <b><i>no</i></b>                                                                                                                                                                                                                                                                                                              | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                                                                                                                                              |
| <b><i>Just remember to approach our Elders with Dignity. They are wiser than they get credit for and to work well together we need to have trust and understanding.</i></b>                                                                                                                                                   | Please be assured that Council has great respect for your Elders. Should there be any issues or concerns, we encourage feedback and suggestions to understand us where any changes are required, to establish and maintain trust and understanding.                                                                                                                                                                                                                                                                                                                                                                                      | n/a                                                                                                                                                                                              |

| QUESTION 5: DO YOU HAVE ANY OTHER COMMENTS OR FEEDBACK ABOUT SECTION 3?                                                                                                                                                                                                                                                                                                                                                                                                                      | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                         | ACTION TAKEN                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <b><i>A fair process to include all Yuggera Ugarapul Peoples who consists of Jagera Yuggera and Ugarapul People's.</i></b>                                                                                                                                                                                                                                                                                                                                                                   | Council engages with all the Applicants of the YUP Native Title Party, as per our regulatory responsibility, and intends on forming the Traditional Owner Steering Committee with opportunity for equal representation from the YUP Native Title Claim Group Description (Jagera, Yuggera and Ugarapul).                                                                                                                                                 | n/a                                                                                                    |
| <b><i>This section of the engagement strategy provides a clear direction for undertaking engagement for projects. The three key ways to engage with Traditional Owners and the Aboriginal and Torres Strait Islander communities and Table 1 will assist officers to understand and plan appropriate engagement. This section is very comprehensive and the guidance provided will be very beneficial.</i></b>                                                                               | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                                                    |
| <b><i>No</i></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                                                    |
| <b><i>Sections 3.3 and 3.4 are well written and clear on the different audiences and contexts in which engagement may need to occur. The time frames and additional support that people with disability who may wish to engage or be engaged with, may warrant representation at these sections, particularly if support workers etc. are not First Nations themselves. (This suggestion is in addition to the broad mention of suitable communications' formats in the Supplemente)</i></b> | Acknowledged, thank you for raising this.<br>The responsive engagement processes outlined in the Draft Engagement Guide should result in engagement which meets the diverse needs of the community.<br>Note that we welcome ongoing input to the improvement of the Draft Engagement Guide, to ensure it meets the needs of the community. Please continue to reach out to Council if the processes are not meeting the needs of people with disability. | Section updated to include people with disabilities with regards to time frames and additional support |
| <b><i>Seems Council has a well thought out approach to ensure culturally responsive engagement and that Council has staff that can help with understanding cultural protocols.</i></b>                                                                                                                                                                                                                                                                                                       | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                                                    |
| <b><i>Councils Native Title &amp; Cultural Heritage Officer and/or Indigenous Australian Community Development Officer can provide guidance around the principal of 'Ask First'.</i></b>                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                        |
| <b><i>no</i></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                                                    |



| QUESTION 5: DO YOU HAVE ANY OTHER COMMENTS OR FEEDBACK ABOUT SECTION 3?                                                                                                                                                            | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                         | ACTION TAKEN |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <i>important to close the loop. this is very rarely done</i>                                                                                                                                                                       | Council will be updating the Shape Your Ipswich page with the updated version of the Draft Engagement Guide and also a copy of the final copy of the Engagement Guide once endorsed.<br><br>Council provided a sign on sheet at the Workshops, with opportunity for attendees to provide their email addresses so updates on the Draft Engagement Guide can be provided. | n/a          |
| <i>I agree with the tenor of Section 3. It appears to be consistent with the requirements of Section 12 of the Biosecurity Act 2014 which requires that consultation take place "under Aboriginal tradition and Island custom"</i> | Noted, thank you                                                                                                                                                                                                                                                                                                                                                         | n/a          |
| <i>The local Ipswich Yugara Dancers have a few projects and programs.</i>                                                                                                                                                          | Noted, thank you                                                                                                                                                                                                                                                                                                                                                         | n/a          |

Table 11: Survey Question 6: Do you have recommendations for the roles and responsibilities of each of the Representative Engagement Groups?

| QUESTION 6: DO YOU HAVE RECOMMENDATIONS FOR THE ROLES AND RESPONSIBILITIES OF EACH OF THE REPRESENTATIVE ENGAGEMENT GROUPS?  | COUNCIL RESPONSE                                                                                                                                                                                                                                                                 | ACTION TAKEN                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| <i>No</i>                                                                                                                    | Noted, thank you                                                                                                                                                                                                                                                                 | n/a                                                                                                                                  |
| <i>A great cross section of the community seems to have been formed here. Well done.</i>                                     | Noted, thank you                                                                                                                                                                                                                                                                 | n/a                                                                                                                                  |
| <i>Important to ensure information is disseminated back to community - whether through organisations, social media, etc.</i> | The Representative Engagement Groups will be encouraged to engage and share information with the community, to ensure people are kept informed and have the opportunity to provide information for the members of the Representative Engagement Groups to bring back to Council. | n/a                                                                                                                                  |
| <i>All groups need to have a written clear understanding of each others roles for themselves and the wider community</i>     | Noted, thank you                                                                                                                                                                                                                                                                 | This will be actioned once the Representative Engagement Groups are formed, during the draft of their applicable Terms of Reference. |

| QUESTION 6: DO YOU HAVE RECOMMENDATIONS FOR THE ROLES AND RESPONSIBILITIES OF EACH OF THE REPRESENTATIVE ENGAGEMENT GROUPS?                                                                                                                                                            | COUNCIL RESPONSE                                                                                                                                                                                                                                                                | ACTION TAKEN                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Thompson family Elders for talks about Ipswich community.</i>                                                                                                                                                                                                                       | Noted, thank you<br>The aim is for Council engage with all Traditional Owner family groups and provide equal opportunities.                                                                                                                                                     | n/a                                                                                                                                                |
| <i>I feel like the responsibilities are clear given the difference in groups, but leveraging the strengths of each group would be best practice. I would love for upskilling of groups about truth-telling and treaty frameworks so it can be passed onto our city would be great.</i> | Noted, thank you.                                                                                                                                                                                                                                                               | Noted as potential agenda item for future meeting with the relevant Representative Engagement Group.                                               |
| <i>No</i>                                                                                                                                                                                                                                                                              | Noted, thank you                                                                                                                                                                                                                                                                | n/a                                                                                                                                                |
| <i>no</i>                                                                                                                                                                                                                                                                              | Noted, thank you                                                                                                                                                                                                                                                                | n/a                                                                                                                                                |
| <i>Traditional Owners steering committee must consist of Jagera Yuggera and Ugarapul.<br/>Jagera must not be excluded from any conversations on their landscape</i>                                                                                                                    | Council engages with the YUP Native Title Party as per legislative requirements and intends on forming the Traditional Owners Steering Committee with the opportunity for equal representation from the YUP Native Title Claim Group Description (Jagera, Yuggera and Ugarapul) | n/a                                                                                                                                                |
| <i>No suggestions or recommendations as the roles and responsibilities appear to be clear and well thought out.</i>                                                                                                                                                                    | Noted, thank you                                                                                                                                                                                                                                                                | n/a                                                                                                                                                |
| <i>Each group needs to have a Indigneous co-chair not just a councillor and/or Mayor.</i>                                                                                                                                                                                              | Noted, thank you                                                                                                                                                                                                                                                                | This can be actioned / discussed once the Representative Engagement Groups are formed, during the drafting of their applicable Terms of Reference. |
| <i>Nil</i>                                                                                                                                                                                                                                                                             | Noted, thank you                                                                                                                                                                                                                                                                | n/a                                                                                                                                                |
| <i>I agree and support what this section says for the roles and responsibilities of each of the representative engagement groups.</i>                                                                                                                                                  | Noted, thank you                                                                                                                                                                                                                                                                | n/a                                                                                                                                                |
| <i>if council follows this there should be no problems</i>                                                                                                                                                                                                                             | Noted, thank you                                                                                                                                                                                                                                                                | n/a                                                                                                                                                |
| <i>i agree with what is written for the roles and responsibilities in the draft</i>                                                                                                                                                                                                    | Noted, thank you                                                                                                                                                                                                                                                                | n/a                                                                                                                                                |
| <i>No</i>                                                                                                                                                                                                                                                                              | Noted, thank you                                                                                                                                                                                                                                                                | n/a                                                                                                                                                |

Table 12: Survey Question 7: Do you have recommendations for the membership of each of the identified Representative Engagement Groups?

| QUESTION 7: DO YOU HAVE RECOMMENDATIONS FOR THE MEMBERSHIP OF EACH OF THE IDENTIFIED REPRESENTATIVE ENGAGEMENT GROUPS?                                                                                                                                                                                                                                                                                                                               | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ACTION TAKEN                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>No</b>                                                                                                                                                                                                                                                                                                                                                                                                                                            | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | n/a                                                                                                                                                                                    |
| <b><i>This must come from these groups</i></b>                                                                                                                                                                                                                                                                                                                                                                                                       | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | n/a                                                                                                                                                                                    |
| <b><i>No recommendations. Seems really well done.</i></b>                                                                                                                                                                                                                                                                                                                                                                                            | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | n/a                                                                                                                                                                                    |
| <b><i>People with strong local connections to Ipswich District and ones who are representative and can provide feedback to agencies as well as community</i></b>                                                                                                                                                                                                                                                                                     | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | n/a                                                                                                                                                                                    |
| <b><i>I think a representation of men and women would be ideal. I would be interested to see given who holds cultural authority in selecting members as we often see Aboriginal and Torres Strait Islander people handpicked for representative roles that sometimes don't represent our communities. I do feel confident reading this guide, whoever is currently advising Ipswich City Council has great cultural knowledge and authority.</i></b> | The Terms of Reference for each of the Representative Engagement Groups will inform the process for selecting members.<br><br>That said, as an example, Council's preference for the Traditional Owner Steering Committee is one female and one male from each Apical, endorsed by the relevant family groups.                                                                                                                                                                                                                                                                                                                                                                                                          | n/a                                                                                                                                                                                    |
| <b>No</b>                                                                                                                                                                                                                                                                                                                                                                                                                                            | n/a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | n/a                                                                                                                                                                                    |
| <b><i>inclusion of jagera</i></b>                                                                                                                                                                                                                                                                                                                                                                                                                    | Council engages with the YUP Native Title Party as per legislative requirements and intends on forming the Traditional Owners Steering Committee with the opportunity for equal representation from the YUP Native Title Claim Group Description (Jagera, Yuggera and Ugarapul)                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                                                                                                                                    |
| <b><i>Must have no criminal record of serious offences as a standard safety precautions. Must be selected from their registered Traditional Owners Association to be eligible to apply to become representatives. That at all times Jagera People are not to be excluded in any conversations.</i></b>                                                                                                                                               | Council engages with all the Applicants of the YUP Native Title Party, as per our regulatory responsibility, and intends on forming the Traditional Owner Steering Committee with opportunity for equal representation from the YUP Native Title Claim Group Description (Jagera, Yuggera and Ugarapul).<br><br>It is proposed that membership of the Traditional Owner Steering Committee will be by expression of interest request from Council to the YUP Claim Group Description (Jagera, Yuggera and Ugarapul) and members will be reviewed and endorsed by the relevant family groups / Elders.<br><br>The Terms of References for each of the Representative Engagement Groups will also cover this once formed. | This will be actioned within the drafting of the Expression of Interest (eg. include section for review and endorsement by the relevant Traditional Owner Family Group / Association). |

| QUESTION 7: DO YOU HAVE RECOMMENDATIONS FOR THE MEMBERSHIP OF EACH OF THE IDENTIFIED REPRESENTATIVE ENGAGEMENT GROUPS?                                                                           | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ACTION TAKEN                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>No.</b>                                                                                                                                                                                       | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | n/a                                                                                                                                                                           |
| <b><i>Each group needs to have a Indigenous co-chair not just a councillor and/or Mayor.</i></b>                                                                                                 | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | This can be actioned / discussed once the Representative Engagement Groups are formed, during the drafting of their applicable Terms of Reference.                            |
| <b><i>Specific representation of people with disability, including youth, and carers of people with disability from First Nations groups and families of Ipswich is missing.</i></b>             | Thank you for raising this. The Draft Engagement Guide was built around the Representative Engagement Groups identified within the Indigenous Accord 2020-2025. It is intended to be as inclusive as possible, however we note that people with disability and their carers are not specifically mentioned.<br>The responsive engagement processes outlined in the Draft Engagement Guide should result in engagement which meets the diverse needs of the community.<br>Note that we welcome ongoing input to the improvement of the Draft Engagement Guide, to ensure it meets the needs of the community. Please continue to reach out to Council if the processes are not meeting the needs of people with disability. | Processes to ensure people with disability are represented have been noted as a potential agenda item for future meetings with the relevant Representative Engagement Groups. |
| <b><i>I agree and support what this section recommends for the membership for each of the identified representative engagement groups.</i></b>                                                   | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | n/a                                                                                                                                                                           |
| <b><i>I know first hand the history and dynamics for each of the clans. What is proposed in this section is the best way to keep everyone equally included.</i></b>                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                               |
| <b><i>membership should be how section 4 says it will be</i></b>                                                                                                                                 | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | n/a                                                                                                                                                                           |
| <b><i>agree with how the membership for each is proposed. the applicants can't be the voice for us on everything. they are to do the native title claim and not be owners of our culture</i></b> | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | n/a                                                                                                                                                                           |
| <b>No</b>                                                                                                                                                                                        | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | n/a                                                                                                                                                                           |
| <b><i>Yugara Dancers<br/>Wirrinyah Conservation<br/>Yaggara Language Group</i></b>                                                                                                               | The aim is for Council to engage with all Traditional Owner family groups and provide equal opportunities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | n/a                                                                                                                                                                           |



Table 13: Survey Question 8: Do you have suggestions for how the Representative Engagement Groups operate? For example, meetings, workshops, on country, online, by email (or multiple methods you feel appropriate)

| QUESTION 8: DO YOU HAVE SUGGESTIONS FOR HOW THE REPRESENTATIVE ENGAGEMENT GROUPS OPERATE? FOR EXAMPLE, MEETINGS, WORKSHOPS, ON COUNTRY, ONLINE, BY EMAIL (OR MULTIPLE METHODS YOU FEEL APPROPRIATE)                                                                                                                                                                          | COUNCIL RESPONSE | ACTION TAKEN                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------|
| <b>No</b>                                                                                                                                                                                                                                                                                                                                                                    | Noted, thank you | n/a                                                                                                 |
| <b><i>This also must be decided by these groups.</i></b>                                                                                                                                                                                                                                                                                                                     | Noted, thank you | n/a                                                                                                 |
| <b><i>I think the fact that there is recorded communication is more important than the portal or vessel through which that communication happens.</i></b>                                                                                                                                                                                                                    | Noted, thank you | n/a                                                                                                 |
| <b><i>Multiple methods to ensure/maximise participation - as per previous point it is important to ensure information flow is transparent and timely so all community are informed</i></b>                                                                                                                                                                                   | Noted, thank you | n/a                                                                                                 |
| <b><i>I feel like from my experience, in person meetings are always best and on country if possible. I do think though that it should be whatever works best for the group.</i></b>                                                                                                                                                                                          | Noted, thank you | n/a                                                                                                 |
| <b>No</b>                                                                                                                                                                                                                                                                                                                                                                    | Noted, thank you | n/a                                                                                                 |
| <b><i>To be active within the community.</i></b>                                                                                                                                                                                                                                                                                                                             | Noted, thank you | n/a                                                                                                 |
| <b><i>All above methods are sufficient.</i></b>                                                                                                                                                                                                                                                                                                                              | Noted, thank you | n/a                                                                                                 |
| <b><i>The methods of communication outlined seem appropriate and multiple methods may be required.</i></b>                                                                                                                                                                                                                                                                   | Noted, thank you | n/a                                                                                                 |
| <b><i>Meetings should be a mixture of online and face to face. The meetings should be conducted both in the Council offices and at local Indigenous organisation venues with local catering. Meeting minutes should be shared with other representative groups (where applicable) to ensure that each group does not duplicate the effort or issues being discussed.</i></b> | Noted, thank you | Noted to ensure this is captured in the Terms of Reference for each Representative Engagement Group |
| <b><i>Multiple methods would be best.</i></b>                                                                                                                                                                                                                                                                                                                                | Noted, thank you | n/a                                                                                                 |
| <b><i>no</i></b>                                                                                                                                                                                                                                                                                                                                                             | Noted, thank you | n/a                                                                                                 |
| <b><i>do a mixture.</i></b>                                                                                                                                                                                                                                                                                                                                                  | Noted, thank you | n/a                                                                                                 |



| QUESTION 8: DO YOU HAVE SUGGESTIONS FOR HOW THE REPRESENTATIVE ENGAGEMENT GROUPS OPERATE? FOR EXAMPLE, MEETINGS, WORKSHOPS, ON COUNTRY, ONLINE, BY EMAIL (OR MULTIPLE METHODS YOU FEEL APPROPRIATE) | COUNCIL RESPONSE | ACTION TAKEN |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------------|
| <i>I have a preference for meetings and workshops where ideas and proposals can be discussed, debated and refined.</i>                                                                              | Noted, thank you | n/a          |

Table 14: Survey Question 9: Do you have any other comments or feedback about the Draft Engagement Guide?

| QUESTION 9: DO YOU HAVE ANY OTHER COMMENTS OR FEEDBACK ABOUT THE DRAFT ENGAGEMENT GUIDE?                                                                                                                                                                                                                                      | COUNCIL RESPONSE              | ACTION TAKEN                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <i>Only that I am very impressed with my Council. I am proud to be in Ipswich.</i>                                                                                                                                                                                                                                            | Noted, thank you              | n/a                                                                                                                |
| <i>Document looks good/reads well</i>                                                                                                                                                                                                                                                                                         | Noted, thank you              | n/a                                                                                                                |
| <i>I think it's a great guide. It makes me proud to live hear knowing that this is being implemented. I believe we need strong leadership in this space from the Ipswich City Council. I would love to see a cultural centre built in Ipswich for mob to come together, build cultural knowledge and help our young ones.</i> | Noted, thank you              | Discussion around Cultural Centre can be tabled at relevant Representative Engagement Group, once formed.          |
| <i>No</i>                                                                                                                                                                                                                                                                                                                     | Noted, thank you              | n/a                                                                                                                |
| <i>no</i>                                                                                                                                                                                                                                                                                                                     | Noted, thank you              | n/a                                                                                                                |
| <i>The engagement guide will be a very useful tool for Council employees. Easy access on multiple platforms would make finding the document easy, e.g. inclusion on internal department sites as well as ICC external website and The Wire.</i>                                                                               | Noted, thank you              | Ensure the finalised/endorsed Guide is available for Council officers from multiple platforms (as per suggestion). |
| <i>There is no reference on when the consultation period closes. Such updating engagement platform.</i>                                                                                                                                                                                                                       | Noted, thank you              | This has been actioned.                                                                                            |
| <i>I agree and support all the recommendations for each of the sections. Especially the recommendations for welcome to country and the roles, responsibilities and membership for each of the engagement groups!</i>                                                                                                          | Noted, thank you              | n/a                                                                                                                |
| <i>its a good guide</i>                                                                                                                                                                                                                                                                                                       | Noted, thank you              | n/a                                                                                                                |
| <i>its really good. but you spelt yuggera wrong on the dot points for our identity</i>                                                                                                                                                                                                                                        | Error acknowledged, thank you | Spelling has been corrected.                                                                                       |





| QUESTION 9: DO YOU HAVE ANY OTHER COMMENTS OR FEEDBACK ABOUT THE DRAFT ENGAGEMENT GUIDE? | COUNCIL RESPONSE | ACTION TAKEN |
|------------------------------------------------------------------------------------------|------------------|--------------|
| <b>No</b>                                                                                | Noted, thank you | n/a          |

Table 15: Survey Question 10: Is there anything within this Draft Engagement Guide that you believe is missing that should be included?

| QUESTION 10: IS THERE ANYTHING WITHIN THIS DRAFT ENGAGEMENT GUIDE THAT YOU BELIEVE IS MISSING THAT SHOULD BE INCLUDED?                                                                 | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                         | ACTION TAKEN                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <b>Nothing that I can predict missing yet but I am mostly guided by Council in this matter.</b>                                                                                        | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                         |
| <b>Think it covers the main areas/topics</b>                                                                                                                                           | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                         |
| <b>Council needs to research for themselves and have legal advice as to who are the rightful people to this area instead of causing tension and playing groups against each other.</b> | Council engages with all the Applicants of the Native Title Party, as per our regulatory responsibility, and intends on forming the Traditional Owner Steering Committee with opportunity for equal representation from the YUP Native Title Claim Group Description (Jagera, Yuggera and Ugarapul).<br>Council welcomes the opportunity to continue meaningful engagement with all clan groups and members of the Native Title Claim Group Description. | n/a                                                                         |
| <b>No. If there's ever anything I can do to help or volunteer at any events regarding improving Aboriginal and Torres Strait Islander outcomes please reach out – (email provided)</b> | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                         | If needed, reach out via contact details provided.                          |
| <b>Thanks for the opportunity to provide feedback.</b>                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                             |
| <b>No - i think it needs to be shortened not added to.</b>                                                                                                                             | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                         | A Quick Reference Version of the Draft Engagement Guide has been developed. |
| <b>Nothing as of yet.</b>                                                                                                                                                              | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                         |
| <b>No.</b>                                                                                                                                                                             | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                         |
| <b>No. Covers everything that should be covered.</b>                                                                                                                                   | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                         |
| <b>no. everything was covered really good</b>                                                                                                                                          | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                         |
| <b>no. covers everything</b>                                                                                                                                                           | Noted, thank you                                                                                                                                                                                                                                                                                                                                                                                                                                         | n/a                                                                         |



| QUESTION 10: IS THERE ANYTHING WITHIN THIS DRAFT ENGAGEMENT GUIDE THAT YOU BELIEVE IS MISSING THAT SHOULD BE INCLUDED? | COUNCIL RESPONSE | ACTION TAKEN                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------|
| <i>See previous comments.</i>                                                                                          | Noted, thank you | n/a                                                                                                             |
| <i>Yaggara Language Group</i>                                                                                          | Noted, thank you | Discussion around preferred terminology can be tabled at relevant Representative Engagement Group, once formed. |

Table 16: Survey Question 11: Do you identify as Aboriginal or Torres Strait Islander?

| QUESTION 11: DO YOU IDENTIFY AS ABORIGINAL OR TORRES STRAIT ISLANDER? | NUMBER | PERCENTAGE |
|-----------------------------------------------------------------------|--------|------------|
| Traditional Owner (Jagera, Yuggera, Ugarapul)                         | 8      | 35%        |
| Aboriginal                                                            | 5      | 22%        |
| Torres Strait Islander                                                | 1      | 4%         |
| Both                                                                  | 1      | 4%         |
| No                                                                    | 7      | 30%        |
| Prefer not to say                                                     | 1      | 4%         |
| TOTAL                                                                 | 23     | 100%       |

Each of the following questions only had three responses, therefore the data is not statistically significant and has not been included:

- What suburb do you live in?
- Year of Birth
- Gender
- What cultural background do you most identify with?
- What is your connection to the City of Ipswich?



Appendix E: Workshop Feedback

Five workshop sessions were held:

- 19 June 2024 Aboriginal and Torres Strait Islander Employee Working Group (EWG)
- 8 August 2024 YUP Native Title Party (YUP)
- 12 August 2024 Community (afternoon session)
- 13 August 2024 Community (morning session)
- 15 August 2024 Community (evening session)

The feedback received from the workshops is provided in the tables below.

The two columns on the right hand side of each table demonstrates how Council has used the feedback in preparing the final draft of the Engagement Guide.

Workshop Feedback on Draft Engagement Guide Section 1: CEREMONIES, PROTOCOLS AND CULTURAL AWARENESS

Table 17: Workshop Question 1: When would you recommend council engage an Elder to perform a Welcome to Country?

| WORKSHOP                 | COMMENTS                                                                       | TICKS / DOTS          | COUNCIL RESPONSE                                     | ACTION TAKEN                                                                                         |
|--------------------------|--------------------------------------------------------------------------------|-----------------------|------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 19 June 2024 EWG         | At official events including international                                     | ✓✓✓✓✓✓✓✓<br>Total = 8 | The importance / scale of events is noted, thank you | Noted as potential agenda item for future meeting with the relevant Representative Engagement Group. |
| 8 August 2024 YUP        | Sporting events eg. NZ v AUS<br>Opening of places sports fields, shops         | ✓<br>Total = 1        |                                                      |                                                                                                      |
| 12 August 2024 Community | Not <u>custodian</u>                                                           |                       |                                                      |                                                                                                      |
| 13 August 2024 Community | Agreed                                                                         |                       |                                                      |                                                                                                      |
| 15 August 2024 Community | Yes appropriate or nominated rep – Traditional Owners and Native Title Holders |                       |                                                      |                                                                                                      |

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Table 18: Workshop Question 2: Do you support the draft/proposed council procedure for Welcome to Country? If not why?

| WORKSHOP                 | COMMENTS                                                                                                  | TICKS / DOTS                                                                                                                        | COUNCIL RESPONSE                                                                | ACTION TAKEN                                                                                              |
|--------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| 19 June 2024 EWG         | (no comments)                                                                                             | ✓✓✓✓✓✓<br>Total = 6                                                                                                                 | Majority support noted, thank you                                               | "Owner" and "custodian" have been amended to show the difference.                                         |
| 8 August 2024 YUP        | <u>Not</u> custodians, <u>owners</u><br>"emerging" – <u>not</u> appropriate → remove                      |                                                                                                                                     | Preferences for inclusion or exclusion of "emerging" are noted.                 | Inclusion / exclusion of "emerging" and the                                                               |
| 12 August 2024 Community | Is another TO available? Priority before community elder (circle with 2 lines at the end of the sentence) |                                                                                                                                     | Preference for a hierarchy for Welcome to Country based on connection is noted. | hierarchy for Welcome to Country are noted as potential agenda items for future meeting with the relevant |
| 13 August 2024 Community | Supports this procedure                                                                                   |                                                                                                                                     |                                                                                 | Representative                                                                                            |
| 15 August 2024 Community | Point 10 – Not necessary however re-enforce respectful acknowledgement                                    | ✓✓✓✓✓✓✓✓✓✓<br>Total = 11 (ticks for the extract numbers: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10<br><br>"OK"<br>Total = 3 (points 11, 12, 13) |                                                                                 | Engagement Group.                                                                                         |



Table 19: Workshop Question 3: When would you recommend council undertake an Acknowledgement of Country instead of a Welcome to Country?

| WORKSHOP                 | COMMENTS                                                                             | TICKS / DOTS                                                                                                                                                                                                                                                                                   | COUNCIL RESPONSE                                                                                                                  | ACTION TAKEN                                       |  |
|--------------------------|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--|
| 19 June 2024 EWG         | Management only to perform Acknowledgement of Country                                |                                                                                                                                                                                                                                                                                                | Majority support noted, thank you                                                                                                 | Updated to reflect nuances such as gender matching |  |
|                          | Any staff to perform but with a bit more understanding                               | ✓✓<br>Total = 2                                                                                                                                                                                                                                                                                | Training and awareness will be delivered to Council officers following adoption of the Engagement Guide, to improve understanding |                                                    |  |
|                          | Minor events                                                                         | ✓✓✓✓<br>Total = 4                                                                                                                                                                                                                                                                              |                                                                                                                                   |                                                    |  |
|                          | Any staff to perform acknowledgement                                                 | ✓✓✓✓✓✓✓<br>Total = 7                                                                                                                                                                                                                                                                           |                                                                                                                                   |                                                    |  |
| 8 August 2024 YUP        | Council internal meetings with lots of people, with externals etc.                   |                                                                                                                                                                                                                                                                                                |                                                                                                                                   |                                                    |  |
|                          | Only Elders do Welcome                                                               |                                                                                                                                                                                                                                                                                                |                                                                                                                                   |                                                    |  |
|                          | Outdoor site visits – do acknowledgement                                             |                                                                                                                                                                                                                                                                                                |                                                                                                                                   |                                                    |  |
|                          | Mens & womens business/events<br>Gender match where possible                         |                                                                                                                                                                                                                                                                                                |                                                                                                                                   |                                                    |  |
| 12 August 2024 Community | Meetings – smaller<br><u>Note</u> – fee for Welcome<br>Don't do <u>spontaneously</u> |                                                                                                                                                                                                                                                                                                |                                                                                                                                   |                                                    |  |
|                          | 13 August 2024 Community                                                             | (no comments)                                                                                                                                                                                                                                                                                  |                                                                                                                                   |                                                    |  |
|                          | 15 August 2024 Community                                                             | When not official business that triggers local Apical connected T.Os acknowledgement in smaller gatherings<br><br>It is always important to have an acknowledgement of country at any event or meeting however it is important to have a 'Welcome to Country' at significant events/gatherings |                                                                                                                                   |                                                    |  |

Table 20: Workshop Question 4: Which version of the 'Acknowledgement of Country' should be used by Ipswich City Council?

| WORKSHOP                 | FULL VERSION                                                                                                                                                                                                                                                                                                                                         | GENERIC VERSION                                                                                                                                                                                                                                                        | COUNCIL RESPONSE                                | ACTION TAKEN                                                                                       |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------|
|                          | Ipswich City Council respectfully acknowledges the Traditional Owners, the Jagera, Yuggera and Ugarapul People of the Yugara/Yagara Language Group, as custodians of the land and waters we share. We pay our respects to their Elders past, present and emerging, as the keepers of the traditions, customs, cultures and stories of proud peoples. | Ipswich City Council respectfully acknowledges the Traditional Owners as custodians of the land and waters we share. We pay our respects to their Elders past, present and emerging, as the keepers of the traditions, customs, cultures and stories of proud peoples. | Majority support for the full version is noted. | Updated to reflect preference for the full version.<br>Spelling checked and corrected as required. |
|                          | FULL VERSION FEEDBACK                                                                                                                                                                                                                                                                                                                                | GENERIC VERSION FEEDBACK                                                                                                                                                                                                                                               |                                                 |                                                                                                    |
| 19 June 2024 EWG         | ✓✓✓✓✓✓✓✓✓✓✓✓<br>Total = 14<br>(no comments)                                                                                                                                                                                                                                                                                                          | Total = 0<br>(no comments)                                                                                                                                                                                                                                             |                                                 |                                                                                                    |
| 8 August 2024 YUP        | x                                                                                                                                                                                                                                                                                                                                                    | ✓<br>Total = 1<br>(no comments)                                                                                                                                                                                                                                        |                                                 |                                                                                                    |
| 12 August 2024 Community | <i>Preferred</i><br><i>Gets people used to 3 groups</i><br><i>Everyone belongs</i>                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                        |                                                 |                                                                                                    |
| 13 August 2024 Community |                                                                                                                                                                                                                                                                                                                                                      | ✓                                                                                                                                                                                                                                                                      |                                                 |                                                                                                    |
| 15 August 2024 Community | Not this one not correct yuggera<br><ul style="list-style-type: none"> <li>Yuggera the word is language name it is ... for any sub groups of the Yuggera Language group to identify as Yuggera for stand alone Clan groups it is culturally incorrect</li> </ul> Yagera consisting of: Jagera, Yuggera + Ygarapul                                    | Identify the TO's<br><br>This me ✓<br><br>Always identify the TO's                                                                                                                                                                                                     |                                                 |                                                                                                    |





Table 21: Workshop Question 5: Are there other T.O. Dance Groups in Ipswich that council is not aware of?

Currently there are two known Traditional Owner (T.O.) Dance Groups for the Ipswich LGA that Council engages for Cultural Performances – Nunukul Yuggera Aboriginal Dance Group and the Yugara Aboriginal Dance Group – are there other T.O. Dance Groups in Ipswich that council is not aware of?

| WORKSHOP                        | COMMENTS                                                                                   | TICKS / DOTS | COUNCIL RESPONSE | ACTION TAKEN |
|---------------------------------|--------------------------------------------------------------------------------------------|--------------|------------------|--------------|
| <b>19 June 2024 EWG</b>         | Not at this stage                                                                          | ✓            | Noted, thank you | n/a          |
|                                 | Are there any youth dance groups forming that are linked to these established groups       |              |                  |              |
|                                 | Not that I'm aware                                                                         |              |                  |              |
|                                 | There is a TSI group – Culture on Country event tried to engage them but were unsuccessful | ✓            |                  |              |
| <b>8 August 2024 YUP</b>        | Only 2 groups                                                                              |              |                  |              |
| <b>12 August 2024 Community</b> | No                                                                                         |              |                  |              |
| <b>13 August 2024 Community</b> | Only two but Auntie Jill will ask around<br>Young people need a go                         |              |                  |              |
| <b>15 August 2024 Community</b> | Jagera dance group<br>Marissa Sandy – yerongapul?                                          |              |                  |              |

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Table 22: Workshop Question 6: Under 1.2 Cultural Awareness there are a number of customs and protocols covered – do you feel council has covered these correctly? If not, why?

| WORKSHOP                 | COMMENTS                                                                                                                                                                                                                                                                                                                                         | TICKS / DOTS     | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ACTION TAKEN                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 19 June 2024 EWG         | Are sacred sites signed? Warning Issued when nearby etc.                                                                                                                                                                                                                                                                                         | ✓                | <p>Thank you for these suggestions. To ensure that we are providing content sensitively and that we are not making sacred knowledge public, it would be best to confirm wording with the relevant Representative Engagement Groups, once formed.</p> <p>It is intended that there will be a register of people endorsed by the Traditional Owner Steering Committee for providing Welcome to Country. Council processes will ensure that requests are offered alternately for equal representation from the YUP Native Title Claim Group Description (Jagera, Yuggera and Ugarapul).</p> | <p>The following are noted as potential agenda items for future meeting with the relevant Representative Engagement Group:</p> <ul style="list-style-type: none"> <li>■ Signage at sacred sites</li> <li>■ Place / street names</li> <li>■ Birthing on country</li> <li>■ Coming of Age</li> </ul> <p>Procedure for inviting people to provide a Welcome to Country will be updated once the register is created and endorsed by the Traditional Owner Steering Committee.</p> |
|                          | (no comments)                                                                                                                                                                                                                                                                                                                                    | ✓✓✓<br>Total = 3 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 8 August 2024 YUP        | <ul style="list-style-type: none"> <li>• Openings etc (festivals)</li> <li>➔ Ask steering committee for Welcome</li> <li>• When we request info, we use it or we explain why not</li> <li>• Share engagement guide with <u>developers</u></li> </ul> <p>Planning process for place names/street names etc. ➔ does it cover Murrdii names (?)</p> |                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12 August 2024 Community | Ok                                                                                                                                                                                                                                                                                                                                               |                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 13 August 2024 Community |                                                                                                                                                                                                                                                                                                                                                  |                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 15 August 2024 Community | <p>Birthing on country</p> <p>Coming of Age</p>                                                                                                                                                                                                                                                                                                  |                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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Table 23: Workshop Question 7: Do you agree with the terminology and explanation below for council to use? Do you have any further suggestions?

| TERM                     | EXPLANATION                                                                                                                                                                    | WORKSHOP                 | AGREE                | DISAGREE | SUGGESTION                                                          | COUNCIL RESPONSE                                                                                             | ACTION TAKEN                                                                                                                                                                                                                                                                                          |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------|----------|---------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Aboriginal person</b> | Refers to Aboriginal people of Australia's mainland and does not include Torres Strait Islander people.                                                                        | 19 June 2024 EWG         | ✓✓✓✓✓✓✓<br>Total = 7 |          |                                                                     | Noted that <i>Aboriginal</i> is derived from the Latin word <i>aborigines</i> meaning 'original inhabitants' | Definition expanded to include the derivation of 'Aboriginal'<br>Use of the local traditional language throughout the Engagement Guide is noted as a potential agenda item for future meetings with the relevant Representative Engagement Group.<br>Should we include a language section with links? |
|                          |                                                                                                                                                                                | 8 August 2024 YUP        |                      | X        | <i>Murrdii</i>                                                      |                                                                                                              |                                                                                                                                                                                                                                                                                                       |
|                          |                                                                                                                                                                                | 12 August 2024 Community |                      |          |                                                                     |                                                                                                              |                                                                                                                                                                                                                                                                                                       |
|                          |                                                                                                                                                                                | 13 August 2024 Community |                      |          | ?                                                                   |                                                                                                              |                                                                                                                                                                                                                                                                                                       |
|                          |                                                                                                                                                                                | 15 August 2024 Community | ✓                    |          | <i>Aboriginal a term given by European/white of this not cowed</i>  |                                                                                                              |                                                                                                                                                                                                                                                                                                       |
| <b>Applicant/s</b>       | Are those who have been authorised by the Native Title Claim Group to make the Native Title Claim application on behalf of the group. Also, referred to as Native Title Party. | 19 June 2024 EWG         | ✓✓✓✓✓✓✓<br>Total = 7 |          |                                                                     | Noted, thank you                                                                                             | n/a                                                                                                                                                                                                                                                                                                   |
|                          |                                                                                                                                                                                | 8 August 2024 YUP        |                      |          | <i>Native Title Applicants – add</i>                                |                                                                                                              |                                                                                                                                                                                                                                                                                                       |
|                          |                                                                                                                                                                                | 12 August 2024 Community |                      |          | <i>Responsibility to represent the full claim group description</i> |                                                                                                              |                                                                                                                                                                                                                                                                                                       |
|                          |                                                                                                                                                                                |                          |                      |          | <i>Duty to group</i>                                                |                                                                                                              |                                                                                                                                                                                                                                                                                                       |
|                          |                                                                                                                                                                                | 13 August 2024 Community |                      |          |                                                                     |                                                                                                              |                                                                                                                                                                                                                                                                                                       |

Item 1 / Minutes Attachment 2

| TERM                          | EXPLANATION                                                                                                    | WORKSHOP                 | AGREE                   | DISAGREE | SUGGESTION                                                                                                                                                                                                                                                            | COUNCIL RESPONSE                                                                                                                                                                                                                                         | ACTION TAKEN                                                            |
|-------------------------------|----------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
|                               |                                                                                                                | 15 August 2024 Community | <i>True and correct</i> |          |                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                          |                                                                         |
| <b>Country</b>                | Aboriginal and Torres Strait Islander people often use the word 'Country' to describe their traditional lands. | 19 June 2024 EWG         | ✓✓✓✓✓✓✓<br>Total = 7    |          |                                                                                                                                                                                                                                                                       | The Draft Engagement Guide will use 'Aboriginal and Torres Strait Islanders' when holistically referring to the First Peoples of Australia.<br><br>When specifically referring to our local Traditional Owners, we will use preferred local terminology. | Check terminology used correctly throughout the Draft Engagement Guide. |
|                               |                                                                                                                | 8 August 2024 YUP        |                         |          | <i>Local language – add (?)<br/>Ugarapul – Dungiil – were (dongeel) phonetic</i>                                                                                                                                                                                      |                                                                                                                                                                                                                                                          |                                                                         |
|                               |                                                                                                                | 12 August 2024 Community |                         |          |                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                          |                                                                         |
|                               |                                                                                                                | 13 August 2024 Community |                         |          |                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                          |                                                                         |
|                               |                                                                                                                | 15 August 2024 Community |                         |          | <i>Aboriginal Yes we are in Aboriginal Yagera language Country no TSIslanders do not have apical or historical as traditional owners to any part of Australia local government need to deal with TSI separately not lump them with First Nation Trad. Yagera etc.</i> |                                                                                                                                                                                                                                                          |                                                                         |
| <b>Elder (Aunty or Uncle)</b> | An Aboriginal or Torres Strait Islander Elder is someone who has gained                                        | 19 June 2024 EWG         | ✓✓✓✓✓✓✓<br>Total = 7    |          |                                                                                                                                                                                                                                                                       | Noted, thank you                                                                                                                                                                                                                                         | n/a                                                                     |
|                               |                                                                                                                | 8 August 2024 YUP        | ✓                       |          |                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                          |                                                                         |

| TERM                          | EXPLANATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | WORKSHOP                                                                         | AGREE                                        | DISAGREE | SUGGESTION | COUNCIL RESPONSE | ACTION TAKEN |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|----------------------------------------------|----------|------------|------------------|--------------|
|                               | recognition as a custodian of knowledge and lore, and who has permission to disclose cultural knowledge and beliefs. Eldership is about understanding and culture and not necessarily age. It is customary to refer to Elders as 'Aunty' or 'Uncle', which is seen as a title of respect. While it is acceptable for a non-Indigenous person to refer to Elders in this way, each person is different so it is best to check if an individual would like to be referred to in this way. | 12 August 2024 Community<br>13 August 2024 Community<br>15 August 2024 Community | ✓ ✓<br>(bottom sentences of the explanation) |          |            |                  |              |
| <b>Historical Connections</b> | Born, raised, and connected to an area after being displaced from cultural homelands (i.e Aboriginal Missions).                                                                                                                                                                                                                                                                                                                                                                         | 19 June 2024 EWG                                                                 | ✓✓✓✓✓✓✓<br>Total = 7                         |          |            | Noted, thank you | n/a          |
|                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 8 August 2024 YUP                                                                | ✓                                            |          |            |                  |              |
|                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 12 August 2024 Community                                                         |                                              |          |            |                  |              |
|                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 13 August 2024 Community                                                         |                                              |          |            |                  |              |

| TERM                        | EXPLANATION                                                                                                                                                                | WORKSHOP                    | AGREE                                                                                                                   | DISAGREE       | SUGGESTION                                                                                     | COUNCIL RESPONSE | ACTION TAKEN |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------|----------------|------------------------------------------------------------------------------------------------|------------------|--------------|
|                             |                                                                                                                                                                            | 15 August 2024<br>Community | <i>Historical ties but with Apical TOs responsibility to there also have connection which is culturally appropriate</i> |                | <i>First Nation byt Aborigines have demonstrated through European law then have connection</i> |                  |              |
| <b>First Australians</b>    | A term used to emphasise that Aboriginal and Torres Strait Islander peoples lived on this continent prior to European arrival.                                             | 19 June 2024 EWG            | ✓✓✓✓✓✓<br>Total = 7                                                                                                     |                |                                                                                                | Noted, thank you | n/a          |
|                             |                                                                                                                                                                            | 8 August 2024 YUP           |                                                                                                                         |                | <i>Sense of time – causes confusion</i>                                                        |                  |              |
|                             |                                                                                                                                                                            | 12 August 2024<br>Community |                                                                                                                         |                |                                                                                                |                  |              |
|                             |                                                                                                                                                                            | 13 August 2024<br>Community |                                                                                                                         |                |                                                                                                |                  |              |
|                             |                                                                                                                                                                            | 15 August 2024<br>Community | <i>Absolutely</i>                                                                                                       |                |                                                                                                |                  |              |
| <b>First Nations People</b> | A collective term for the original people of Australia – the Aboriginal and Torres Strait Islander People and their descendants (similar in meaning to Indigenous People). | 19 June 2024 EWG            | ✓✓✓✓✓✓<br>Total = 6                                                                                                     | ✓<br>Total = 1 |                                                                                                | Noted, thank you | n/a          |
|                             |                                                                                                                                                                            | 8 August 2024 YUP           |                                                                                                                         |                | <i>Murrdii</i>                                                                                 |                  |              |
|                             |                                                                                                                                                                            | 12 August 2024<br>Community |                                                                                                                         |                |                                                                                                |                  |              |
|                             |                                                                                                                                                                            | 13 August 2024<br>Community |                                                                                                                         |                |                                                                                                |                  |              |

| TERM                         | EXPLANATION                                                                                                                                                                                                 | WORKSHOP                    | AGREE                                                                               | DISAGREE | SUGGESTION                                                                                                                                     | COUNCIL RESPONSE | ACTION TAKEN |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------------|
|                              |                                                                                                                                                                                                             | 15 August 2024<br>Community | True (x2)                                                                           |          | Torres Strait<br>Islanders are not<br>Mainland<br>Traditional Owner<br>they Aboriginal<br>yuggera/jagera +<br>TSI are two distinct<br>cultures |                  |              |
| <b>Indigenous<br/>People</b> | A collective term for the original people of Australia – the Aboriginal and Torres Strait Islander People and their descendants (similar in meaning to the term First Nations People).                      | 19 June 2024 EWG            | ✓✓✓✓✓<br>Total = 6                                                                  |          | ? adding this was a<br>"Gov" term                                                                                                              | Noted, thank you | n/a          |
|                              |                                                                                                                                                                                                             | 8 August 2024 YUP           |                                                                                     |          | Murrdii                                                                                                                                        |                  |              |
|                              |                                                                                                                                                                                                             | 12 August 2024<br>Community |                                                                                     |          |                                                                                                                                                |                  |              |
|                              |                                                                                                                                                                                                             | 13 August 2024<br>Community |                                                                                     |          |                                                                                                                                                |                  |              |
|                              |                                                                                                                                                                                                             | 15 August 2024<br>Community | TSI's re not of<br>Australia they<br>are TSI coming<br>from the<br>'Torres Straits' |          |                                                                                                                                                |                  |              |
| <b>Kinship</b>               | Is at the heart of Aboriginal and Torres Strait Islander culture and community. Kinship establishes where a person fits in their community (relationships, obligations, and behaviours towards each other). | 19 June 2024 EWG            | ✓✓✓✓✓<br>Total = 5                                                                  |          |                                                                                                                                                | Noted, thank you | n/a          |
|                              |                                                                                                                                                                                                             | 8 August 2024 YUP           | ✓                                                                                   |          | Jimbalung –<br>mob/my people                                                                                                                   |                  |              |
|                              |                                                                                                                                                                                                             | 12 August 2024<br>Community |                                                                                     |          |                                                                                                                                                |                  |              |
|                              |                                                                                                                                                                                                             | 13 August 2024<br>Community |                                                                                     |          | ?                                                                                                                                              |                  |              |
|                              |                                                                                                                                                                                                             | 15 August 2024<br>Community | Yes ✓ True                                                                          |          | Please consult TSI<br>separately                                                                                                               |                  |              |



| TERM                                 | EXPLANATION                                                                                                                                                             | WORKSHOP                 | AGREE              | DISAGREE | SUGGESTION | COUNCIL RESPONSE | ACTION TAKEN |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------|----------|------------|------------------|--------------|
| <b>Native Title Party</b>            | Are those who have been authorised by the Native Title Claim Group to make the Native Title Claim application on behalf of the group. Also, referred to as Applicant/s. | 19 June 2024 EWG         | ✓✓✓✓✓<br>Total = 5 |          |            | Noted, thank you | n/a          |
|                                      |                                                                                                                                                                         | 8 August 2024 YUP        | ✓                  |          |            |                  |              |
|                                      |                                                                                                                                                                         | 12 August 2024 Community |                    |          |            |                  |              |
|                                      |                                                                                                                                                                         | 13 August 2024 Community |                    |          |            |                  |              |
|                                      |                                                                                                                                                                         | 15 August 2024 Community | Yes                |          |            |                  |              |
| <b>Native Title Claim Group</b>      | All persons who are a part of a registered Native Title Claim – all descendants of the Apical/s listed on the Form 1: Native Title Application.                         | 19 June 2024 EWG         | ✓✓✓✓✓<br>Total = 5 |          |            | Noted, thank you | n/a          |
|                                      |                                                                                                                                                                         | 8 August 2024 YUP        | ✓                  |          |            |                  |              |
|                                      |                                                                                                                                                                         | 12 August 2024 Community |                    |          |            |                  |              |
|                                      |                                                                                                                                                                         | 13 August 2024 Community | ?                  |          |            |                  |              |
|                                      |                                                                                                                                                                         | 15 August 2024 Community | Yes                |          |            |                  |              |
| <b>Sorry Business</b>                | The mourning period when a family member (including kinship) dies and all responsibilities that follow in accordance with traditional lore and custom.                  | 19 June 2024 EWG         | ✓✓✓✓<br>Total = 4  |          |            | Noted, thank you | n/a          |
|                                      |                                                                                                                                                                         | 8 August 2024 YUP        | ✓                  |          |            |                  |              |
|                                      |                                                                                                                                                                         | 12 August 2024 Community |                    |          |            |                  |              |
|                                      |                                                                                                                                                                         | 13 August 2024 Community |                    |          |            |                  |              |
|                                      |                                                                                                                                                                         | 15 August 2024 Community | Yes                |          |            |                  |              |
| <b>Torres Strait Islander person</b> | The Torres Strait Islands is a group of Islands in                                                                                                                      | 19 June 2024 EWG         | ✓<br>Total = 1     |          |            | Noted, thank you | n/a          |

| TERM                                    | EXPLANATION                                                                                                                                                                                            | WORKSHOP                                                                  | AGREE                                                                                                     | DISAGREE | SUGGESTION                                                                                                              | COUNCIL RESPONSE                                                 | ACTION TAKEN                                                              |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|---------------------------------------------------------------------------|
|                                         | the northern part of Queensland. People from the Torres Strait are of Melanesian origin and are distinct from the Aboriginal people of the mainland Australia.                                         | 8 August 2024 YUP<br>12 August 2024 Community<br>13 August 2024 Community |                                                                                                           |          | Collective terms (?)<br><br>?<br>Need to include other islanders – acknowledge people brought here eg South Sea Islands |                                                                  |                                                                           |
|                                         |                                                                                                                                                                                                        | 15 August 2024 Community                                                  |                                                                                                           |          |                                                                                                                         |                                                                  |                                                                           |
| Traditional Custodian/Traditional Owner | It is appropriate to replace the term 'Traditional Custodian' with 'Traditional Owner' if you wish. Both terms are acceptable, and use of 'Traditional Owner' is generally preferred by the community. | 19 June 2024 EWG                                                          | ✓<br>Total = 1                                                                                            |          |                                                                                                                         | Thank you for explaining the difference between the terminology. | Terminology separately and definitions updated to reflect the difference. |
|                                         |                                                                                                                                                                                                        | 8 August 2024 YUP                                                         |                                                                                                           | x        | Difference between                                                                                                      |                                                                  |                                                                           |
|                                         |                                                                                                                                                                                                        | 12 August 2024 Community                                                  |                                                                                                           |          | Split<br>• Explain difference                                                                                           |                                                                  |                                                                           |
|                                         |                                                                                                                                                                                                        | 13 August 2024 Community                                                  | Split (explain difference)                                                                                |          | TO is preferred                                                                                                         |                                                                  |                                                                           |
|                                         |                                                                                                                                                                                                        | 15 August 2024 Community                                                  | Depends on which context if Nat. titleholders Traditional Owners according to Cultural History Bourdavian |          |                                                                                                                         |                                                                  |                                                                           |



Table 24: Workshop Question 8: Which terminology and definition would you prefer council to use? And do you have any further suggestions?

| TERMS                       | EXPLANATION                                                                                                                                                                | WORKSHOP                 | PLACE ONE DOT ON THE TERM YOU PREFER TO USE.         | COMMENTS / FEEDBACK                 | COUNCIL RESPONSE | ACTION TAKEN |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------------------------------|-------------------------------------|------------------|--------------|
| <b>First Australians</b>    | A term used to emphasise that Aboriginal and Torres Strait Islander peoples lived on this continent prior to European arrival                                              | 19 June 2024 EWG         | ✓<br><i>Yes politically correct</i>                  |                                     | Noted, thank you | n/a          |
|                             |                                                                                                                                                                            | 8 August 2024 YUP        |                                                      |                                     |                  |              |
|                             |                                                                                                                                                                            | 12 August 2024 Community |                                                      | <i>Mainland and Island separate</i> |                  |              |
|                             |                                                                                                                                                                            | 13 August 2024 Community |                                                      |                                     |                  |              |
|                             |                                                                                                                                                                            | 15 August 2024 Community | yes ✓<br><br>✓ yes First Nation Peoples<br><br>✓ yes |                                     |                  |              |
| <b>First Nations People</b> | A collective term for the original people of Australia – the Aboriginal and Torres Strait Islander People and their descendants (similar in meaning to Indigenous People). | 19 June 2024 EWG         |                                                      |                                     | Noted, thank you | n/a          |
|                             |                                                                                                                                                                            | 8 August 2024 YUP        |                                                      |                                     |                  |              |
|                             |                                                                                                                                                                            | 12 August 2024 Community |                                                      |                                     |                  |              |
|                             |                                                                                                                                                                            | 13 August 2024 Community |                                                      |                                     |                  |              |
|                             |                                                                                                                                                                            | 15 August 2024 Community | ✓ yes First Nations Peoples                          |                                     |                  |              |
| <b>Indigenous People</b>    | A collective term for the original people of Australia – the Aboriginal and Torres Strait Islander People                                                                  | 19 June 2024 EWG         |                                                      |                                     | Noted, thank you | n/a          |
|                             |                                                                                                                                                                            | 8 August 2024 YUP        |                                                      |                                     |                  |              |
|                             |                                                                                                                                                                            | 12 August 2024 Community |                                                      |                                     |                  |              |

| TERMS                        | EXPLANATION                                                                                                                                                                                            | WORKSHOP                 | PLACE ONE DOT ON THE TERM YOU PREFER TO USE.                                                               | COMMENTS / FEEDBACK                     | COUNCIL RESPONSE                     | ACTION TAKEN                             |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------------|-----------------------------------------|--------------------------------------|------------------------------------------|
|                              | and their descendants (similar in meaning to First Nations People).                                                                                                                                    | 13 August 2024 Community |                                                                                                            |                                         |                                      |                                          |
|                              |                                                                                                                                                                                                        | 15 August 2024 Community | ✓ <i>Indigenous of First Nations Peoples</i>                                                               |                                         |                                      |                                          |
| <b>Traditional Custodian</b> | It is appropriate to replace the term 'Traditional Custodian' with 'Traditional Owner' if you wish. Both terms are acceptable, and use of 'Traditional Owner' is generally preferred by the community. | 19 June 2024 EWG         |                                                                                                            |                                         | Noted, thank you                     | n/a                                      |
|                              |                                                                                                                                                                                                        | 8 August 2024 YUP        |                                                                                                            | <i>Custodian – Looks after the land</i> |                                      |                                          |
|                              |                                                                                                                                                                                                        | 12 August 2024 Community |                                                                                                            |                                         |                                      |                                          |
|                              |                                                                                                                                                                                                        | 13 August 2024 Community |                                                                                                            |                                         |                                      |                                          |
|                              |                                                                                                                                                                                                        | 15 August 2024 Community | ✓ <i>yes both agreed we can both be Custodian however Traditional Owners being fist traditional owners</i> |                                         |                                      |                                          |
| <b>Traditional Owner</b>     | It is appropriate to replace the term 'Traditional Owner' with 'Traditional Custodian' if you wish. Both terms are acceptable, and use of 'Traditional Owner' is generally preferred by the community. | 19 June 2024 EWG         | ✓✓✓✓✓✓✓✓<br>Total = 8 (dots)                                                                               | No comments                             | Majority preference noted, thank you | Updated to reflected majority preference |
|                              |                                                                                                                                                                                                        | 8 August 2024 YUP        | ← ✓ (dot)                                                                                                  | <i>Owner – owns the land</i>            |                                      |                                          |
|                              |                                                                                                                                                                                                        | 12 August 2024 Community |                                                                                                            | <i>Ipswich LGA</i>                      |                                      |                                          |
|                              |                                                                                                                                                                                                        | 13 August 2024 Community | ←                                                                                                          |                                         |                                      |                                          |
|                              |                                                                                                                                                                                                        | 15 August 2024 Community | <i>Traditional Custodian term is better, or Traditional Elder</i>                                          |                                         |                                      |                                          |



Table 25: Workshop Question 9: Further Suggestions

| WORKSHOP                 | COMMENTS                                                                                                                  | COUNCIL RESPONSE | ACTION TAKEN                                                                                                                                                                                                                      |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 19 June 2024 EWG         |                                                                                                                           | Noted, thank you | Use of the local traditional language throughout the Engagement Guide is noted as a potential agenda item for future meetings with the relevant Representative Engagement Group. Should we include a language section with links? |
| 8 August 2024 YUP        | Murrdie ← ✓(dot)<br>Murri<br>Koorie<br>Goorie<br><br>^ mean same ✓ (dot)<br><br>Need TI collective term                   |                  |                                                                                                                                                                                                                                   |
| 12 August 2024 Community | Language names <ul style="list-style-type: none"><li>• Goori</li></ul> Coriongom (people)                                 |                  |                                                                                                                                                                                                                                   |
| 13 August 2024 Community |                                                                                                                           |                  |                                                                                                                                                                                                                                   |
| 15 August 2024 Community | Traditional Owners are everywhere however Jagera/Yagera peoples have 'typical' ties to 'yagera language' 'people country' |                  |                                                                                                                                                                                                                                   |



Table 26: Workshop Question 10: Do you support the text on Australia Day be included or removed from the guide?

| WORKSHOP                 | YES                                                                                                                                                                                                                                                    | NO | COMMENTS                                                                                                                          | COUNCIL RESPONSE                     | ACTION TAKEN |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------|
| 19 June 2024 EWG         | ✓✓✓✓✓✓✓✓✓✓<br>Total = 12 (11 dots and a tick)                                                                                                                                                                                                          |    | No comments                                                                                                                       | Majority preference noted, thank you | n/a          |
| 8 August 2024 YUP        |                                                                                                                                                                                                                                                        |    |                                                                                                                                   |                                      |              |
| 12 August 2024 Community | Yes                                                                                                                                                                                                                                                    |    |                                                                                                                                   |                                      |              |
| 13 August 2024 Community |                                                                                                                                                                                                                                                        |    | ?                                                                                                                                 |                                      |              |
| 15 August 2024 Community | ✓ Don't change 'History' keep Australia do some truth telling as a healing and inclusion/owners and start all this about what Aust. Day really means now! A society destruction<br>Traditional history telling of TOs<br>Yes – it is a day of Mourning |    | Capturing historical traditional history (wars -missions) ACT, Exemption,<br>This day should never be celebrated as Australia Day |                                      |              |

Table 27: Workshop Question 11: Do you have any other comments or feedback about Section 1?

| WORKSHOP                 | COMMENTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                     | ACTION TAKEN                                                                                      |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 19 June 2024 EWG         | <ul style="list-style-type: none"> <li>• “Tailored for Ipswich”</li> <li>• “What is the plan on educating council employees and the community on the Guide? Eg. Video (most popular medium!), lunch n learns, posters, The Wire. Could Section 1 align with the Cultural Awareness training refreshers (Accord action item)” [this question was accompanied by 3 red dots]</li> <li>• Off the above question/suggestion someone said “Agree - can this be incorporated into Cultural Awareness Training/Induction?” [this question was accompanied by a red dot]</li> <li>• Off the above question it was asked “How can staff participate in this training (new staff)”</li> <li>• “Would love to see some High Level design online training for Cultural Awareness (replace existing)”</li> <li>• Off of this statement someone said that the “existing is short and sharp compared to others tested”</li> </ul> | <p>Training and awareness for implementation of the Engagement Guide will be developed and rolled out following adoption of the Engagement Guide. It would be great to seek input and feedback on how this is done from the Employee Working Group.</p> <p>Opportunities for other training (such as induction training) can be added as an agenda item for the Employee Working Group meetings.</p> | Training is noted as a potential agenda item for future meetings with the Employee Working Group. |
| 8 August 2024 YUP        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                   |
| 12 August 2024 Community |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                   |
| 13 August 2024 Community |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                   |
| 15 August 2024 Community | All communities (local council) and Black/white have varying relationships which affect them differently and would be kept engaged by those governing (local council) and government bodies with TOS apical hei etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                   |





Workshop Feedback on Draft Engagement Guide Section 2: GOVERNANCE: COUNCIL'S RESPONSIBILITIES

Table 28: Workshop Question 12: Apart from Native Title Act and Cultural Heritage Act, are you aware of the other legislations and Compliance that Council is bound by with regards to engaging with First Nations People?

| WORKSHOP                 | COMMENTS                                                                      | COUNCIL RESPONSE | ACTION TAKEN |
|--------------------------|-------------------------------------------------------------------------------|------------------|--------------|
| 19 June 2024 EWG         | No, your list seems very comprehensive                                        | Noted, thank you | n/a          |
| 8 August 2024 YUP        |                                                                               |                  |              |
| 12 August 2024 Community | Act<br>Engage knowledge writers (not just Applicants)                         |                  |              |
| 13 August 2024 Community |                                                                               |                  |              |
| 15 August 2024 Community | ✓✓✓✓✓<br>Total = 6 ticks (points 2.1.1, 2.1.2, 2.1.1, 2.2.1, 2.2.2 and 2.2.3) |                  |              |

Table 29: Workshop Question 13: Do you have any other comments or feedback about Section 2?

| WORKSHOP                 | COMMENTS                                                                                                                                                                                                                                                                                                                                                                           | COUNCIL RESPONSE                                                                                                                            | ACTION TAKEN                           |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| 19 June 2024 EWG         | I think this section needs an intro... Why are we listing these? It's a lot of info... Why? Why do I need to know?<br>This section may be 'difficult' to 'sell' to community might need to simplify when going to community – Don't think like a council worker – think like you nothing about council policy/procedure & how would you want it explained to you to understand ✓✓✓ | This Engagement Guide is for both Council officers and the community, so some information will be more relevant to some people than others. | Further explanatory information added. |
| 8 August 2024 YUP        |                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                        |
| 12 August 2024 Community |                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                        |
| 13 August 2024 Community |                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                        |
| 15 August 2024 Community |                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                        |



Table 30: Workshop Question 14: Do you have any other comments or feedback about Section 2?

| WORKSHOP                 | COMMENTS             | COUNCIL RESPONSE | ACTION TAKEN |
|--------------------------|----------------------|------------------|--------------|
| 19 June 2024 EWG         | No comments/feedback | n/a              | n/a          |
| 8 August 2024 YUP        |                      |                  |              |
| 12 August 2024 Community |                      |                  |              |
| 13 August 2024 Community |                      |                  |              |
| 15 August 2024 Community |                      |                  |              |

DRAFT

Workshop Feedback on Draft Engagement Guide Section 3: CULTURALLY RESPONSIVE ENGAGEMENT

Table 31: Workshop Question 15: Do you have any concerns and/or comments on how council engages with the Traditional Owners and Aboriginal and Torres Strait Islander communities? How can we address your concerns?

| WORKSHOP                        | COMMENTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                           | ACTION TAKEN |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <b>19 June 2024 EWG</b>         | <p>A lot of groups, many layers – Not sure if can address, nature of the community” accompanied by 2 dots</p> <p>Email blockades outside contacts eg. Spam -&gt; ICT support/review</p> <p>Challenge of getting people not elders to engage, that my Mum’s role. Wont speak up</p> <p>Hard to reach young adults -&gt; targeted program across schools</p> <p>Pg 30 – Ask First? Workload on 2 positions, how to locate them, PD reflective of responsibility” an arrow drawn from this question states “(table 2) section 4 outlines who to contact for S. rep groups. (pg 63)” along with these statements/ questions a sticky note was placed asking “F/V page 29/30 Ask First – Who??”</p> | <p>We acknowledge that engagement is complex. We want meaningful engagement, hence the preparation and proposed adoption of this Draft Engagement Guide. We know it is just a starting point and that it will need to be refined over time to incorporate the learnings from our engagement with the Representative Engagement Groups.</p> | n/a          |
| <b>8 August 2024 YUP</b>        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                            |              |
| <b>12 August 2024 Community</b> | Good                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                            |              |
| <b>13 August 2024 Community</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                            |              |
| <b>15 August 2024 Community</b> | <p>Yes, first dot point</p> <p><del>Torres strait islander</del></p> <p>Under Nat. Title Governmmnt in Yaggera Country are not responsive or responsible to TSI’s in country. they are categories as other non community member however in the Torres Straits Country that maybe different and specific to then? For Nat Title reason</p>                                                                                                                                                                                                                                                                                                                                                      | <p>The Draft Engagement Guide will use ‘Aboriginal and Torres Strait Islanders’ when holistically referring to the First Peoples of Australia.</p> <p>When specifically referring to our local Traditional Owners, we will use preferred local terminology.</p>                                                                            |              |

Item 1 / Minutes Attachment 2



Table 32: Workshop Question 16: Do you support councils' proposal for 3 key ways to engage with the Traditional Owners and Aboriginal and Torres Strait Islander Communities in Ipswich? (Scheduled regular engagement, targeted engagement and Informal engagement?)

| WORKSHOP                 | COMMENTS                                                                                                                                     | COUNCIL RESPONSE                                                                                                                                                                                                                                         | ACTION TAKEN |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| 19 June 2024 EWG         | ✓✓✓✓✓✓✓<br>Total = 7                                                                                                                         | The Draft Engagement Guide will use 'Aboriginal and Torres Strait Islanders' when holistically referring to the First Peoples of Australia.<br><br>When specifically referring to our local Traditional Owners, we will use preferred local terminology. | n/a          |
| 8 August 2024 YUP        |                                                                                                                                              |                                                                                                                                                                                                                                                          |              |
| 12 August 2024 Community |                                                                                                                                              |                                                                                                                                                                                                                                                          |              |
| 13 August 2024 Community |                                                                                                                                              |                                                                                                                                                                                                                                                          |              |
| 15 August 2024 Community | 3 → <del>not TSI group</del><br>Stop repeating Torres Strait Islanders in your engagement with First Nations<br>Aboriginal<br>Other ... fine |                                                                                                                                                                                                                                                          |              |

Table 33: Workshop Question 17: Do you have any other comments or feedback about Section 3?

| WORKSHOP                 | COMMENTS                                                                                                                                     | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | ACTION TAKEN |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| 19 June 2024 EWG         | Be mindful of the load on the working group<br>How does our feedback get considered?                                                         | Cultural load is acknowledged. We want our Employee Working Group to be engaged meaningfully on relevant topics, but will work to do so in a balanced manner, using culturally responsive engagement techniques to avoid engagement fatigue.<br><br>The Draft Engagement Guide will use 'Aboriginal and Torres Strait Islanders' when holistically referring to the First Peoples of Australia.<br><br>When specifically referring to our local Traditional Owners, we will use preferred local terminology. | n/a          |
| 8 August 2024 YUP        |                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |              |
| 12 August 2024 Community |                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |              |
| 13 August 2024 Community |                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |              |
| 15 August 2024 Community | 3 → <del>not TSI group</del><br>Stop repeating Torres Strait Islanders in your engagement with First Nations<br>Aboriginal<br>Other ... fine |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |              |

Workshop Feedback on Draft Engagement Guide Section 4: REPRESENTATIVE ENGAGEMENT GROUPS

Table 34: Workshop Question 18: Do you agree with the allocated responsibilities of the Representative Engagement Groups? Add or remove

Table shows workshop participant's proposed amendments to the responsibilities in red font

| TOPICS/MATTERS                                                                                                                          | GROUP 1:<br>ACCORD | GROUP 2:<br>YUP | GROUP 3:<br>TRADITIONAL<br>OWNERS | GROUP 4:<br>ELDERS | GROUP 5:<br>EMPLOYEES | ADDITIONAL COMMENTS                                                                                                              | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------|-----------------------------------|--------------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Review and update of Indigenous Accord                                                                                                  | ✓                  |                 |                                   |                    |                       | New WG to inc Reps from all 5 groups                                                                                             | <p>All to be reviewed with the relevant Representative Engagement Groups, once formed.</p> <p>Table also to be amended to include the preferred IAP2 level of engagement (eg some groups may only wish to be informed on topics, while others would prefer to be consulted or involved or collaborate).</p> |
| Ipswich City Council Indigenous Accord 2020-2025                                                                                        | ✓                  |                 | ✓                                 | ✓                  | ✓                     |                                                                                                                                  |                                                                                                                                                                                                                                                                                                             |
| Native Title (Future Acts) Compliance                                                                                                   |                    | ✓               | ✓                                 |                    |                       | Accountability                                                                                                                   |                                                                                                                                                                                                                                                                                                             |
| Cultural Heritage Clearance                                                                                                             |                    | ✓               | ✓                                 |                    |                       | Accountability                                                                                                                   |                                                                                                                                                                                                                                                                                                             |
| Community matters such as needs, interests, education, behaviours, health and wellbeing                                                 |                    | ✓ Keep in loop  | ✓                                 | ✓                  | ✓                     | Local decision-making body members address many of these issues – 13 members in Ipswich (talk to Derek)                          |                                                                                                                                                                                                                                                                                                             |
| Contact point for broader community members (engaging with community Elders (annotation 'TOS') is an appropriate place to start         |                    |                 | ✓                                 | ✓                  | ✓                     |                                                                                                                                  |                                                                                                                                                                                                                                                                                                             |
| Contact point for cultural protocols to understand, educate or preserve the local culture, language, history or identity for the future |                    |                 | ✓                                 |                    |                       | Needed, cultural safe yarning space for everyone to meet and share stories and ideas (priority)<br>Lobley Park? Other locations? |                                                                                                                                                                                                                                                                                                             |

Item 1 / Minutes Attachment 2



| TOPICS/MATTERS                                                             | GROUP 1:<br>ACCORD | GROUP 2:<br>YUP | GROUP 3:<br>TRADITIONAL<br>OWNERS | GROUP 4:<br>ELDERS | GROUP 5:<br>EMPLOYEES    | ADDITIONAL COMMENTS                                                                                                                                                      | COUNCIL RESPONSE |
|----------------------------------------------------------------------------|--------------------|-----------------|-----------------------------------|--------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Natural Environment and Land Management                                    |                    | Inform          | ✓                                 | ✓                  |                          | Not just apical descendants but any Traditional Owner on Country                                                                                                         |                  |
| Policy/program/strategy development and review e.g. Welcome to Country     |                    |                 | ✓                                 |                    |                          |                                                                                                                                                                          |                  |
| Concerns and questions regarding former missions (Deebing Creek and Purga) |                    |                 | ✓                                 | ✓                  |                          | Deebing Creek and Purga Mission stories/histories collated and documented asap before our Elders all pass away with their knowledge PRIORITY Truth telling of our elders |                  |
| Social cohesion community connectedness, unity or other sensitive matters  |                    |                 | ✓                                 | ✓                  |                          |                                                                                                                                                                          |                  |
| Deliverables under council's Corporate Plan and Strategies                 | ✓                  | ✓               | ✓                                 | ✓                  | ✓                        |                                                                                                                                                                          |                  |
| Informing about a project, problem, opportunity, actions, or decisions     |                    | ✓               | ✓                                 | ✓                  | ✓<br>connected to Accord |                                                                                                                                                                          |                  |
| Understanding the views of stakeholders and communities                    | ✓                  | ✓               | ✓                                 | ✓                  | ✓                        |                                                                                                                                                                          |                  |
| Generating alternatives, new ideas, insights or solutions                  | ✓                  | ✓               | ✓                                 | ✓                  | ✓                        |                                                                                                                                                                          |                  |



| TOPICS/MATTERS                                     | GROUP 1:<br>ACCORD | GROUP 2:<br>YUP | GROUP 3:<br>TRADITIONAL<br>OWNERS | GROUP 4:<br>ELDERS | GROUP 5:<br>EMPLOYEES | ADDITIONAL COMMENTS                                                                                              | COUNCIL RESPONSE |
|----------------------------------------------------|--------------------|-----------------|-----------------------------------|--------------------|-----------------------|------------------------------------------------------------------------------------------------------------------|------------------|
| Improving and/or developing policies or strategies | ✓                  | ✓               | ✓                                 | ✓                  | ✓                     |                                                                                                                  |                  |
| Developing relationships                           | ✓                  | ✓               | ✓                                 | ✓                  | ✓                     |                                                                                                                  |                  |
| Building community capacity and capability         | ✓                  | ✓               | ✓                                 | ✓                  | ✓                     |                                                                                                                  |                  |
| Generating support for action                      | ✓                  | ✓               | ✓                                 | ✓                  | ✓                     |                                                                                                                  |                  |
| Working towards challenging behaviour              | ✓                  | ✓               | ✓                                 | ✓                  | ✓                     | Both holistic<br>Reconcile<br>Acceptable behaviour                                                               |                  |
| Creating community resilience                      | ✓                  | ✓               | ✓                                 | ✓                  | ✓                     | Holistic approach<br>Make change together                                                                        |                  |
| Cultural and intellectual property                 |                    | ✓               | ✓                                 | ✓                  | ✓                     |                                                                                                                  |                  |
| Respecting culture and heritage                    | ✓                  | ✓               | ✓                                 | ✓                  | ✓                     |                                                                                                                  |                  |
| Establishing cultural and communication protocols  |                    |                 | ✓                                 | ✓                  | ✓                     |                                                                                                                  |                  |
| Economic development                               |                    |                 | ✓                                 | ✓                  |                       | Galvanised next year?<br>Secondment of Council staff (trainees?) to provide support es admin, grant applications |                  |
| Cultural Tourism development and opportunities     |                    |                 | ✓                                 | ✓                  | ✓                     | Cultural Centre in Ipswich asap <u>before</u> Olympic/Paralympic Games<br>Grant opportunities?                   |                  |





| TOPICS/MATTERS                                                               | GROUP 1:<br>ACCORD | GROUP 2:<br>YUP | GROUP 3:<br>TRADITIONAL<br>OWNERS | GROUP 4:<br>ELDERS | GROUP 5:<br>EMPLOYEES | ADDITIONAL COMMENTS | COUNCIL RESPONSE |
|------------------------------------------------------------------------------|--------------------|-----------------|-----------------------------------|--------------------|-----------------------|---------------------|------------------|
| Improving understanding, awareness or response to community matters          |                    |                 | ✓                                 | ✓                  | ✓                     |                     |                  |
| When diversity of participation is desired to reflect the whole of community | ✓                  | ✓               | ✓                                 | ✓                  | ✓                     |                     |                  |
| Reflecting community identity                                                |                    |                 | ✓                                 | ✓                  | ✓                     |                     |                  |

Table 35: Workshop Question 19: What do you recommend are the different roles and responsibilities for each of the identified Representative Engagement Group?

| WORKSHOP                        | COMMENTS/FEEDBACK                                                                                                                                                                                                                                                                                                                           | COUNCIL RESPONSE                                                                                                                                                                                    | ACTION TAKEN                                                                                         |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <b>19 June 2024 EWG</b>         | <i>Council: Elected reps, working group, all officers</i><br><i>Legislation &amp; Compliance: Native title and cultural heritage advisory group</i><br><i>Policy &amp; strategy: TOs, Elders and Accord</i>                                                                                                                                 | Noted, thank you<br>These are topics that can be raised at the appropriate Representative Engagement Group meeting with Council, once the groups are formed, particularly the Accord Working Group. | Noted as potential agenda item for future meeting with the relevant Representative Engagement Group. |
| <b>8 August 2024 YUP</b>        |                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                     |                                                                                                      |
| <b>12 August 2024 Community</b> |                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                     |                                                                                                      |
| <b>13 August 2024 Community</b> |                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                     |                                                                                                      |
| <b>15 August 2024 Community</b> | <i>I would like more Yuggera employees in the Ipswich City Council (Accord action in future?)</i><br><i>More engagement ie Apical reps</i><br><i>Teams – info session - no applicant to committee steering. “Apical” no duplication of roles</i><br><i>Language use</i><br><i>Children and youth need a voice too → put into new Accord</i> |                                                                                                                                                                                                     |                                                                                                      |



Table 36: Workshop Question 20: What is the recommended membership for each of the identified Representative Engagement Groups?

| WORKSHOP                 | COMMENTS/FEEDBACK                                                                                                                                                                                                                                | COUNCIL RESPONSE                                                         | ACTION TAKEN |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|--------------|
| 19 June 2024 EWG         | Accord: 13x community and 4x council<br>WG: Aboriginal and Torres Strait Islander Employees<br>Native Title: Applicants<br>(With an arrow down from “applicants” to “descent lines”)<br>TOs: descent lines<br>Elders: Respected community elders | Noted, thank you. This is in accordance with the Draft Engagement Guide. | n/a          |
| 8 August 2024 YUP        | n/a                                                                                                                                                                                                                                              |                                                                          |              |
| 12 August 2024 Community | n/a                                                                                                                                                                                                                                              |                                                                          |              |
| 13 August 2024 Community | n/a                                                                                                                                                                                                                                              |                                                                          |              |
| 15 August 2024 Community | n/a                                                                                                                                                                                                                                              |                                                                          |              |



Table 37: Workshop Question 21: How do you suggest the Representative Engagement Groups operate?

Meetings, workshops, on country, online, by email, or even multiple methods if that works best.

| WORKSHOP                        | COMMENTS/FEEDBACK                                                                                                                                                                                                                                                                                                                                                         | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                            | ACTION TAKEN                                                                                                            |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>19 June 2024 EWG</b>         | Text message reminders<br>All the above: Cover all areas to ensure everyone is engaged<br>In person meetings<br>On country sometimes – depends on weather                                                                                                                                                                                                                 | It is acknowledged that it will be difficult to make arrangements which suit all people. The need for a mix of operations is noted, thank you. Communication methods will be very important, to ensure that information is shared with everyone, particularly anyone who may not be available for meetings. | Noted for discussion with the Representative Engagement Groups, once formed, for the development of Terms of Reference. |
| <b>8 August 2024 YUP</b>        | Native title party - ✓<br>TO Steering Committee - ✓<br>Indigenous Elders Group - ✓<br>Working Group - ?                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                             |                                                                                                                         |
| <b>12 August 2024 Community</b> | Mix of day/night meetings                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                             |                                                                                                                         |
| <b>13 August 2024 Community</b> | People who work can't attend<br>Hold straight after work and provide food                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                             |                                                                                                                         |
| <b>15 August 2024 Community</b> | ✓ (dot agree)<br>Ensure that there is a Yuggera representative in the Accord Working Group (Indigenous Accord Working Group)<br>Do not support current Native Title Representatives. Why. There should be a representative from each family. (Native Title YUP)<br>5pm onwards due to work commitments (TO Steering Committee)<br>✓ (dot agree) (Indigenous elders group) |                                                                                                                                                                                                                                                                                                             |                                                                                                                         |



Table 38: Workshop Question 22: How do you suggest the Representative Engagement Groups operate?

Meetings, workshops, on country, online, by email, or even multiple methods if that works best

| WORKSHOP                 | FACE TO FACE MEETINGS    | FACE-TO-FACE WORKSHOPS | ONLINE MEETINGS OR WORKSHOPS | BY EMAIL                      | OTHER TYPES OF MEETINGS | COUNCIL FACILITIES        | OTHER LOCATION (I.E ON COUNTRY)                                                                             | ADDITIONAL COMMENTS                                                                                                             | COUNCIL RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------|--------------------------|------------------------|------------------------------|-------------------------------|-------------------------|---------------------------|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 19 June 2024 EWG         |                          |                        |                              |                               |                         |                           |                                                                                                             |                                                                                                                                 | It is acknowledged that it will be difficult to make arrangements which suit all people. The need for a mix of operations is noted, thank you. Communication methods will be very important, to ensure that information is shared with everyone, particularly anyone who may not be available for meetings. <b>Noted for discussion with the Representative Engagement Groups, once formed, for the development of Terms of Reference.</b> |
| 8 August 2024 YUP        |                          |                        |                              |                               |                         |                           | Not everyone can get there – for specific projects etc, may do on Country if organise transport             | Vouchers even for attendees (?) \$50 - \$100<br>Remuneration where people's jobs are impacted eg. Daytime or after hours eg 5pm |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 12 August 2024 Community | In person best           |                        | Offer online as option       | Email for information sharing |                         |                           | On Country is good transport may be needed<br>Specific projects visit.<br>Context of landscape is important | Tip vouchers?                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 13 August 2024 Community |                          | ←                      | Backup                       | Share info                    |                         | Preferred ←               | Transport issue                                                                                             |                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 15 August 2024 Community | Mix ✓<br>(Working Group) | Mix                    | Mix                          | Mix ✓<br>(Working Group)      |                         | ✓ (TO Steering Committee) | Ironbark property – Louisa – pay for use of other community facilities                                      | Informal, take on country                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                            |



Table 39: Workshop Question 23: Do you support Table 2: who and when to engage on specific topics or matters? Are there others ‘discussion areas’ that should be included??

| WORKSHOP                 | COMMENTS/FEEDBACK        |
|--------------------------|--------------------------|
| 19 June 2024 EWG         | No comments on this page |
| 8 August 2024 YUP        | N/A                      |
| 12 August 2024 Community | N/A                      |
| 13 August 2024 Community | N/A                      |
| 15 August 2024 Community | N/A                      |

Table 40: Workshop Question 24: Do you have any other comments or feedback about Section 4?

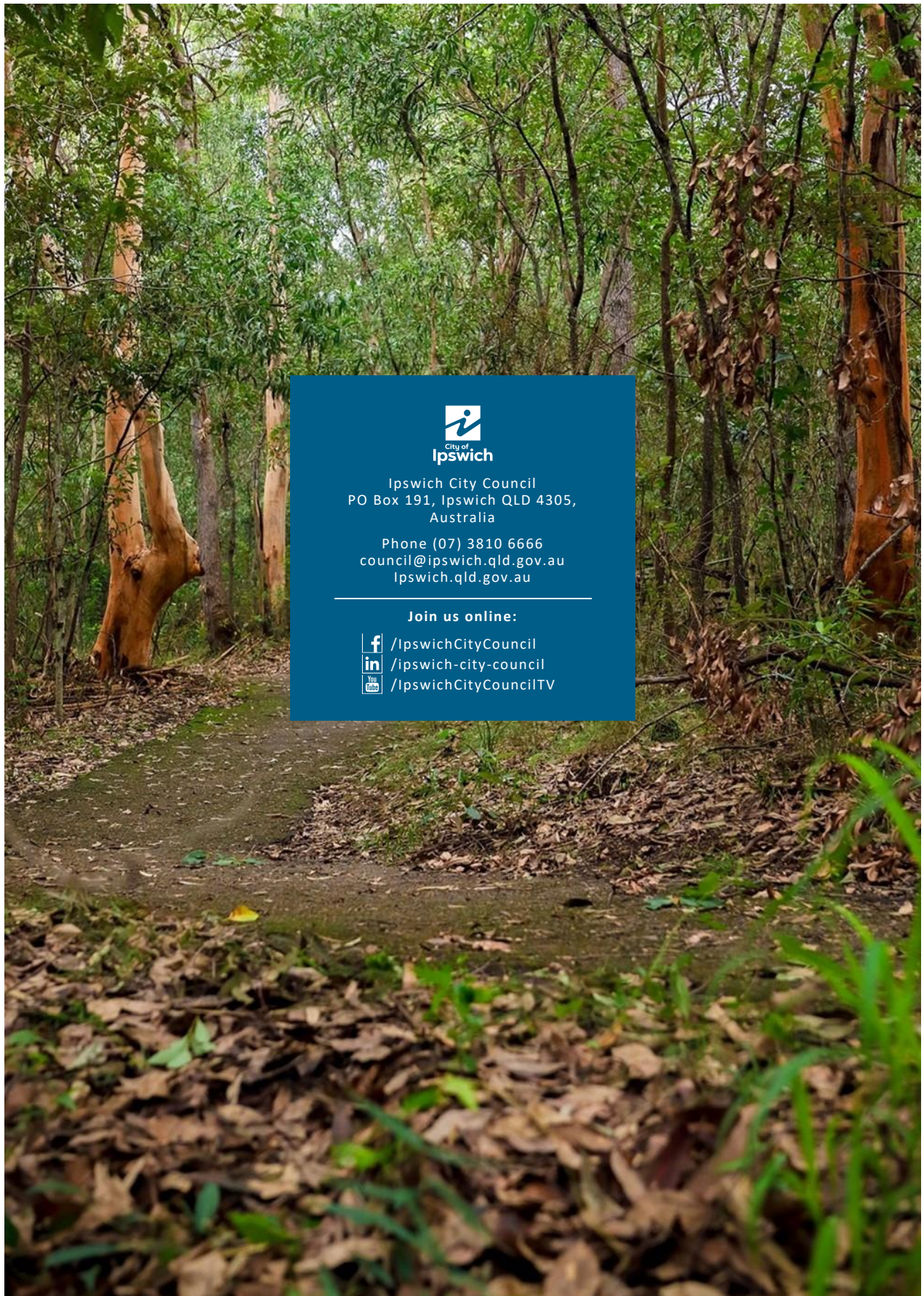
| WORKSHOP                 | COMMENTS/FEEDBACK        |
|--------------------------|--------------------------|
| 19 June 2024 EWG         | No comments on this page |
| 8 August 2024 YUP        | N/A                      |
| 12 August 2024 Community | N/A                      |
| 13 August 2024 Community | N/A                      |
| 15 August 2024 Community | N/A                      |

Workshop Feedback on Draft Engagement Guide Section 5: SUPPORTING INFORMATION

n/a

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**Draft Aboriginal and Torres Strait Islander Community Engagement Guide: Community Workshops**

Runsheets for:

- YUP Workshop 8 August 2024
- Community Workshops 12, 13, and 15 August 2024

MC/Facilitator: Belinda

| Time                            | Who           | Action                                                     | Speaking notes                                                                                                                                                                                                                                                                                                                                                 | Resources                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------|---------------|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>T – 60 mins</b>              | Internal team | Set up<br>Powerpoint presentation<br>slide 1 in background | Someone at door to welcome people and ask them to sign in, put name on name tag, and provide contact details if they would like a summary of the workshop to be sent to them                                                                                                                                                                                   | Laptop<br>Powerpoint presentation<br>Run sheet<br>Sign in sheet + pens<br>Name tags + pens<br>Gear for tables: <ul style="list-style-type: none"> <li>• Draft Guide</li> <li>• Short version of Guide</li> </ul> Gear for World Café zones: <ul style="list-style-type: none"> <li>• Post it notes + pens + sticky dots + blue tack</li> <li>• Posters for walls (zones 1-3)</li> <li>• Sticky / Flip chart (car park, other org responsibilities)</li> </ul> |
| <b>Start (5 mins)</b>           | MC            | Powerpoint presentation<br>slide 2                         | Good morning / afternoon<br>My name is.....<br>Thank you for coming today to discuss Council's Draft Aboriginal and Torres Strait Islander Community Engagement Guide<br>I would like to begin by respectfully inviting a member of the Native Title party to provide a Welcome to Country                                                                     | Powerpoint presentation<br>Microphone                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>(5 mins)<br/>T + 5 mins</b>  | Elder         | Welcome to Country                                         |                                                                                                                                                                                                                                                                                                                                                                | Microphone                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>(2 mins)<br/>T + 10mins</b>  | MC            | Powerpoint presentation<br>slide 3                         | Ipswich City Council respectfully acknowledge the Traditional Owners as custodians of the land and waters we share.<br>We pay our respects to their Elders past, present and emerging, as the keepers of the traditions, customs, cultures and stories of proud peoples.<br>We extend a warm and sincere thank you for welcoming us all to your Country today. | Microphone                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>(3 mins)<br/>T + 12 mins</b> | MC            | Powerpoint presentation<br>slide 4                         | Talk through agenda                                                                                                                                                                                                                                                                                                                                            | Microphone                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

Item 1 / Minutes Attachment 3

| Time                                                           | Who                | Action                                                                                                                   | Speaking notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Resources                                                                                                                                                                                          |
|----------------------------------------------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (5 mins)<br><b>T + 15 mins</b>                                 | MC + internal team | Powerpoint presentation slide 5                                                                                          | MC invites Council team to introduce themselves: <ul style="list-style-type: none"> <li>Name</li> <li>Role at Council</li> <li>What they will be doing today</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Microphone                                                                                                                                                                                         |
| (5 mins)<br><b>T + 20 mins</b>                                 | MC                 |                                                                                                                          | Invite attendees to introduce themselves if they choose                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Microphone                                                                                                                                                                                         |
| (30 mins)<br><b>T + 25 mins</b>                                | MC                 | Powerpoint presentation slides 6 to 22                                                                                   | Presentation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Microphone                                                                                                                                                                                         |
| (45 mins)<br><b>T + 55 mins</b>                                | MC                 | Powerpoint presentation slide 23 and 24<br><br>Three officers move to tables and put up signs and bring out supplies etc | Describe how world café will work: <ul style="list-style-type: none"> <li>Three zones <ul style="list-style-type: none"> <li>(1) Section 1 Ceremonies, protocols and cultural awareness, Section 2 Governance: Council's responsibilities</li> <li>(2) Section 3 Culturally responsive Engagement</li> <li>(3) Section 4 Representative engagement groups, Section 5 Supporting information</li> </ul> </li> <li>Three rounds – give feedback at each zone</li> <li>Each round will be 15 minutes – but be flexible based on convo</li> <li>We will announce when it's time to change zones</li> <li>Don't need to do them in order</li> <li>Options for giving feedback: <ul style="list-style-type: none"> <li>Speak with council person at each zone (Belinda, Jaime, Collette/Phil?)</li> <li>Tina will be moving around the room to answer questions</li> <li>Write on sticky notes</li> <li>Complete the online survey later if you'd like more time to think about it</li> </ul> </li> <li>Ground rules: <ul style="list-style-type: none"> <li>Officers at each zone are there to collect feedback, they may not be able to answer your questions.</li> <li>You are welcome to write down your questions and we will aim to respond either today or in the follow up workshop</li> </ul> </li> </ul> | Sign for each zone<br>Posters with prompt questions<br>Sticky notes<br>Pens<br>Notepad + pens for officer<br>Copies of draft guide<br>Copies of short version of draft guide<br>Activity materials |
| (5 mins)<br><b>T + 100 mins</b><br><br><b>End T + 105 mins</b> | MC                 | Power point presentation slide 25                                                                                        | Thank everyone<br>Address any key questions<br>Remind people about online survey + closing date<br>Invite everyone to enjoy refreshments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Tea / coffee / cold drinks<br>Finger food                                                                                                                                                          |

# Aboriginal and Torres Strait Islander Community Engagement Guide

## Community Workshops:

8 August 2024 (YUP)

12 August 2024 (afternoon)

13 August 2024 (morning)

15 August 2024 (evening)





## Welcome to Country

Ipswich City Council respectfully invites an Elder of the Yugara/Yagara Nation, consisting of the Jagera, Yuggera and Ugarapul Peoples, to provide a Welcome to Country



## Acknowledgement of Country

Ipswich City Council respectfully acknowledge the Traditional Owners as custodians of the land and waters we share.

We pay our respects to their Elders past, present and emerging, as the keepers of the traditions, customs, cultures and stories of proud peoples.

We extend a warm and sincere thank you for welcoming us all to your Country today.



## Agenda

- Welcome to Country
- Acknowledgment of Country
- Introductions
- Background and purpose
- Overview of the Draft Engagement Guide
- World Café: discussions and feedback
- Refreshments



## Introductions

### Environment and Sustainability:

- Kaye Cavanagh, General Manager Environment and Sustainability
- Phil Smith, Manager Natural Environment
- Belinda Whelband, Team Leader (Strategic Catchment and Conservation Planning)
- Tina Longford, Native Title and Cultural Heritage Officer
- Paula Gorst, Acting Executive Support Officer
- Cathy Lincoln, Trainee (Business Administration)

### Community Engagement:

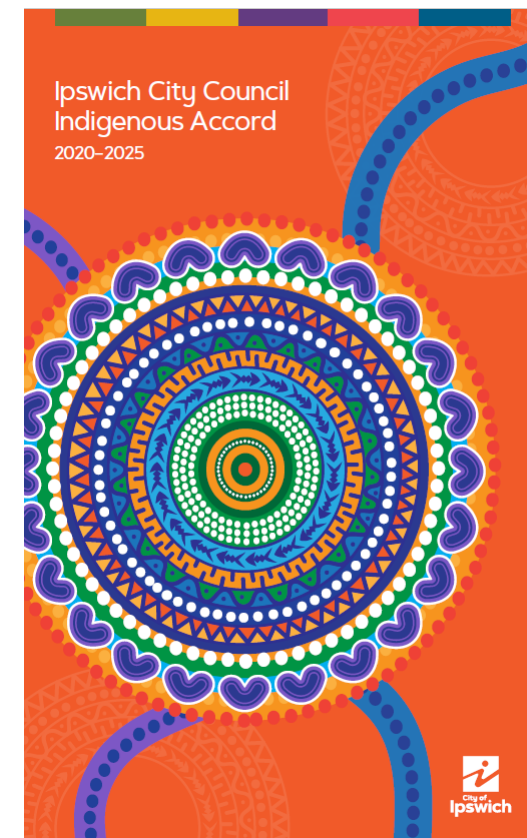
- Colette McCann, Corporate Communications and Engagement Manager
- Jaime Lee Kelleher, Community Engagement Officer





## Background: Indigenous Accord 2020-2025

- Developed and adopted in 2020
- Strategic framework for reconciliation and community governance
- Provisions for engagement with a range of demographics within the Aboriginal and Torres Strait Islander community, including a number of Representative Engagement Groups



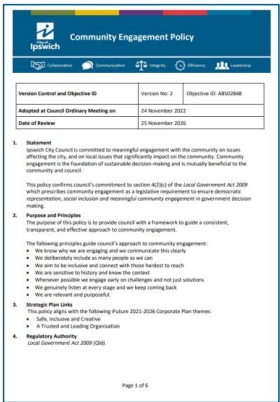
Draft Aboriginal and Torres Strait Islander Community Engagement Guide - Community Workshops August 2024



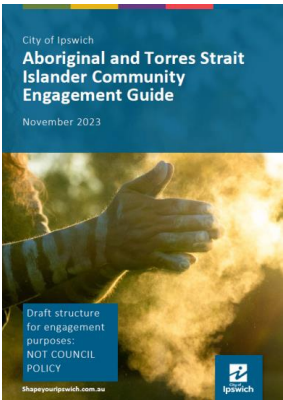
# Purpose: Aboriginal and Torres Strait Islander Community Engagement Guide



Indigenous Accord



Community Engagement Policy



Aboriginal and Torres Strait Islander Community Engagement Guide



## Objectives: Aboriginal and Torres Strait Islander Community Engagement Guide

**01**

Improve awareness and understanding of First Nations culture and protocols across Ipswich.

**02**

Undertake culturally responsive engagement which achieves meaningful outcomes.

**03**

Establish the endorsed Representative Engagement Groups identified in the Indigenous Accord 2020-2025.



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# Overview: Aboriginal and Torres Strait Islander Community Engagement Guide – five sections

**01**

**Ceremonies,  
protocols and  
cultural  
awareness**



**02**

**Governance:  
Council's  
responsibilities**



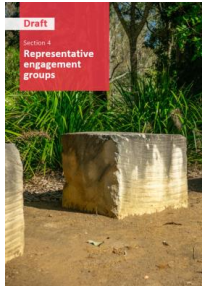
**03**

**Culturally  
Responsive  
Engagement**



**04**

**Representative  
Engagement  
Groups**



**05**

**Supporting  
Information**



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## Section 1: Ceremonies, protocols and cultural awareness

- Ceremonies and protocols:
  - Welcome to Country
  - Acknowledgement of Country
  - Traditional Dancing and Cultural Performances
- Cultural awareness:
  - Sensitive, secret or sacred information
  - Family and kinship
  - Elders
  - Men's and Women's business
  - Smoking ceremonies
  - Sorry business
  - Representation of deceased people
  - Photography and filming
  - Acceptable and inappropriate terminology
  - Annual events
  - Flags



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## Section 2: Governance: Council's responsibilities

### Legislation and compliance

Native Title (future acts)

Cultural Heritage

Human Rights

Cultural Rights

### Council policies and directives

Indigenous Accord Policy 2022

Native Title (future acts) and  
Cultural Heritage

Administrative Directive

Natural Environment Policy  
2022

Ipswich Planning Scheme

Community Engagement  
Policy 2022

### Council strategies and plans

Indigenous Accord 2020-2025

Arts and Cultural Strategy  
2018-2023

Natural Environment Strategy  
2023





## Section 3: Culturally responsive engagement

- Understanding of culture, worldview, language, communication preferences and cultural protocols is critical for effective engagement
- Key principles:
  - Know your stakeholders
  - Be aware of your own personal biases
  - Transform your engagement materials
  - Respect
  - Ask, don't assume





## Section 3: Culturally responsive engagement

### Scheduled regular engagement

**Representative Engagement Groups**

**Regular updates and conversation on topics or activities**

### Targeted engagement

**Representative Engagement Groups**

**When required for specific activities, events, projects or programs**

### Informal engagement

**Mayor and Councillors receive and respond to enquiries from Traditional Owner, Aboriginal and Torres Strait Islander communities**



# Section 3: Culturally Responsive Engagement



Table 1: Culturally Responsive Engagement process

|                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                        | <b>Stage 1 Understand</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>ICC's Existing Community Engagement Process</b>     | <ul style="list-style-type: none"><li>• Understand the project from council's perspective</li><li>• Explore the community's perspective</li><li>• Decide if it is appropriate to proceed with community engagement</li><li>• Define engagement purpose and objectives</li><li>• Identify the potential risks involved and the resources available to engage.</li></ul>                                                                                                                                                                                                                                                                                                                         |
| <b>Supplement for Culturally Responsive Engagement</b> | <ul style="list-style-type: none"><li>• Community Engagement Team, Native Title &amp; Cultural Heritage Officer and Indigenous Australian Community Development Officer to be notified and included when Project Officer receives project work to ensure sufficient engagement time is developed into the entire project schedule.</li><li>• Project schedule will incorporate enough time for the representative engagement groups to speak to their family groups, taking into consideration the representative engagement groups meet on a bi-monthly basis, this process could take a minimum of 2 - 4 months – noting timeframes may need to be adjusted throughout the project</li></ul> |



# Section 4: Representative Engagement Groups

**01**

Indigenous  
Accord  
Working Group

**02**

Native Title  
and Cultural  
Heritage  
Advisory  
Group

**03**

Traditional  
Owner  
Representative  
Steering  
Committee

**04**

Indigenous  
Elders Group

**05**

Aboriginal and  
Torres Strait  
Islander  
Employee  
Working Group





## Section 4: Representative Engagement Groups

For each group:

- Accord References
- Overview
- Members
- Objectives
- Scope
- Roles and responsibilities
- Exclusions
- Communication
- Engagement

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Community Workshops August 2024



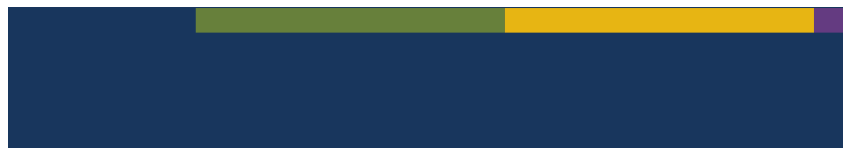
## Example: Indigenous Accord Working Group

For each group:

- Accord References
- Overview
- Members
- Objectives
- Scope
- Roles and responsibilities
- Exclusions
- Communication
- Engagement

Draft Aboriginal and Torres Strait Islander Community Engagement Guide  
Community Workshops August 2024

| Group 1: Indigenous Accord Working Group |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Accord References</b>                 | <p><b>Outcome 1.10:</b> The Ipswich City Council Indigenous Accord Working Group continues to collaborate and work with council throughout the implementation of the 2020–2025 Accord.</p> <p><b>Action 1.10.1:</b> The Ipswich City Council Indigenous Accord Working Group continues to regularly meet and collaborate on the delivery and implementation of outcomes and actions expressed in this Accord and a Terms of Reference document is co-designed and implemented to guide meeting practices.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Overview</b>                          | <p>Ipswich City Council called for nominations from Aboriginal and Torres Strait Islander peoples, non-Indigenous Australians, community organisations representatives and Traditional Owners to be part of an Advisory Working Group to review the 2015–2018 Accord with the intent of developing an Accord that will be an active and shared working document from 2020–2025 financial years.</p> <p>Council received thirteen applications to undertake a review of the 2015–2018 Accord. Applications were assessed on the basis of ability to represent and advocate for Aboriginal and Torres Strait Islander peoples and communities as well as demonstration of leadership in the Indigenous communities of Ipswich including, cultural leadership, leadership in employment and leadership in education, health and business.</p> <p>The Ipswich City Council Indigenous Accord Working Group, convened by Ipswich City Council’s Community Development Team within the Community, Cultural and Economic Development Department, met regularly to review the 2015–2018 Accord and co-design the 2020–2025 Accord.</p> <p>The Group operated in accordance with the ‘Aboriginal and Torres Strait Islander Peoples Accord Advisory Group Terms of Reference (2015 - 2018)’. Information in the sub-sections below has been drawn from these Terms of Reference, which are provided in Appendix A.</p> |



## Example: Indigenous Accord Working Group

For each group:

- Accord References
- Overview
- Members
- Objectives
- Scope
- Roles and responsibilities
- Exclusions
- Communication
- Engagement

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Community Workshops August 2024

| Group 1: Indigenous Accord Working Group |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Members                                  | <p><b>Community:</b> thirteen (13) community members</p> <p><b>Council:</b> four (4) Council representatives</p> <p>Biographical information about the members of the Ipswich City Council Indigenous Accord Working Group are contained in Appendix 1 of the Accord.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Objectives and Scope                     | <p>Council established the Ipswich City Council Indigenous Australian Accord Advisory Working Group to:</p> <ul style="list-style-type: none"> <li>provide input to council on matters relating to the Aboriginal and Torres Strait Islander community</li> <li>provide a mechanism for members of the Aboriginal and Torres Strait Islander community to communicate and raise issues and concerns with Council</li> <li>advocate for change to improve the social and economic outcomes for Aboriginal and Torres Strait Islander peoples.</li> </ul> <p>The Group had a range of functions and broad objectives including:</p> <ul style="list-style-type: none"> <li>to undertake a review of the current Accord;</li> <li>development of positive links and networks between Council and the Aboriginal and Torres Strait Islander community;</li> <li>provide a sounding board for Council on issues of importance to the Aboriginal and Torres Strait Islander community;</li> <li>provide advice to Council on policy decisions which directly or indirectly impact on the Aboriginal and Torres Strait Islander community;</li> <li>develop or review existing Council policies in particular those aimed to address Aboriginal and Torres Strait Islander development;</li> <li>assist Council in developing and maintaining a clear picture of the needs of the Aboriginal and Torres Strait Islander community;</li> <li>align outcomes to community data based on both census and anecdotal community knowledge; and</li> <li>promote and enhance the profile of the Aboriginal and Torres Strait Islander community.</li> </ul> |





# Example: Indigenous Accord Working Group

For each group:

- Accord References
- Overview
- Members
- Objectives
- Scope
- Roles and responsibilities
- Exclusions
- Communication
- Engagement

| Group 1: Indigenous Accord Working Group |                                                                                                                                                                                                                 |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Roles and responsibilities               | ✓ Policy and Strategy<br>✗ Legislation and Compliance<br>✓ Council (Mayor, Councillors, Officers)                                                                                                               |
| Exclusions                               | Exclusions were not specifically defined, but infer it would be anything outside the 'Aboriginal and Torres Strait Islander Peoples Accord Advisory Group Terms of Reference (2015 - 2018)'.                    |
| Communication                            | Notice of meetings, reports, agendas and minutes were provided in writing by Council.                                                                                                                           |
| Engagement                               | The Group met bi-monthly, on a day and time determined by the Group at its first meeting of each calendar year, and otherwise on an as needs basis as agreed to by the Group, to consider reports and business. |



## Section 4: Representative Engagement Groups

- Groups and their scope of topics / responsibilities

Draft Aboriginal and Torres Strait Islander Community  
Engagement Guide - Community Workshops August 2024

| Topics / matters                                                    | Group 1:<br>Accord | Group 2:<br>Native Title<br>and Cultural<br>Heritage | Group 3:<br>Traditional<br>Owners | Group 4:<br>Elders | Group 5:<br>Employees |
|---------------------------------------------------------------------|--------------------|------------------------------------------------------|-----------------------------------|--------------------|-----------------------|
| Building community capacity and capability                          |                    | ✓                                                    | ✓                                 | ✓                  | ✓                     |
| Generating support for action                                       |                    | ✓                                                    | ✓                                 | ✓                  |                       |
| Working towards changing behaviour                                  |                    | ✓                                                    | ✓                                 | ✓                  |                       |
| Creating community resilience                                       |                    |                                                      |                                   |                    |                       |
| Cultural and intellectual property                                  |                    |                                                      | ✓                                 |                    |                       |
| Respecting culture and heritage                                     |                    | ✓                                                    |                                   |                    |                       |
| Establishing cultural and communication protocols                   |                    |                                                      | ✓                                 | ✓                  |                       |
| Economic development                                                |                    |                                                      | ✓                                 |                    |                       |
| Cultural tourism development and opportunities                      |                    |                                                      | ✓                                 |                    |                       |
| Improving understanding, awareness or response to community matters |                    |                                                      | ✓                                 | ✓                  |                       |



## Section 5: Supporting Information

- Key contacts and further information
- Resources and links
- Review and improvement
  - Minor reviews
  - Major reviews

Draft Aboriginal and Torres Strait Islander Community Engagement Guide -  
Community Workshops August 2024





## Steps to finalise the Engagement Guide



Draft Aboriginal and Torres Strait Islander Community Engagement Guide - Community Workshops August 2024



# World café: our turn to listen!

**01**

Ceremonies,  
protocols and  
cultural  
awareness

*Did we get it  
right?*

**02**

Governance:  
Council's  
responsibilities

*Do you have  
any questions  
about Council's  
responsibilities?*

**03**

Culturally  
Responsive  
Engagement

*How can we  
improve our  
culturally  
responsive  
engagement  
approach?*

**04**

Representative  
Engagement  
Groups

*Tell us what  
each group  
should do and  
how we should  
meet?*

**05**

Supporting  
Information

*Are we missing  
any groups or  
information?*



## World café: our turn to listen!

### Three zones:

**Zone 1:** Section 1 Ceremonies, protocols and cultural awareness, Section 2 Governance: Council's responsibilities

**Zone 2:** Section 3 Culturally responsive Engagement

**Zone 3:** Section 4 Representative engagement groups, Section 5 Supporting information

### Questions:

- Talk with Tina
- Write your questions down

### Three rounds:

- Give feedback at each zone
- Do them in any order
- Each round = 15 minutes

### Feedback:

- Talk with the person at each zone
- Write on posters or sticky notes
- Complete the online survey later









Ipswich City Council  
PO Box 191, Ipswich QLD 4305, Australia

Phone (07) 3810 6666  
[council@ipswich.qld.gov.au](mailto:council@ipswich.qld.gov.au)  
[ipswich.qld.gov.au](http://ipswich.qld.gov.au)

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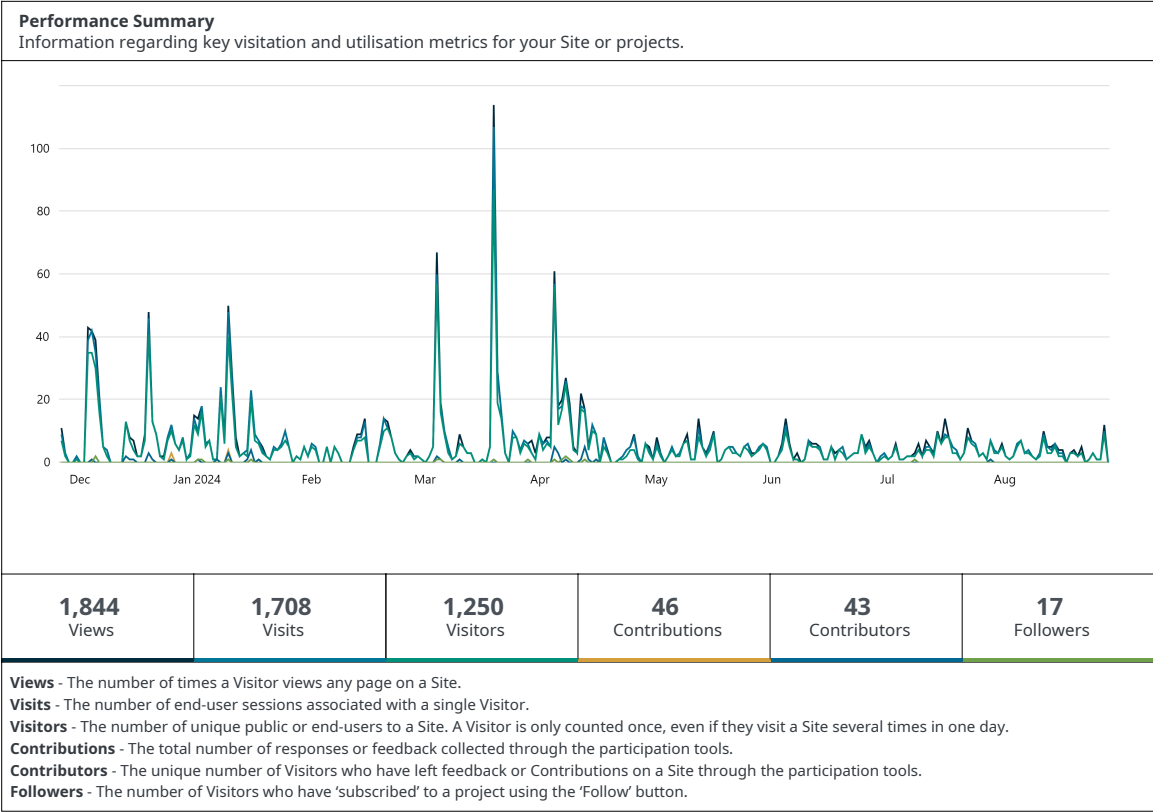
### Shape Your Ipswich

Report Type: Project

Project Name: Aboriginal and Torres Strait Islander Community Engagement Guide

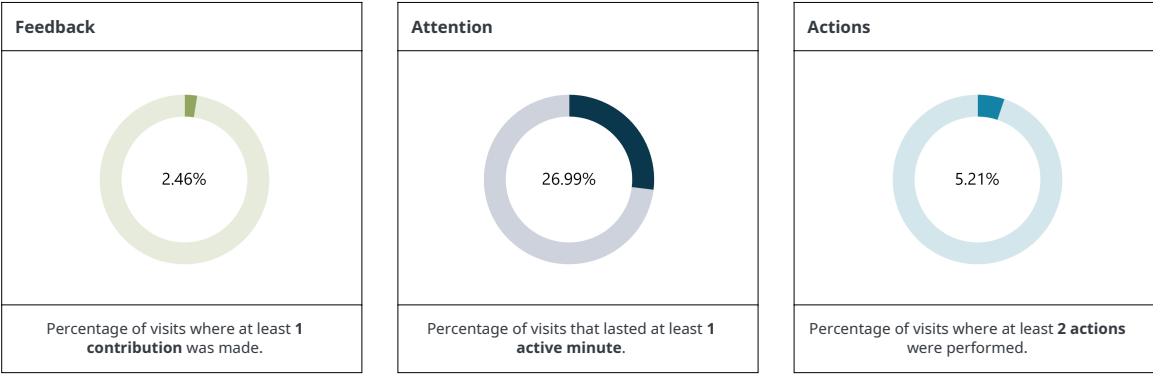
Date Range: 11-12-2023 - 12-09-2024


Exported: 12-09-2024 08:34:43




Conversions

Information regarding how well your engagement websites converted Visitors to perform defined key actions.



| Contributions by Activity                                                              |               |                             |
|----------------------------------------------------------------------------------------|---------------|-----------------------------|
| Contributions by Activity is a breakdown of contributions across each tool             |               |                             |
| Activity                                                                               | Contributions | %                           |
|  Form | 46            | <div><div></div></div> 100% |

| Top Activities                                                                    |      |                                                                  |               |              |
|-----------------------------------------------------------------------------------|------|------------------------------------------------------------------|---------------|--------------|
| Top Activities is the top 5 tools that received the highest contributions         |      |                                                                  |               |              |
| Activity                                                                          |      | Page Name                                                        | Contributions | Contributors |
|  | Form | Aboriginal and Torres Strait Islander Community Engagement Guide | 46            | 43           |

The current number and status of your Site's projects (e.g. engagement websites)

Engagement Time

1

Days

7

Hours

28

Minutes

Apr 19th 2024

Peak Visitation Date

Wednesday

Peak Visitation Day

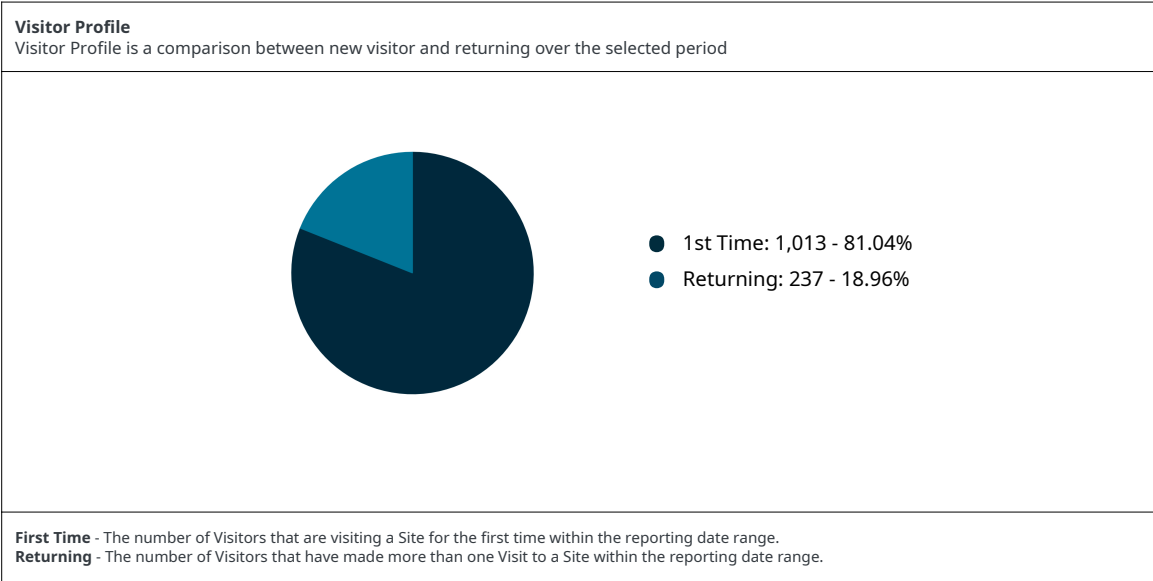
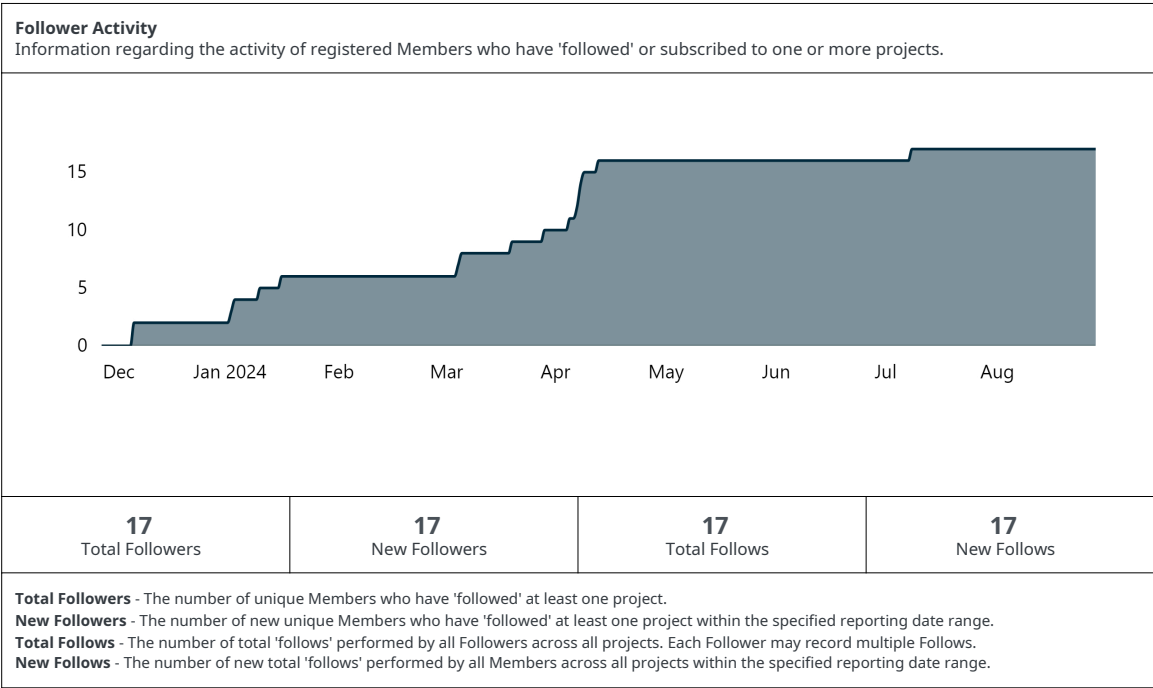
Top Visited Pages

Summary information for the top five most visited Pages.

| Page Name                                                        | Visitation % | Visits | Visitors |
|------------------------------------------------------------------|--------------|--------|----------|
| Aboriginal and Torres Strait Islander Community Engagement Guide | 100%         | 1,705  | 1,247    |

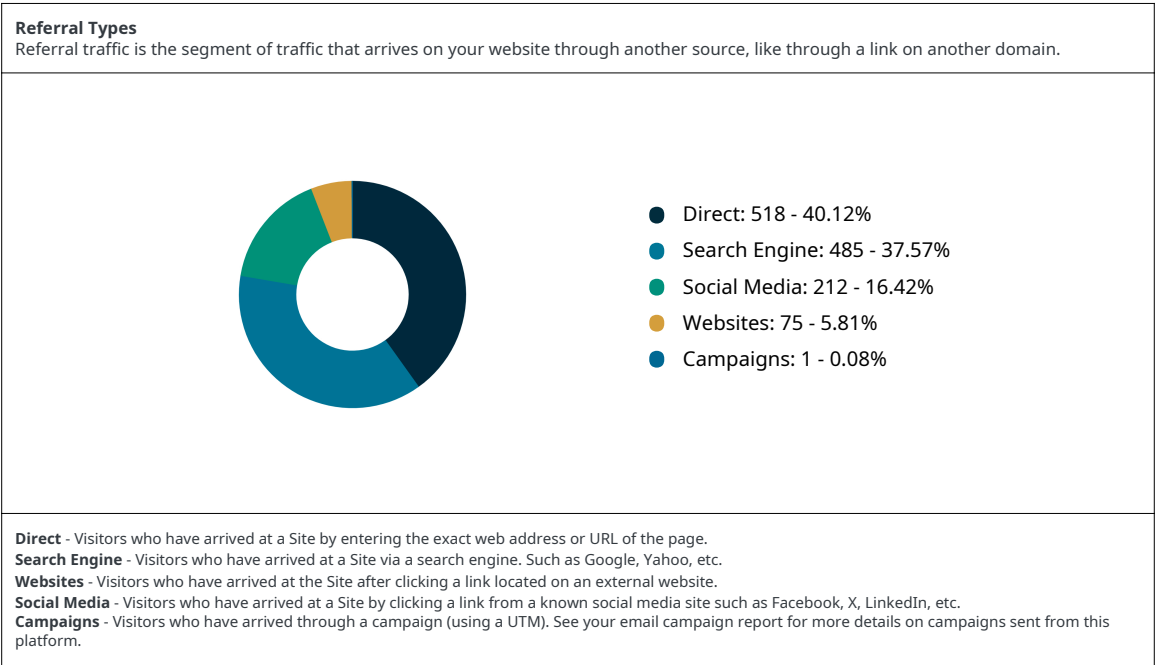
People

Information regarding who has participated in your projects and activities.



Acquisition

Information regarding the method by which Visitors arrived to your Site or projects.



Downloads

Information regarding your downloads, the total set of unique documents downloaded, total downloads of all files, and your top downloads.



15  
Total Documents




804  
Total Downloads


| Top Downloads                                                             |           |           |
|---------------------------------------------------------------------------|-----------|-----------|
| Top file downloads in your selection, ordered by the number of downloads. |           |           |
| File Title                                                                | File Type | Downloads |
| DRAFT_CE_Guide_FINAL.pdf                                                  | PDF       | 444       |
| Section 1 Ceremonies Protocols Cultural Awareness .pdf                    | PDF       | 84        |
| ICC-Indigenous-Accord_2020_Web.pdf                                        | PDF       | 74        |
| Section 4 Representative engagement groups.pdf                            | PDF       | 72        |
| Section 2 Governance.pdf                                                  | PDF       | 67        |

Email Campaigns


Information regarding your email campaigns, your total campaigns, the total number of recipients, and your top campaigns by click-through rate (clicks as a percentage of total recipients).



0  
Email Campaigns Sent



0  
Total Recipients



0%  
Click-through Rate

|                   |
|-------------------|
| No Data Available |
|-------------------|





# Councillor Briefing: Aboriginal and Torres Strait Islander Community Engagement Guide

Belinda Whelband  
Team Leader (Strategic  
Catchment and  
Conservation Planning)

8 October 2024







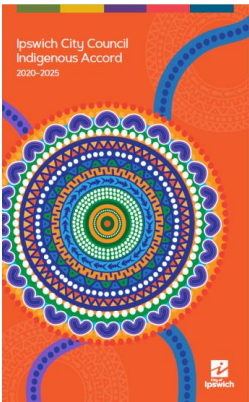
## Acknowledgement of Country

Ipswich City Council respectfully acknowledges the Traditional Owners, the Jagera, Yuggera and Ugarapul People of the Yugara/Yagara Language Group, as custodians of the land and waters we share.

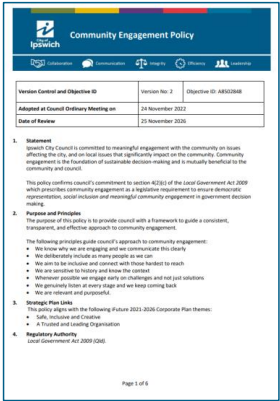
We pay our respects to their Elders past, present and emerging, as the keepers of the traditions, customs, cultures and stories of proud peoples.



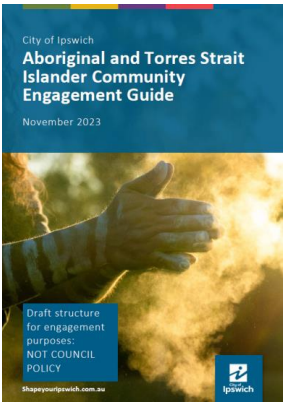
# Purpose: Aboriginal and Torres Strait Islander Community Engagement Guide



Indigenous Accord



Community Engagement Policy



Aboriginal and Torres Strait Islander Community Engagement Guide



## Objectives: Aboriginal and Torres Strait Islander Community Engagement Guide

**01**

Improve awareness and understanding of First Nations culture and protocols across Ipswich.

**02**

Undertake culturally responsive engagement which achieves meaningful outcomes.

**03**

Establish the endorsed Representative Engagement Groups identified in the Indigenous Accord 2020-2025.



Draft Aboriginal and Torres Strait Islander Community Engagement Guide – Councillor Briefing 8 October 2024



# Overview: Aboriginal and Torres Strait Islander Community Engagement Guide – five sections

**01**

**Ceremonies,  
protocols and  
cultural  
awareness**



**02**

**Governance:  
Council's  
responsibilities**



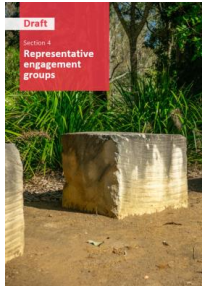
**03**

**Culturally  
Responsive  
Engagement**



**04**

**Representative  
Engagement  
Groups**



**05**

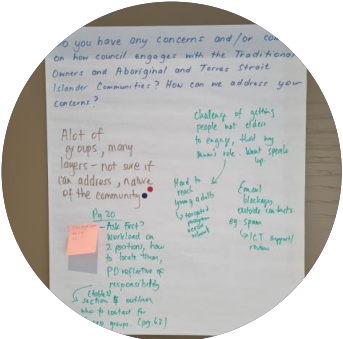
**Supporting  
Information**



Draft Aboriginal and Torres Strait Islander Community Engagement Guide – Councillor Briefing 8 October 2024



# Progress to date



2022-2023

Aug-Sept 2023

Jan-Aug 2024

Jun-Aug 2024

Sept-Oct 2024

RESEARCH AND  
DRAFTING

INTERNAL REVIEW  
AND FEEDBACK

SHAPE YOUR IPSWICH  
INFORMATION AND  
SURVEY

ENGAGEMENT  
WORKSHOPS:

- COUNCIL'S  
ABORIGINAL AND  
TORRES STRAIT  
ISLANDER  
EMPLOYEE  
WORKING GROUP
- YUP NATIVE TITLE  
PARTY
- TRADITIONAL  
OWNER  
COMMUNITY X 3

ANALYSIS OF  
ENGAGEMENT  
FEEDBACK AND  
COUNCILLOR BRIEFING



## Engagement Feedback

- Proposed Welcome to Country and Acknowledgement of Country generally supported
- Preferred terminology and their definitions varied, however general consistency for terms people don't like
- General consensus for proposed membership, roles and responsibilities for each of the Representative Engagement Groups
- Suggestions have been provided for topics / matters to discuss with each Representative Engagement Group
- Council meetings with Representative Engagement Groups need to be a mix of types and timings
- Wording needs to be suitable for the range of stakeholders who will use the Guide
- Specific representation of people with disability from First Nations groups and families of Ipswich is missing

Draft Aboriginal and Torres Strait Islander Community Engagement Guide – Councillor Briefing  
8 October 2024





## Next steps

| Action                                                                                                                                                           | Timing                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Seek feedback from Councillors following the briefing                                                                                                            | October 2024                 |
| Finalise Draft Engagement Report based on: <ul style="list-style-type: none"> <li>Community engagement feedback</li> <li>Councillor briefing feedback</li> </ul> | October – November 2024      |
| Finalise Quick Reference Guide version of the Engagement Guide                                                                                                   | November 2024                |
| Update Shape Your Ipswich webpage to show how the community's feedback has been incorporated into the Engagement Guide                                           | December 2024                |
| Council endorsement / adoption *                                                                                                                                 | December 2024                |
| Marketing design of Engagement Guide and design of new webpage for Council website                                                                               | December 2024 – January 2025 |
| Internal awareness and training for implementation                                                                                                               | 2025 – ongoing               |
| Launch                                                                                                                                                           | February 2025                |
| Commence establishment of the Representative Engagement Groups                                                                                                   | February 2025                |

Draft Aboriginal and Torres Strait Islander Community Engagement Guide – Councillor Briefing 8 October 2024







Ipswich City Council  
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INFRASTRUCTURE, PLANNING AND ASSETS COMMITTEE  
MEETING AGENDA

3 SEPTEMBER  
2024

Doc ID No: A10500671

ITEM: 3  
SUBJECT: IGO PARKING ACTION PLAN  
AUTHOR: SENIOR TRANSPORT PLANNER  
DATE: 9 AUGUST 2024

#### EXECUTIVE SUMMARY

This is a report concerning the development of the iGO Parking Action Plan (PAP), a key deliverable of iGO – The City of Ipswich Transport Plan.

#### RECOMMENDATION/S

[Amended Infrastructure, Planning and Assets Committee of 3 September 2024](#)

- A. That the *iGO Parking Action Plan and Summary Report* – as detailed in Attachments 1 and 2 of the report by the Senior Transport Planner dated 9 August 2024, be ~~adopted~~[received](#).

~~That the outcomes and key messages of the iGO Parking Action Plan be communicated to the community.~~

- B. [That a Councillor workshop be held to consider the report.](#)

#### RELATED PARTIES

There is no declaration of conflicts of interest regarding this report. Details of the related parties that were consulted as part of the development of the PAP are provided below under the 'community and other consultation' heading.

#### IFUTURE THEME

Vibrant and Growing

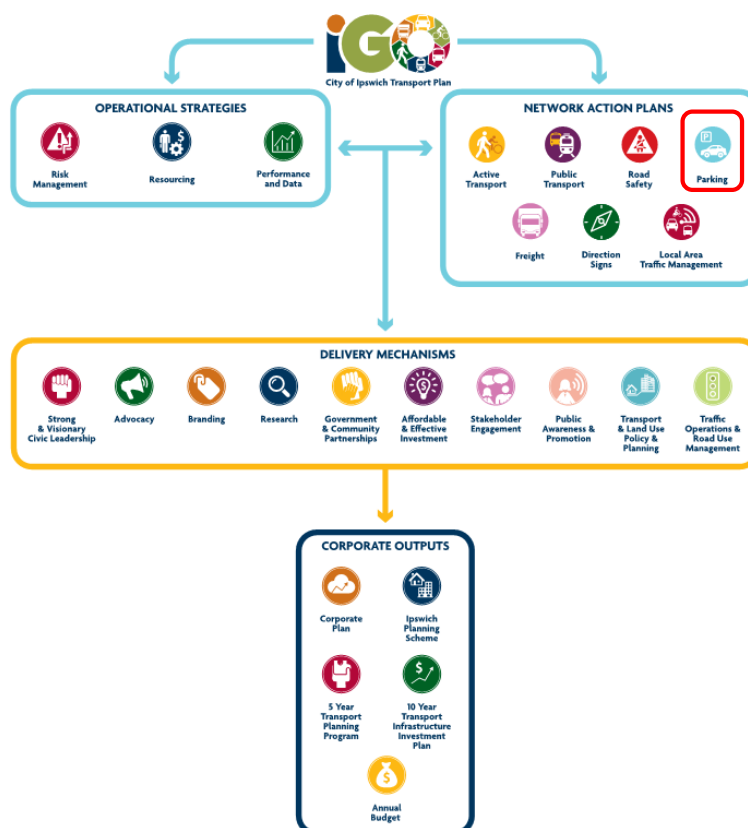
#### PURPOSE OF REPORT/BACKGROUND

At its Ordinary Meeting on 24 May 2016, Council adopted iGO - The City of Ipswich Transport Plan (iGO) as its master plan to shape Ipswich's transport future [refer Item 4 tabled at the City Infrastructure and Emergency Management Committee Meeting No. 2016(02)].

The iGO delivery structure (refer Figure 1 below) includes the development and implementation of a number of more detailed network action plans relating to the following transport elements:

- Active Transport;
- Public Transport;
- Road Safety;
- **Parking;**
- Freight;
- Direction Signs; and
- Local Area Traffic Management

Figure 1: iGO Delivery Structure



The development of the PAP is supported by Action P15 of iGO, which states the following: *“Update the Ipswich Parking Strategy to reflect changes to land use and parking across the city. Evaluate the success of the strategy and use this information in its revision”.*

#### **iGO Parking Action Plan (PAP)**

The development of the PAP commenced in April 2022. The PAP is a key deliverable of iGO and has been developed to respond to the parking challenges facing the city and identifies key actions to be implemented over the coming years.

**Item 4 / Minutes Attachment 1**

INFRASTRUCTURE, PLANNING AND ASSETS COMMITTEE  
MEETING AGENDA

3 SEPTEMBER  
2024

The PAP replaces the existing Parking Strategy for Ipswich Central (adopted by Council in 2011).

A key foundation of the PAP document is the need to take a 'demand management approach' to parking as opposed to a 'demand satisfaction approach' to parking. This approach acknowledges that existing car parking supply should be optimised before new car parking supply is considered. Some of the reasons for this approach include:

- Better alignment with broader transport goals outlined in iGO;
- The rising cost to provide new parking infrastructure;
- The spatial and economic trade-off to providing new parking infrastructure (particularly in activity centres) when the land could be used for a higher value purpose; and
- Better alignment with Council's environment and sustainability goals in terms of reducing urban heat islands, impacts to flora and fauna, and reducing carbon emissions etc.

Some of the other key updates include the following:

- The transition to a Citywide Plan, as opposed to the previous *2011 Ipswich City Council Parking Strategy* which solely focussed on Ipswich Central;
- Updated Parking Precincts and Kerbside User Priority Hierarchy for Ipswich Central;
- New Parking Precincts and Kerbside User Priority Hierarchy for Springfield Central;
- Land-use specific Kerbside User Priority Hierarchy for schools;
- A 'Place Based' approach to kerbside allocation, to be enacted through the use of more detailed Parking Precinct Plans (to be developed); and
- Incorporation of new contemporary kerbside uses such as micro-mobility, electric vehicle parking / charging, and parklets / street patios.

The full PAP report can be found in Attachment 1 of this report, and a summary report can be found in Attachment 2.

For ease of reference, a summary of the key components of the PAP are outlined in Table 1 page over.

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*Table 1: iGO PAP Key Components*

| ELEMENT      | DETAILS / COMMENTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | MORE INFORMATION            |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| INTRODUCTION | <p><b><u>WHAT IS PARKING</u></b></p> <ul style="list-style-type: none"> <li>On-street public parking</li> <li>Off-street public parking</li> <li>Off-street private parking</li> </ul> <p><b><u>PARKING AND KERBSIDE MANAGEMENT</u></b></p> <ul style="list-style-type: none"> <li>What is kerbside space?</li> <li>Why do we manage parking and the kerbside?</li> <li>How is parking and kerbside space managed?</li> </ul>                                                                                                                              | Pages 6-10 in Attachment 2  |
| BACKGROUND   | <p><b><u>CURRENT SITUATION IN IPSWICH</u></b></p> <ul style="list-style-type: none"> <li>Parking Supply</li> <li>Parking Demand</li> </ul> <p><b><u>STAKEHOLDER ENGAGEMENT</u></b></p> <p><b><u>CHALLENGES AND OPPORTUNITIES</u></b></p> <ul style="list-style-type: none"> <li>Population Growth</li> <li>Built Form</li> <li>Transport Mode Share Targets</li> <li>Change in Work Habits</li> <li>Environmental Factors</li> <li>Rising Infrastructure Costs</li> <li>Technology</li> <li>Accessibility</li> </ul>                                       | Pages 11-15 in Attachment 2 |
| APPROACH     | <p><b><u>A DEMAND MANAGEMENT APPROACH TO PARKING</u></b></p> <ul style="list-style-type: none"> <li>Why a Demand Management Approach</li> <li>Benefits of a Demand Management Approach</li> <li>Parking Pricing Guideline</li> </ul> <p><b><u>KERBSIDE MANAGEMENT TO SUPPORT PLACE-BASED OUTCOMES</u></b></p> <ul style="list-style-type: none"> <li>Movement and Place</li> <li>Parking Precincts</li> <li>Kerbside User Priority Hierarchies</li> </ul> <p><b><u>PARKING TECHNOLOGIES AND ENFORCEMENT</u></b></p> <p><b><u>PARKING EDUCATION</u></b></p> | Pages 16-22 in Attachment 2 |

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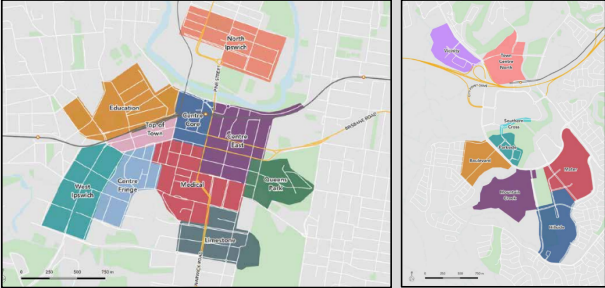
|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                    |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| <p><b>ASPIRATIONS</b></p> | <p><b><u>VISION</u></b><br/> <i>"A safe, accessible and integrated parking system that is managed to support the local economy, sustainable transport and desired land use outcomes"</i></p> <p><b><u>GOALS</u></b></p> <ul style="list-style-type: none"> <li>• Goal A: Safe, accessible and integrated</li> <li>• Goal B: Supports economic exchange</li> <li>• Goal C: Enables placemaking and desired land use outcomes</li> <li>• Goal D: Efficient use and management of existing infrastructure</li> <li>• Goal E: A sustainable low-carbon future</li> <li>• Goal F: New mobility trends and technologies contribute to desired outcomes</li> <li>• Goal G: Evidence based decision making</li> </ul> <p><b><u>OBJECTIVES</u></b></p> <ul style="list-style-type: none"> <li>• Objective 1: Parking is safe, accessible and is prioritised for those who need it the most</li> <li>• Objective 2: New and emerging parking technologies improve enforcement, data collection and customer experience</li> <li>• Objective 3: Parking is regulated, priced and managed in a way that supports the shift toward sustainable modes of transport</li> <li>• Objective 4: Parking is managed to support the local economy, improve the vibrancy of centres and facilitate desired land use outcomes</li> <li>• Objective 5: Parking management is evidence based and informs the community</li> </ul> | <p>Pages 23-24 in Attachment 2</p> |
| <p><b>DELIVERY</b></p>    | <p><b><u>ACTIONS</u></b></p> <p>The plan establishes 31 actions which have on-going, short and medium term timeframes.</p> <p><b><u>TIMEFRAMES</u></b></p> <p>Each action is given a timeframe that outlines Council's priorities. They are defined as:</p> <ul style="list-style-type: none"> <li>• Short (&lt; 5 years)</li> <li>• Medium (5–10 years)</li> <li>• On-going (actions that are already underway and/or will occur across all timeframes)</li> </ul> <p><b><u>MONITORING AND REVIEW</u></b></p> <p>To monitor the progress of the implementation of the actions, four (4) targets have been devised. Each target links back directly to an objective and have been developed to be measurable on a cyclical basis.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>Pages 25-29 in Attachment 2</p> |



APPENDICES

**APPENDIX 1 – PARKING PRECINCTS**

Parking precincts have been developed for both Ipswich Central and the Springfield Town Centre. A parking precinct is a geographic area in which parking needs and demands are roughly similar. Parking precincts allow strategic decisions to be made regarding parking which is localised and relevant.



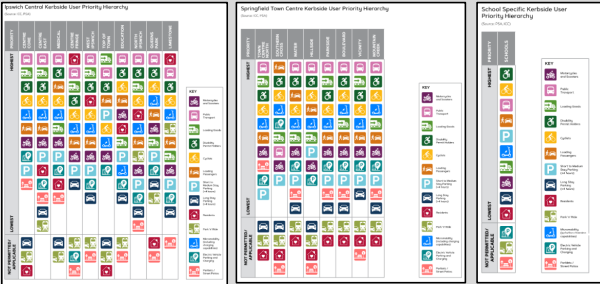
**APPENDIX 2 – KERBSIDE USER PRIORITY HIERARCHIES**

When different kerbside user groups (e.g. long stay parking vs loading) are competing for the same parking spaces and demand exceeds supply, there becomes a saturation of parking facilities.

Kerbside User Priority Hierarchies (KUPH) provide guidance for the allocation of kerbside space within a parking precinct. KUPHs have been developed for the defined Parking Precincts within Ipswich Central and the Springfield Town Centre.

A ‘School Specific’ KUPH has also been developed to support council with the operational nature of school precincts, particularly in residential areas.

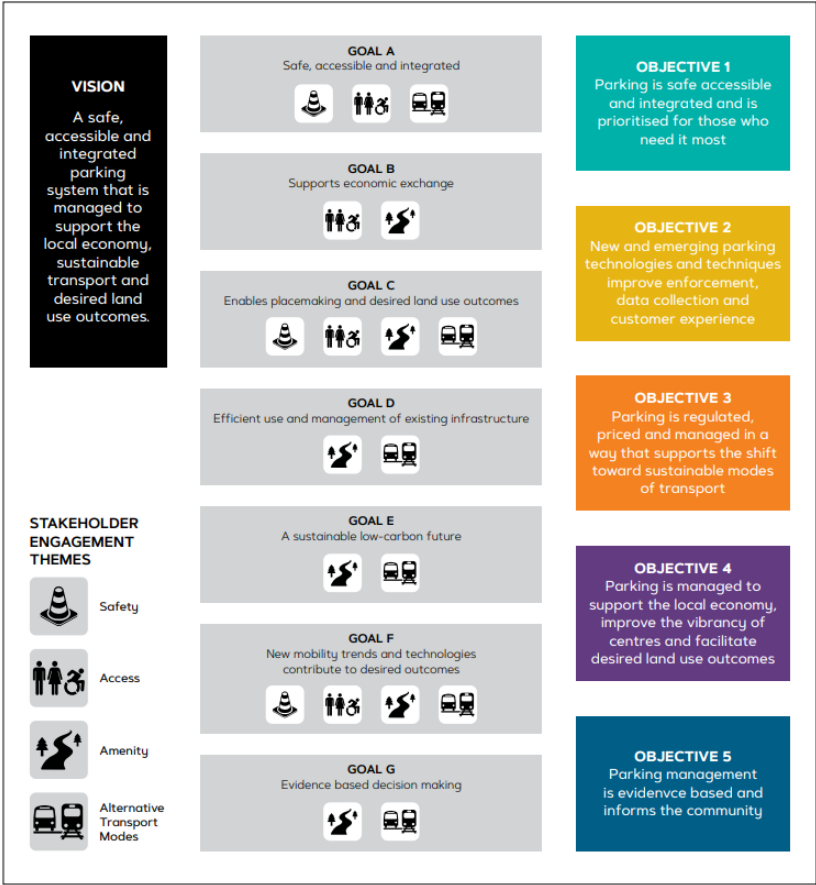
Kerbside User Priority Hierarchies  
*(Images below are for illustration purposes only, refer to page 34-36 of Attachment 1 for KUPHs)*



Kerbside User Groups associated with the KUPHs

|                           |                                         |                                                 |
|---------------------------|-----------------------------------------|-------------------------------------------------|
| Motorcycles and Scooters  | Loading Passengers                      | Micromobility (including charging capabilities) |
| Public Transport          | Short to Medium Stay Parking (<4 hours) | Electric Vehicle Parking and Charging           |
| Loading Goods             | Long Stay Parking (>4 hours)            | Parklets / Street Patios                        |
| Disability Permit Holders | Residents                               |                                                 |
| Cyclists                  | Park 'n' Ride                           |                                                 |

Figure 2: Vision, Goals and Objectives



**Parking Pricing Guideline**

In June 2020, Council adopted the City of Ipswich Parking Pricing Strategy at its General Purposes Committee. The Parking Pricing Strategy and associated implementation guideline has provided guidance on matters pertaining to the management of parking, specifically the role and appropriateness of time restrictions and pricing.

The PAP will include an update to the Parking Pricing Guideline (PPG) (formerly called the City of Ipswich Parking Pricing Strategy), due the following:

- To align with Council’s new corporate planning document hierarchy naming conventions; and
- To align with the updated Parking Precincts and Kerbside User Priority Hierarchies for both Ipswich Central and Springfield Central which were developed in the PAP.

A copy of the revised PPG has been attached to this report (refer to Attachment 3). The main updates to the PPG to align with the PAP are:

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- Amendments to the on-street parking management framework to align with the newly developed parking precincts (PPG Appendix A);
- Inclusion of the newly developed parking precincts (mapped). This is shown in Appendix F of the PPG;
- Inclusion of the kerbside user priority hierarchy (Appendix G in the PPG).

**Parking Policy Hierarchy**

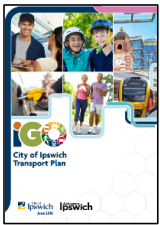


Table 2 (below) has been developed to demonstrate where the newly developed PAP and updated PPG will sit from a parking policy document hierarchy perspective.

As identified in Table 2, the PAP will sit beneath *iGO – City of Ipswich Transport Plan*, providing more detailed parking policy guidance and actions. The implementation of the PAP will be supported by the PPG (Attachment 3 of this report) and Parking Precinct Plans (yet to be developed).

Highest


1

**Table 2: Parking Policy Document Hierarchy**

| STRATEGY                                                                                           |                                                                                     |                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>iGO – City of Ipswich Transport Plan</b><br>(adopted in 2016)<br><br>(Currently under review)   |   | <ul style="list-style-type: none"><li>• <b>Citywide Transport Strategy</b></li><li>• Multi-modal</li><li>• 'Parking' is identified as a Policy Focus Area</li><li>• Identifies the Movement and Place Framework</li></ul>                                                                                                       |
| ACTION PLAN                                                                                        |                                                                                     |                                                                                                                                                                                                                                                                                                                                 |
| <b>iGO Parking Action Plan (PAP)</b><br><br>(Attachment 2 of this report)                          |  | <ul style="list-style-type: none"><li>• <b>Citywide</b></li><li>• Identifies a Vision, Goals and Objectives for Parking and Kerbside Management</li><li>• Detailed Action Plan</li><li>• Establishes Parking Precincts</li><li>• Establishes Kerbside User Priority Hierarchies</li><li>• Parking Metrics and Targets</li></ul> |
| IMPLEMENTATION GUIDELINE                                                                           |                                                                                     |                                                                                                                                                                                                                                                                                                                                 |
| <b>Parking Precinct Plans</b><br><br>(To be developed, identified in Actions 4.1 & 4.2 of the PAP) |  | <ul style="list-style-type: none"><li>• <b>Precinct Level</b></li><li>• Identifies parking management opportunities and challenges within a given Precinct</li><li>• Transition plan to align Precincts with Kerbside User Priority Hierarchy</li></ul>                                                                         |

Lowest

3

|                                                                                                                                                                    |                                                                                   |                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Parking Pricing Guideline (PPG)</b></p> <p><i>(Attachment 3 of this report)</i></p> <p><i>(Previously the Parking Pricing Strategy, adopted in 2020)</i></p> |  | <ul style="list-style-type: none"><li>• <b>Precinct Level</b></li><li>• Identifies parking management opportunities, challenges and strategic direction within a given Precinct</li><li>• Transition plan to align Precincts with Kerbside User Priority Hierarchy</li></ul> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**LEGAL IMPLICATIONS**

This report and its recommendations are consistent with the following legislative provisions:  
*Subordinate Local Law 5.1 (Parking)*

Actions within the PAP include the need to review Ipswich City Council’s Local Laws to amend the regulated parking areas to align with the newly identified parking precinct boundaries for Ipswich Central and Springfield Town Centre. It also outlines the need to constantly review the Ipswich City Council fees and charges for parking.

**POLICY IMPLICATIONS**

The PAP was developed in alignment with the Council endorsed *iGO – City of Ipswich Transport Plan* (2016), taking also into consideration feedback received on the iGO Major Review Project (currently in development). Refer to Table 2 (previous page) to show alignment with existing and planned parking policies.

**RISK MANAGEMENT IMPLICATIONS**

Not endorsing the PAP would mean the following:

- The City of Ipswich would be without a citywide parking plan as the 2011 edition is unique to only parts of Ipswich Central;
- Parking Precincts within Ipswich Central would remain unchanged from 2011 and not align with the latest land-uses and strategic planning for the centre;
- No parking management framework would exist for the Springfield Town Centre (i.e. Parking Precincts, Kerbside User Priority Hierarchies), creating strategic inequality between the city’s two Principal Activity Centres and how parking is managed fairly and transparently in each centre.

**FINANCIAL/RESOURCE IMPLICATIONS**

When developing actions for the PAP, financial and resourcing implications were considered and minimised where possible. The majority of actions within the PAP do not require additional operational or capital budget allocations and are able to be delivered as part of ‘business as usual’ activities. However, where there are actions that require additional operational or capital budget, these will be assessed against other Council priorities as part of Council’s usual budget build processes or a separate committee report developed for Council consideration.

## COMMUNITY AND OTHER CONSULTATION

### Internal Engagement

An internal project working group was established for the project consisting of officer level representatives from various Council branches to provide technical input into the development of the PAP. Members of the project working group were from the following departments:

- Asset and Infrastructure Services Department (AIS) – Infrastructure Strategy Branch
- Planning and Regulatory Services Department (PRS) – City Design Branch & Compliance Branch;
- Community, Culture and Economic Development Department (CCED) – Economic and Community Development Branch

A Councillor workshop was held in June 2023. The purpose of this workshop was to share insights from the Part A community engagement process and workshop the draft vision, goals, objectives, and other recommended policy changes.

### External Engagement

During the development of the PAP, Council actively engaged with the community, industry and local businesses within the city including with the Ipswich Community Panel (refer to Table 3 page-over).

Stakeholder engagement (Part A) was conducted between July 2022 and September 2022 with the goal being to identify existing and potential parking issues and opportunities facing the city.

Parking insights were also obtained from the following projects:

- Parking Pricing Strategy engagement (2019–2020)
- iGO Major Review Part A engagement (2022-2023)

A second stage of engagement (Part B) was undertaken between October 2023 and November 2023 which involved a Shape Your Ipswich online survey.

For more details on the findings from external engagement activities, refer to Attachments 4 and 5 for the Community Engagement Reports.

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Table 3: Engagement Activities and Stakeholders

| Stakeholder                             | Engagement through PAP Project (Part A)<br>(Aug-Nov 2022) | Engagement through PAP Project (Part B)<br>(Oct-Nov 2023) | Indirect engagement on parking through the iGO Major Review (2022-2023) | Indirect engagement through the Parking Pricing Strategy (Dec 2019-Jan 2020) |
|-----------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------|
| Ipswich Community                       | Engagement through SYI                                    | Engagement through SYI                                    | Engagement through SYI and pop-up sessions                              | Engagement through SYI                                                       |
| West Moreton Health                     | IM                                                        | OM                                                        | IM                                                                      | IM                                                                           |
| Ramsay Health Care                      | IM                                                        | NR                                                        |                                                                         |                                                                              |
| Ipswich Community Panel                 | IM                                                        |                                                           | IM                                                                      |                                                                              |
| Greater Springfield Chamber of Commerce | IM                                                        | NR                                                        |                                                                         |                                                                              |
| Ipswich Chamber of Commerce             | IM                                                        | NR                                                        |                                                                         |                                                                              |
| Qld Disability Network                  |                                                           |                                                           | OM                                                                      |                                                                              |
| Qld Motorcycle Council                  |                                                           |                                                           | OM                                                                      |                                                                              |
| Murri Interagency                       |                                                           |                                                           | IM                                                                      |                                                                              |
| UniSQ                                   | IM                                                        | NR                                                        | OM                                                                      |                                                                              |
| TAFE Qld                                | IM                                                        | NR                                                        |                                                                         |                                                                              |

\*IM = In-person meeting

\*OM = Online meeting

\*NR = No response

## CONCLUSION

The iGO Parking Action Plan (PAP), a key action from iGO – *The City of Ipswich Transport Plan*, has now been completed and its outcomes are ready to be considered by Council with the view of obtaining formal endorsement to commence its delivery.

The PAP has been developed to respond to the parking challenges facing the city and identifies a total of thirty-one (31) actions for Council to deliver over the coming years. Substantial consultation activities were undertaken in the development of the plan.

## HUMAN RIGHTS IMPLICATIONS

| HUMAN RIGHTS IMPACTS                     |                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| OTHER DECISION                           |                                                                                                                                                                                                                                                                                                                                               |
| (a) What is the Act/Decision being made? | <p>Recommendation A states that the iGO Parking Action Plan and Summary Report – as detailed in the Attachments 1 and 2 of the report by the Senior Transport Planner dated 9 August 2024, be adopted.</p> <p>Recommendation B states that the outcomes and key messages of the iGO Parking Action Plan be communicated to the community.</p> |

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|                                                                                                        |                                                |
|--------------------------------------------------------------------------------------------------------|------------------------------------------------|
| (b) What human rights are affected?                                                                    | No human rights are affected by this decision. |
| (c) How are the human rights limited?                                                                  | Not applicable                                 |
| (d) Is there a good reason for limiting the relevant rights?<br>Is the limitation fair and reasonable? | Not applicable                                 |
| (e) Conclusion                                                                                         | The decision is consistent with human rights.  |

**ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS**

|    |                                                                              |
|----|------------------------------------------------------------------------------|
| 1. | iGO Parking Action Plan - Technical Report <i>(under separate cover)</i>     |
| 2. | iGO Parking Action Plan - Summary Report <i>(under separate cover)</i>       |
| 3. | Parking Pricing Guideline <i>(under separate cover)</i>                      |
| 4. | iGO PAP - Part A - Community Engagement Report <i>(under separate cover)</i> |
| 5. | iGO PAP - Part B - Community Engagement Report <i>(under separate cover)</i> |

James MacArthur  
**SENIOR TRANSPORT PLANNER**

I concur with the recommendations contained in this report.

Mary Torres  
**INFRASTRUCTURE STRATEGY AND PLANNING MANAGER**

I concur with the recommendations contained in this report.

Tony Dileo  
**MANAGER, INFRASTRUCTURE STRATEGY**

I concur with the recommendations contained in this report.

Matt Anderson  
**GENERAL MANAGER (ASSET AND INFRASTRUCTURE SERVICES)**

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





# iGO Parking Action Plan

Technical Report



13 February 2024



iGO Parking Action Plan  
Technical Report



Document Control

Document:     Project Name:    iGO Parking Action Plan  
                    PSA Job Number: 1390  
                    Report Name:    Technical Report

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Revision History

| VERSION | DATE             | DETAILS | AUTHOR     | AUTHORISATION                                                                                              |
|---------|------------------|---------|------------|------------------------------------------------------------------------------------------------------------|
| V4      | 13 February 2024 | FINAL   | Tim Boxall | <br>Hannah Richardson |

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iGO Parking Action Plan  
Technical Report



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LIST OF ACRONYMS

|     |                                            |
|-----|--------------------------------------------|
| ICC | Ipswich City Council                       |
| iGO | City of Ipswich Transport Plan             |
| LGA | Local Government Area                      |
| PAP | Parking Action Plan                        |
| SYI | Shape Your Ipswich                         |
| TMR | QLD Department of Transport and Main Roads |

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# 1 INTRODUCTION

PSA Consulting has been engaged by Ipswich City Council (ICC) to prepare the iGO Parking Action Plan (PAP). The PAP project will guide the planning, provision and management of parking, in alignment with the overarching City of Ipswich Transport Plan, iGO, which outlines the masterplan for Ipswich’s transport future. While some parking strategies and policies do exist for the city these are focused on the Ipswich City Centre and do not take into account the broader local government area, nor the Springfield Town Centre.

Parking is one of the biggest challenges facing local governments like ICC as the impacts of population growth, increased traffic and congestion, and the associated demands on transport infrastructure (including parking) can often require significant attention, resources, and investment.

## 1.1 PROJECT CONTEXT

Key parking policy focuses within iGO include embracing new technologies to improve parking efficiency, managing parking to support economic vitality and sustainable transport use and promoting the benefits of a parking culture based on demand management rather than demand satisfaction. Action P15 of iGO states the following:

*“Update the Ipswich Parking Strategy to reflect changes to land use and parking across the city. Evaluate the success of the strategy and use this information in its revision.”*

Further high level actions related to parking contained in iGO are as follows:

- *Continue to implement and revise the Ipswich Parking Strategy and Ipswich City Centre Commuter Parking Action Plan including:*
  - *Parking prioritisation hierarchy*
  - *Parking Management Plans (for various precincts in the Ipswich City Centre)*
  - *Parking Pricing Strategy*
- *Revise the parking rates in the Ipswich Planning Scheme to promote sustainable travel behaviour*
- *Enabling new parking related technologies*

Parking policies can affect land use patterns, amenity of local streets, public and active transport use, levels of car-dependence and traffic congestion. As the city evolves, Council will need to take a more strategic approach to the provision, management and pricing of parking to ensure that it is balanced with a sustainable transport future, particularly in the Ipswich City Centre and the Springfield Town Centre.

Table 1 outlines iGO’s parking policy focus with the aim of assisting with the management of parking spaces, supporting local business and encouraging travel behaviour change as part of a new parking paradigm of parking demand management rather than demand satisfaction.

**Table 1: iGO Parking Policy Focus (Source: ICC)**

| POLICY FOCUS                                  | DESCRIPTION                                                                                                                                         |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Balance Supply and Management Outcomes</b> | <i>Strategically manage car parking to support economic vitality, balance the parking needs of all users and promote sustainable transport use.</i> |
| <b>New Technology</b>                         | <i>Improve parking efficiency through new technology.</i>                                                                                           |
| <b>Public Education</b>                       | <i>Promote the strategic long-term benefits of changing the parking culture in a growing city.</i>                                                  |

A summary of the content of iGO is shown in Figure 1.

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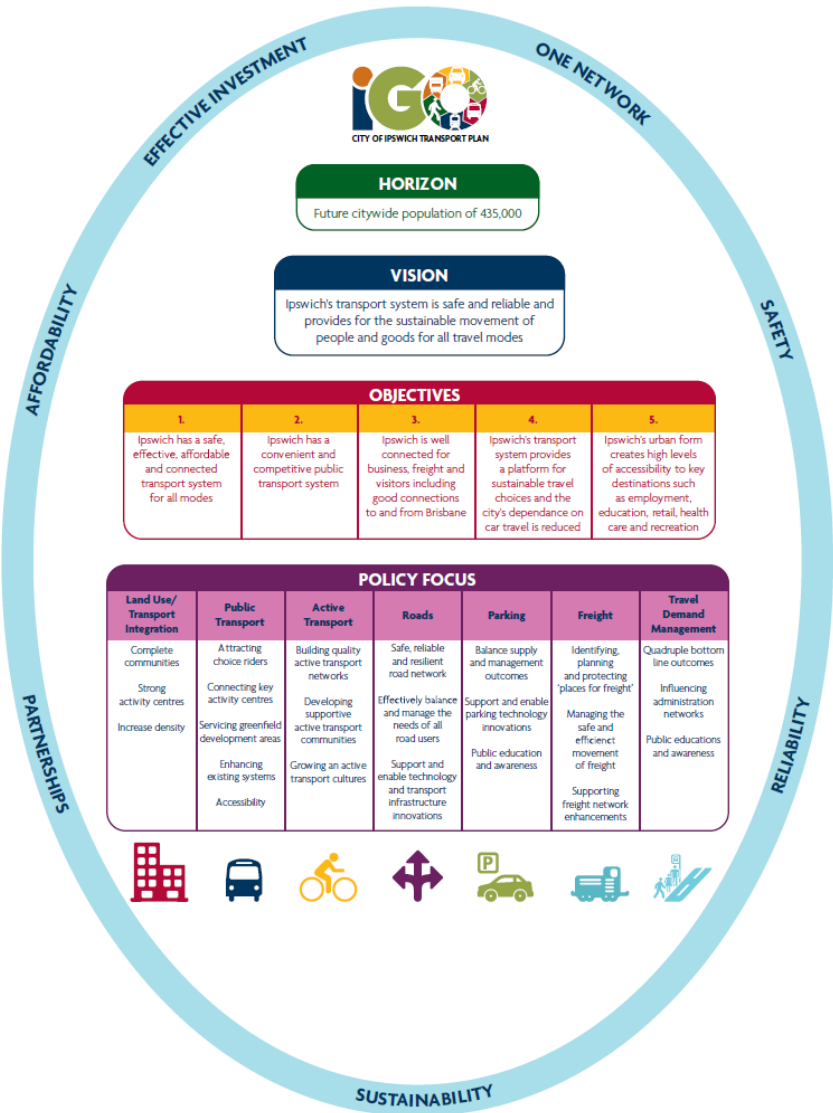


Figure 1: iGO Summary (Source: ICC)  
The delivery structure of iGO is shown in Figure 2.



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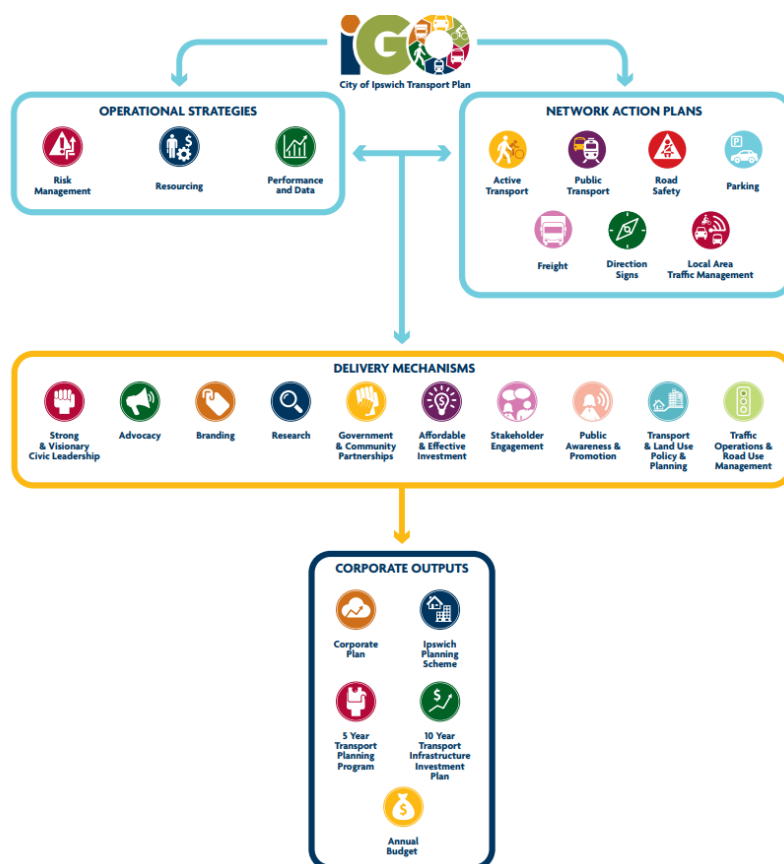


Figure 2: iGO Delivery Structure (Source: ICC)

The PAP will respond to and develop on the relevant actions identified in iGO.

## 1.2 PROJECT OBJECTIVES

The objectives of the project are to:

- Predict future parking across the Local Government Area (LGA), understand the policy framework for parking in Ipswich and gather best practice principles for implementation through research and consultation with community and key stakeholders.
- Develop the vision, goals and objectives to guide parking actions and initiatives within the iGO policy framework.
- Develop the actions and initiatives that will achieve the vision, goals and objectives for parking in Ipswich, and develop an evaluation framework and implementation plan outlining key responsibilities and timeframes.

## 1.3 OVERVIEW OF TECHNICAL REPORT

This Technical Report represents a comprehensive summary of all work previously undertaken for the iGO PAP project. It draws on the content contained in the following reports:

- Working Paper #1 – Background and Strategic Context
- Working Paper #2 – Vision, Goals & Objectives

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- Working Paper #3 – Action and Implementation Plan

The Technical Report includes the following sections:

- Background
- Community and Stakeholder Consultation
- Challenges and Opportunities
- Policy Direction
- Aspirations
- Delivery

## 2 BACKGROUND

The PAP outlines a framework and series of actions to allow Council to make decisions to promote quality place making and liveability with a focus on people and places rather than on parked cars and traffic movement.

Parking encompasses various types of designated spaces for the storage of vehicles. While parking is most commonly associated with cars, it encompasses a variety of non-car types of parking as well. Bicycles can be parked in bike racks or specialised bike storage facilities, ensuring a safe and organised space for cyclists. Similarly, motorbikes and scooters also have designated parking areas. Whilst less common, but emerging, the uptake of electric scooter and micromobility parking are increasingly occurring across the LGA.

Council is actively involved in parking through its roles in:

- Managing public on- and off-street parking facilities through setting time limits, pricing and accompanying enforcement of parking controls.
- Providing parking spaces as part of the street network and with dedicated off-street facilities at activity centres and as part of Council-managed community facilities.
- Regulating on-site parking requirements for development.
- Influencing and advocating other organisations involved in the provision of parking such as state government agencies that provide parking at locations such as train stations.

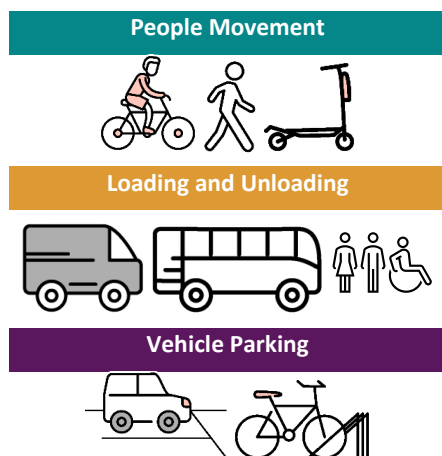
### 2.1 PARKING AND KERBSIDE MANAGEMENT

As a growing and vibrant city aiming to have well connected transport options, the City of Ipswich must manage a finite amount of road, kerbside and footpath space. There are competing demands for footpaths, footpath dining, streetscaping and landscaping, the need for driveway access, bus zones, loading zones, disabled bays, taxi zones and parking, increasing vehicle traffic, dedicated turning lanes, slip lanes and space for pedestrian crossings. The management of these functions is referred to as parking and kerbside management.

The different uses of kerbside space can generally be classified into four groups:

- People Movement
- Loading and Unloading
- Vehicle Parking
- Placemaking

Examples of the types of kerbside activities that can occur are as follows:



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## Placemaking



Parking management refers to the tools that local governments use to achieve desired parking outcomes and meet stated objectives for transport and land use.

A range of methods are used by Council to manage parking and kerbside space.

- **Parking controls** (time limited parking, priced parking, use limited parking, no parking areas etc)
- **Prioritising space for specific uses** (through the use of a user priority hierarchy)
- **Enforcement** (including use of technology to ensure compliance)

Pricing and time restrictions play crucial roles in an effective public parking system. These measures are designed to optimise parking availability, encourage turnover and reduce congestion.

In the absence of parking management tools, motorists are not encouraged to limit their stay to a certain time. This can create a perception that there is an under-supply of parking spaces because some motorists may find it difficult to secure an available parking space.

These scenarios can lead to community and stakeholder expectations placed on Council to invest in new parking facilities which are invariably a significant cost.

For effective utilisation of public parking spaces, it is generally optimal to aim for an 85% occupancy rate for on-street public car parking, which roughly translates to about 1 in 6 spaces being open and easily accessible near desired destinations. This allows drivers to select parking locations that align with their intended activities.

When occupancy surpasses 85%, more drivers tend to search for available spots, leading to delays and uncertainty. This situation contributes to increased traffic volume and the likelihood of congestion, ultimately fostering the perception that parking is insufficient.

### 2.1.1 Parking Types

Vehicle parking can generally be classified as either:

- On-street public parking
- Off-street public parking
- Off-street private parking

#### On-Street Public Parking

Council is responsible for the management of the majority of on-street parking across the LGA. On-street parking generally attracts the highest demand due to its proximity to destinations<sup>1</sup>. On-street parking may be restricted by time limits or pricing to encourage turnover, left unrestricted or used exclusively for particular user types (e.g. loading zones, accessible parking, etc.). On-street parking is located in the roadway, or in the verge if formalised. Parking in the verge is unlawful if unsigned.

#### Off-Street Public Parking

Council is also responsible for management of several off-street parking facilities across the LGA. Council managed off-street parking facilities are often located in or near activity centres, schools, parklands, and sporting fields. These facilities are typically in the form of an at-grade / surface parking configuration or multi-storey facility.

Off-street parking may be restricted by time limits or pricing to encourage turnover, however the large majority of off-street carparks across the LGA are unrestricted.

<sup>1</sup> Furness, L., 2017, Traffic Engineering and Management, Delbosc, A. & Young, W. (eds.) 7<sup>th</sup> ed. Clayton, Victoria: Monash University, p 367-401.

Off-Street Private Parking

The majority of off-street parking supply across the LGA is privately owned. Private off-street parking typically provides exclusive use rights for its owner and is typically in the form of residential, staff, customer or service vehicle parking. Private off-street parking has a role in reducing the demand on finite on-street parking supply.

Council has a role in regulating parking requirements for new developments through its land-use planning instruments.

2.1.2 The Role of Council

Local governments have the ability to plan for, provide and manage parking and the kerbside, which is one of the biggest levers in encouraging sustainable land use and transport outcomes and continuing economic growth. There are different categories of parking for which Council either directly manages or has an indirect role in the supply and management of. The PAP specifically includes analysis and actions development for publicly accessible, owned, and operated parking spaces. Private parking is not within the scope of the Plan.

| On-Street Parking                                                                                                                                                                                                                                                                                                                               | Off-Street Public Parking                                                                                                                                                                                                                                           | Off-Street Private Parking                                                                                                                                                 | Commuter Parking                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Directly managed by Council</li><li>• Located on the street, within the road reserve</li><li>• Generally next to passing traffic</li><li>• May be unrestricted, restricted by time limits or for the exclusive use of particular vehicle types (e.g. Loading Zones, accessible parking, etc.)</li></ul> | <ul style="list-style-type: none"><li>• May be directly managed by Council</li><li>• Located in or near town centres and/or other destinations</li><li>• May be unrestricted or restricted by time limits</li><li>• Can either be at-grade or multi-story</li></ul> | <ul style="list-style-type: none"><li>• Privately owned and operated parking</li><li>• For the exclusive use for residents, staff, customers or service vehicles</li></ul> | <ul style="list-style-type: none"><li>• Sub-category of off-street public parking</li><li>• Provided and managed by state government</li><li>• Overflow from off-street parking may occur on Council managed on-street parking</li></ul> |

Figure 3: Parking Types (Source: PSA)

2.1.3 Parking Management

Parking needs to be managed efficiently to balance supply and demand for kerbside space. Benefits of parking management include:

- **Increased Safety:** Effective parking management can help prevent accidents and promote safety by reducing the number of vehicles in the road and reducing the likelihood of collisions.
- **Improved Accessibility:** By ensuring that parking spaces are available and accessible for users who need it the most, it is easier for people to access businesses, homes, and other destinations.
- **Increased Economic Activity:** Proper parking management can help promote economic activity by making it easier for people to access businesses, which can lead to increased sales and profits.

2.2 CURRENT PARKING SITUATION IN IPSWICH

Council manages a variety of both on- and off-street parking spaces throughout the LGA and is responsible for managing and enforcing time restrictions and user limitations, such as parking spaces for people with a disability, bus zones, taxi zones and loading zones. Off-street parking at schools, Council owned/leased car parks in the city centre, parklands and sporting fields is also managed by Council.

2.2.1 Car Parking Supply

Although the PAP considers parking across the entirety of the Ipswich LGA, detailed analysis of the existing parking situation is limited to the Ipswich Central area. This area is subject to annual parking surveys and is where the majority of

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non-residential, public parking occurs. While there are also similar parking demands in Springfield Town Centre, the road network is relatively immature and will continue to expand as further development occurs. As such, there is capacity to continue to provide on-street parking as part of the development of the road network. This is not possible in Ipswich Central where the road network is mature and there is limited opportunity to continue to provide on-street parking.

For the purposes of defining parking supply and demand, Ipswich Central has been divided into several parking precincts based on geometry. It should be noted that these precincts have been used only for the purpose of parking survey analysis and therefore have different names and geographic areas when compared to the parking precincts defined for the kerbside user priority hierarchies.

Parking supply and demand has been captured for the following precincts as shown in Figure 4:

- CBD Core
- CBD Fringe
- Commercial
- Education
- Legal and Government
- Medical
- North Ipswich
- Queens Park
- Top of Town
- West Ipswich

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Figure 4: Ipswich Central Parking Precincts - for Parking Utilisation Analysis (Source: ICC)

Parking at the Limestone Park car park has also been included in the analysis.

A summary of the existing parking supply for each of the parking precincts in Ipswich Central is shown in Table 2.

Table 2: Existing Parking Supply (Ipswich Central) (Source: ICC)

| PARKING PRECINCT     | ON-STREET PARKING | OFF-STREET PARKING | TOTAL PARKING |
|----------------------|-------------------|--------------------|---------------|
| CBD Core             | 60                | 1,016              | 1,076         |
| CBD Fringe           | 417               | 50                 | 467           |
| Commercial           | 434               | 366                | 800           |
| Education            | 631               | 83                 | 714           |
| Legal and Government | 197               | 0                  | 197           |
| Medical              | 594               | 0                  | 594           |
| North Ipswich        | 692               | 52                 | 744           |
| Top of Town          | 133               | 41                 | 174           |
| West Ipswich         | 308               | 0                  | 308           |



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| PARKING PRECINCT | ON-STREET PARKING | OFF-STREET PARKING | TOTAL PARKING |
|------------------|-------------------|--------------------|---------------|
| Limestone Park   | 0                 | 263                | 263           |
| Queens Park      | 0                 | 354                | 354           |
| Total Parking    | 3,466             | 2,225              | 5,691         |

The majority of existing on-street parking spaces in Ipswich Central are able to be used at no cost to drivers. Parking spaces included in the existing supply are all publicly accessible. Remaining spaces in Ipswich Central are privately owned and operated and are outside the jurisdiction of ICC. These privately owned parking spaces account for significant supply.

### 2.2.2 Car Parking Demand

A summary of baseline parking demand for each precinct for the highest 4 hours of utilisation each day, has been taken from the 2023 Ipswich Parking Survey. The survey was undertaken for only ICC owned and operated parking facilities. Privately owned parking facilities represent a significant amount of additional parking supply and demand. Table 3 summarises the existing parking demand from the 2023 parking survey for each Ipswich Central parking precinct. Parking utilisation has been presented as weekday average utilisation, weekend utilisation, and average maximum utilisation which takes the maximum utilisation from either the weekday or weekend average. This average maximum utilisation is the baseline utilisation that has been carried forward for future-year analysis.

Table 3: 2023 Parking Utilisation Summary (Ipswich Central) (Source: ICC)

| PARKING PRECINCT     | TUESDAY AVERAGE UTILISATION |            | THURSDAY AVERAGE UTILISATION |            | SATURDAY AVERAGE UTILISATION |            | MAXIMUM AVERAGE UTILISATION |            |
|----------------------|-----------------------------|------------|------------------------------|------------|------------------------------|------------|-----------------------------|------------|
|                      | Actual                      | Percentage | Actual                       | Percentage | Actual                       | Percentage | Actual                      | Percentage |
| CBD Core             | 458                         | 42.6%      | 369                          | 34.3%      | 269                          | 25.0%      | 458                         | 42.6%      |
| CBD Fringe           | 320                         | 68.5%      | 342                          | 73.2%      | 101                          | 21.6%      | 342                         | 73.2%      |
| Commercial           | 584                         | 73.0%      | 566                          | 70.8%      | 98                           | 12.3%      | 584                         | 73.0%      |
| Education            | 459                         | 64.3%      | 455                          | 63.7%      | 242                          | 33.9%      | 459                         | 64.3%      |
| Legal and Government | 165                         | 83.8%      | 136                          | 69.0%      | 75                           | 38.1%      | 165                         | 83.8%      |
| Medical              | 485                         | 81.6%      | 477                          | 80.3%      | 251                          | 42.3%      | 485                         | 81.6%      |
| North Ipswich        | 210                         | 28.2%      | 218                          | 29.3%      | 135                          | 18.1%      | 218                         | 29.3%      |
| Top of Town          | 94                          | 54.0%      | 100                          | 57.5%      | 80                           | 46.0%      | 100                         | 57.5%      |
| West Ipswich         | 118                         | 38.3%      | 118                          | 38.3%      | 49                           | 15.9%      | 118                         | 38.3%      |
| Limestone Park       | 31                          | 11.8%      | 31                           | 11.8%      | 1                            | 0.4%       | 31                          | 11.8%      |
| Queens Park          | 104                         | 29.4%      | 121                          | 34.2%      | 105                          | 29.7%      | 121                         | 34.2%      |
| Total Parking        | 3,028                       | 53.2%      | 2,933                        | 51.5%      | 1,406                        | 24.7%      | 3,081                       | 54.1%      |

#### Activity Centres

Activity centres are a major generator of parking demand. There is generally more demand for short-term parking in activity centres due to commercial businesses and retail requiring higher turnover.

#### Industrial Areas

Parking demand in industrial areas is generally characterised by long-term (all day) parking occurring from early in the day. On-street parking in industrial areas occurs in instances where insufficient off-street parking is provided by developments.

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The iGO Freight Action Plan highlighted the occurrence of kerbside trailer parking along some industrial and higher order roads across the LGA.

#### **Park 'n' Rides**

The Queensland Government provides dedicated parking facilities close to public transport hubs. Park 'n' Ride facilities allow customers to 'park' their vehicle and 'ride' public transport to complete their journey. Train station carparks are managed by Queensland Rail.

There are approximately 3,500 formal park 'n' ride parking spaces (including general, accessibility and motorcycle bays) across the Queensland Rail network within the Ipswich LGA.

Informal Park 'n' Ride is also occurring in on-street parking areas which allow long-term parking.

#### **Schools**

Demand for parking around schools has unique characteristics. There is intense demand for short-term parking at the start and end of the school day with limited demand during the day. Demand for longer-term parking is also prevalent for staff and student parking throughout the day.

### **2.2.3 Summary of Existing Parking Situation**

Analysis of the existing parking situation in Ipswich found that in general there are no immediate parking capacity concerns. In isolated locations (such as in and around the medical precincts) there is high utilisation of parking areas, however this is largely confined to weekdays.

Across all parking areas, utilisation was generally higher on the weekdays compared to the weekends. This suggests that the majority of parking is work and business related. The exception to this is the CBD Core precinct in Ipswich which was found to have higher utilisation on the weekend compared to the weekday.

Overall, the results of the parking survey indicate that there is currently greater demand for long stay parking rather than short stay parking. This is not necessarily a good result for economic activity in Ipswich. The main implication of this for the wider PAP project will be to ensure that an appropriate balance of parking management through time restriction or pricing is provided to cater for the varying parking needs of residents, visitors, and employees.

### 3 COMMUNITY AND STAKEHOLDER CONSULTATION

To inform the development of the PAP, community and stakeholder consultation activities have been undertaken. This section outlines the approach to this consultation and the outcomes that were achieved.

#### 3.1 CONSULTATION APPROACH

Consultation on the PAP was undertaken in two key stages:

- **Part A** engagement was undertaken to gain a background understanding of the current state of parking in Ipswich and to inform the development of the PAP
- **Part B** engagement was undertaken to gain feedback on the draft PAP

##### 3.1.1 Part A Engagement

Initial consultation was undertaken across four sessions as detailed in Table 4.

**Table 4: Overview of Initial Community and Stakeholder Consultation (Source: PSA)**

| CONSULTATION ACTIVITY               | DATE                      | METHOD OF CONSULTATION                                                                                | ATTENDEES                                                                                                                                                                                                                                                    |
|-------------------------------------|---------------------------|-------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Meeting with Hospitals              | Monday 18 July 2022       | Online Teams meeting                                                                                  | Members of the PSA and ICC Project Team<br>Representatives from West Moreton Health<br>Representatives from St Andrews Hospital                                                                                                                              |
| Meeting with Springfield Businesses | Tuesday 23 August 2022    | In-person meeting                                                                                     | Members of the PSA and ICC Project Team<br>Representatives from the University of Southern Queensland<br>Representatives from the Mater Hospital<br>Representatives from TAFE Queensland<br>Representatives from the Greater Springfield Chamber of Commerce |
| Meeting with Ipswich Businesses     | Tuesday 23 August 2022    | In-person meeting                                                                                     | Members of the PSA and ICC Project Team<br>Representatives from the Ipswich Chamber of Commerce<br>Local businesses owners and operators                                                                                                                     |
| Community Panel Workshop            | Thursday 8 September 2022 | In-person workshop, with opportunities for attendees to provide direct input through sharing thoughts | Members of the PSA and ICC Project Team<br>Members of the Ipswich Community Panel                                                                                                                                                                            |

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| CONSULTATION ACTIVITY | DATE | METHOD OF CONSULTATION                 | ATTENDEES |
|-----------------------|------|----------------------------------------|-----------|
|                       |      | and ideas in guided “break-out” groups |           |

### 3.1.2 Part B Engagement

Part B community engagement aimed to:

- Seek community feedback on the draft Vision and Objectives
- Seek community feedback on the draft Parking Precincts and Kerbside User Priority Hierarchy
- Better understand the community’s perception on the cost of parking
- Build community trust and confidence in Council’s decision-making abilities for sustainable transport planning and delivery

The Ipswich community had the opportunity to provide their feedback on the draft PAP through the Shape Your Ipswich (SYI) online survey. The SYI page was active for a four-week period from 17 October 2023 to 14 November 2023. Content on the SYI page included the following:

- Frequently Asked Questions:
  - Explaining the difference between a demand management approach to parking compared to a demand satisfaction approach to parking
  - The role and use of the draft iGO PAP
  - Reasons why Council can’t just keep creating more car parks
  - Relationship between the PAP and iGO
  - The cost to build new multi-level car parking infrastructure in a city centre environment
  - Importance of managing the kerbside
- Quick Poll
  - Seeking input on preferences on the design of city centre streets
- Survey
  - Support (or non-support) of the draft PAP vision and objectives
  - Community perception of parking infrastructure costs
  - Support (or non-support) of the proposed changes made to the Ipswich Medical Parking Precincts and new precincts within Springfield Town Centre
  - Parking precinct names within Springfield Town Centre

## 3.2 CONSULTATION OUTCOMES

### 3.2.1 Part A Engagement

Following the conclusion of the preliminary stakeholder engagement sessions detailed in Table 4, the outcomes from the sessions were reviewed to identify common themes present across the stakeholders that were engaged. The following themes were identified:

- Safety
- Access
- Amenity
- Alternative transport modes

Throughout the preliminary stakeholder engagement sessions, actions for Council were suggested by various stakeholders.

The following sections explore stakeholder desires for car parking and mobility in the Ipswich area.

#### Safety

Safety was a core theme raised in the Community Panel Workshop and noted as a key consideration for the hospitals present at the Meeting with Ipswich Hospitals.

The community raised safety concerns related to on-street carparking, specifically surrounding the dangers associated with navigating in and out of on-street parking and safety risks for cyclists using the road. Additionally, the participants from the community raised that the Ipswich Central is not accommodating to people with disabilities, especially when pairing challenges surrounding the current parking arrangements and safety issues associated with using a wheelchair on uneven and poorly maintained footpaths.

The community representatives who participated in the Community Panel Workshop also identified that a key reason for the saturation of people driving to, and parking in, the Ipswich CBD is due to the real or perceived dangers of walking on Ipswich Central streets. Additionally, the community raised that there were safety concerns related to the lack of people on CBD streets, which influenced their decision not to walk or use public or active transport. This represents a clear overlap between the *safety*, *amenity*, and *alternative transport modes* themes.

#### Access

Access was another core theme raised both in the Community Panel Workshop and in the Ipswich Hospital and Business stakeholder engagement sessions.

West Moreton Health is currently operating a shuttle bus loop service, which carries an average of 30 people per day, and connects Ipswich Hospital, the University of Southern Queensland Ipswich Campus, the nearby train station and Limestone Park where parking is available. West Moreton Health is seeking a sustainable transport option for their staff, patients and visitors, however a safe and accessible parking solution for West Moreton Health staff is their priority.

Participants from Saint Andrew's Hospital identified that parking is an ongoing issue for the Hospital, which has led to further challenges for mobility restricted people who are trying to access Hospital facilities. The Hospital does note that there is free carparking nearby, however, this routinely fills up quickly with people parking there and walking into the Ipswich CBD. It was also noted by participants from the Saint Andrew's Hospital that the nearby carparking fills up quickly with staff rostered on for the day-shift, meaning that late-shift staff will end up using on-street car parking.

The participants of the Community Panel Workshop identified a number of locations where parking was insufficient for the land use, including the Top of Town locality, sports fields and facilities, and commercial precincts within the central business district. Importantly, most participants did not express a desire for more parking spaces to be provided in these locations, rather, most sought a more connected and accessible network of active and public transport infrastructure and services.

One participant, who runs a business in the Ipswich CBD, noted that they are frequently finding that there is not sufficient provision of car parking for their staff. This contrasts with a general desire expressed by others in the Community Panel Workshop to not increase parking provision in the CBD, but rather to enable other modes of transport, with a focus on active transport modes.

Concerns regarding footpaths that are suitably accessible (i.e., flat) for people with disabilities were also raised during the Community Panel Workshop. In a similar vein, suggestions were made to prioritise existing car parking for people with disabilities or other requirements and encouraging public and active transport for people who are not so reliant on the use of a private vehicle.

#### Amenity

Place and matters related to amenity were raised consistently throughout the Community Panel Workshop. Linking to concerns raised by community participants regarding that they often feel unsafe walking on Ipswich streets, a number of comments were made during the engagement session around developing a destination for Ipswich, which would attract active transport trips.

#### Alternative Transport Modes

Encouraging modal shift away from reliance on cars, and therefore away from a reliance on carparking, was raised consistently across all stakeholder engagement sessions. Largely, but especially in the Community Panel Workshop,

desires were expressed to reduce on-street car parks, with the exception of parking for people with disabilities, in favour of active permanent or temporary active transport infrastructure.

Concerns related to the walkability of Ipswich footpaths was raised in the community workshop panel, with people identifying that the quality and state of current footpaths is a factor that contributes to their choice of transport mode. Additionally, concerns linking to matters discussed in Sections 0 and 0, participants in the stakeholder engagement sessions identified that they were more likely to make a shift in their travel behaviours and adopt active and public transport modes if walking and cycling corridors were perceived to be safer and if there was a destination in Ipswich that would attract active and public transport trips.

#### Suggestions for Council

Throughout the course of the public consultation sessions, a number of suggested actions for ICC were put forward by members of the community. These included:

- Decouple parking requirements from new development where appropriate.
- Reroute reinvestment of parking revenue to support local placemaking and walking and cycling infrastructure.
- Install more 'Safe City' cameras along active transport corridors.
- Reorient parking to be at rear of buildings, where possible, to create more active street-fronts and more walkable environments.
- Improve existing car parking arrangements in preference over provision of more spaces.
- Investigate how mobility as a service (MaaS) implementation could produce better parking, mobility and sustainability outcomes.
- Improve connectivity to and from trip attractors in the city.
- Reduce demand for car parking by facilitating other transport modes.

### 3.2.2 Part B Engagement

Based on internal and external community feedback, Table 5 outlines the changes that have been made to the draft PAP.

**Table 5: Changes to the draft PAP (Source: ICC)**

| CHANGE ADOPTED                                                                                      | REASONING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Rename the iGO Parking Strategy and Action Plan to the <b>'iGO Parking Action Plan'</b>             | Change made to provide consistency to corporate document hierarchy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Parking User Priority Hierarchy to be renamed as <b>'Kerbside User Priority Hierarchy'</b>          | The purpose of the parking user priority hierarchy (PUPH) is to manage the kerbside space. There is currently the confusion that the PUPH applies to all parking areas within a given Precinct. This is not the case, as it doesn't apply to off-street parking areas. The name change clarifies that the purpose of the tool is to manage the kerbside.                                                                                                                                                                             |
| Confirmation of name changes associated with the proposed Springfield Town Centre Parking Precincts | Draft parking precinct names within the Springfield Town Centre were originally aligned with their respective precinct names identified within the Town Centre Concept Plan. Four of these precinct names have been renamed based on survey responses; 'The Exchange' to be renamed 'Boulevard'; 'Idea City' to be renamed 'Mountain Creek'; 'Medical' to be renamed 'Mater' to avoid confusion with the Ipswich Central Medical Precinct; and 'Education' to be renamed 'Hillside' to avoid confusion with the University precinct. |

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| CHANGE ADOPTED                                                                                                                                            | REASONING                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Inclusion of the sports fields in the Springfield Town Centre within the Parking Precinct framework                                                       | Currently the sports field car parks in the Springfield Town Centre are not within a designated precinct but cater for a diverse range of activities (recreation, education, commuter parking etc). The sports fields could form a standalone precinct or form part of the proposed 'Hillside' or 'Mater' parking precincts, depending on the management intent. |
| Additional action to investigate the feasibility for an Ipswich Central shuttle bus to assist with mobility to key landmarks and peripheral parking areas | Existing action exists in <i>iGO-City of Ipswich Transport Plan</i> and the 2011 Ipswich City Centre Parking Strategy. Suggestion also came from a member of the public.                                                                                                                                                                                         |
| Additional action to investigate flexible kerbside uses including shared on/off peak zones.                                                               | Suggestion came from a member of the public. This is an action which the City of Gold Coast Council are also investigating.                                                                                                                                                                                                                                      |

A discussion on the inclusion of the sports fields in the Springfield Town Centre within the Parking Precinct framework is included in Section 7.3.1 of this report.

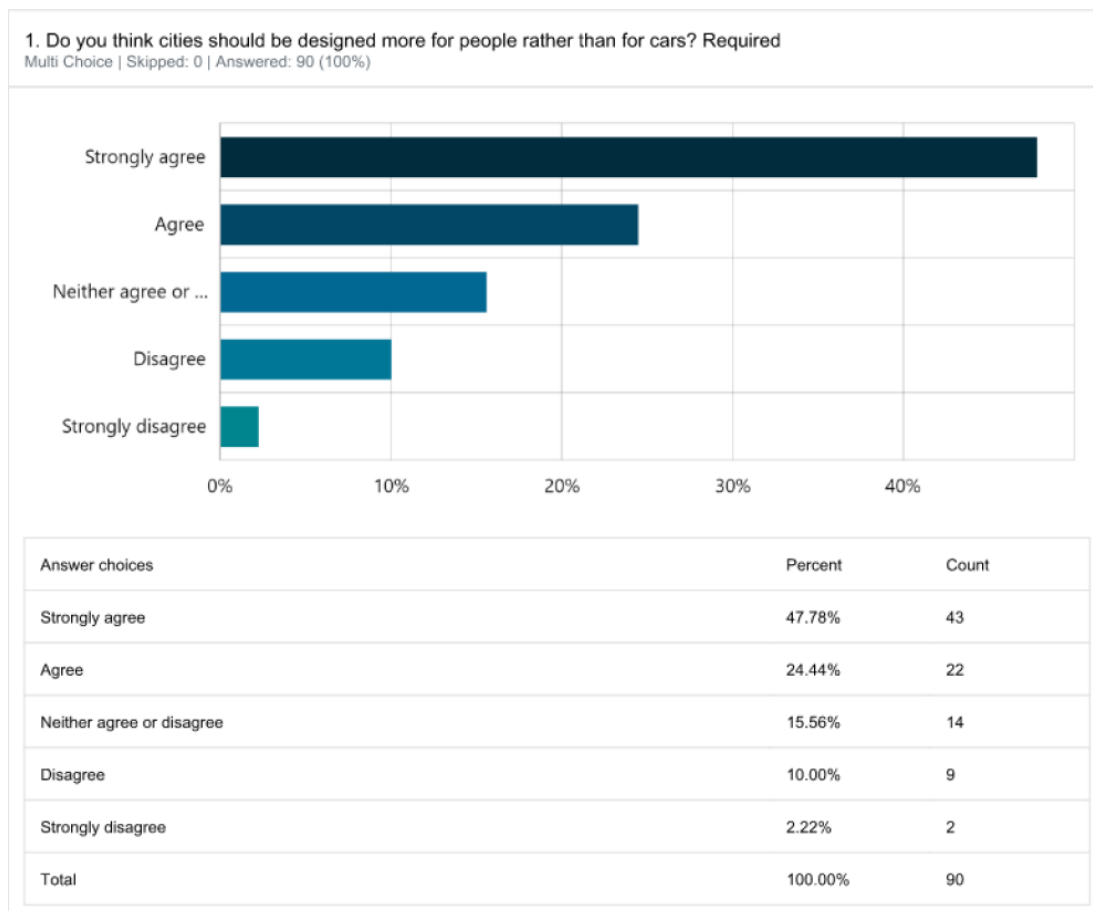
### 3.3 IGO MAJOR REVIEW – COMMUNITY FEEDBACK ON PARKING

ICC is currently undertaking a review of the iGO Transport Strategy. Community feedback was collected via the *Shape Your Ipswich* Online Platform and also at 10 different pop-up locations through the delivery of a questionnaire. Although community feedback was being sought for the entirety of the iGO review, some insights regarding parking were also able to be obtained.

The first question asked participants whether they think cities should be designed more for people rather than cars. Nearly 50% of respondents indicated that they “strongly agree” with this statement as shown in Figure 5.



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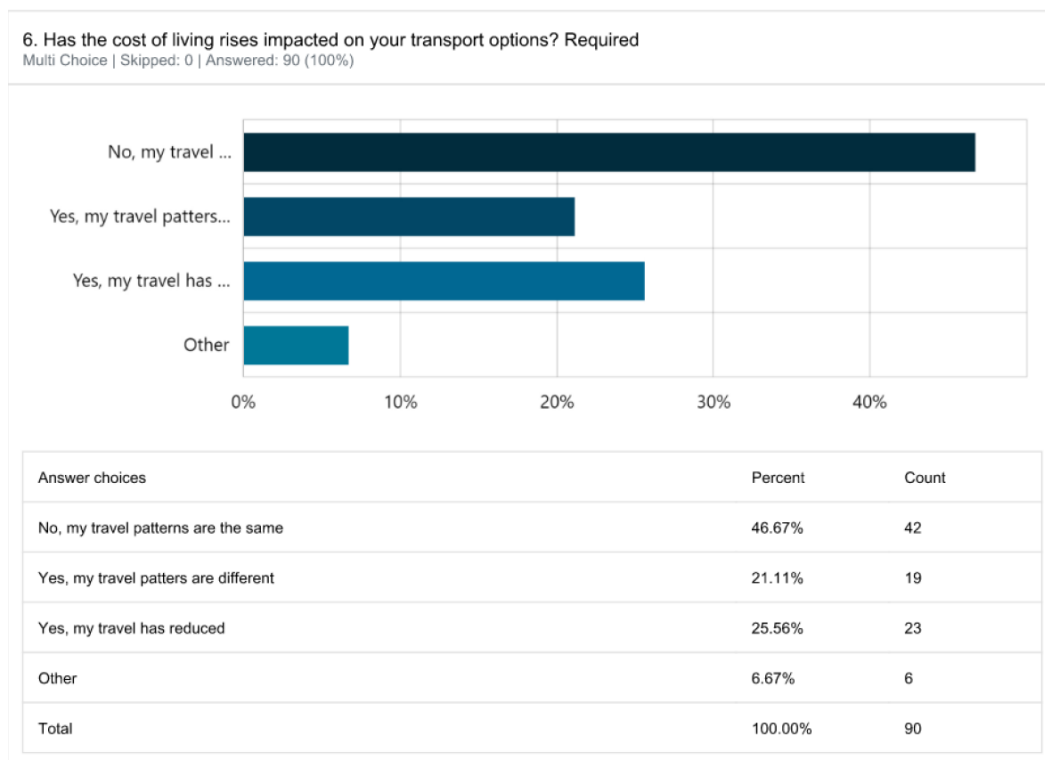
**Figure 5: Questionnaire Results - Question 1 (Source: ICC)**

Some additional feedback received via open text submissions for this question are as follows:

- "Adequate parking is vital as is public transport"
- "Lack of free parking in Ipswich"
- "City centre should be for people with adequate perimeter parking and controlled transport to key areas"
- "Whilst in the city safe walking routes with a central parking facilities would be great"

The next question which was relevant for parking matters was Question 6 and asked respondents whether the cost of living rises has impacted on transport options. Outputs of this question are shown in Figure 6.

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**Figure 6: Questionnaire Results - Question 6 (Source: ICC)**

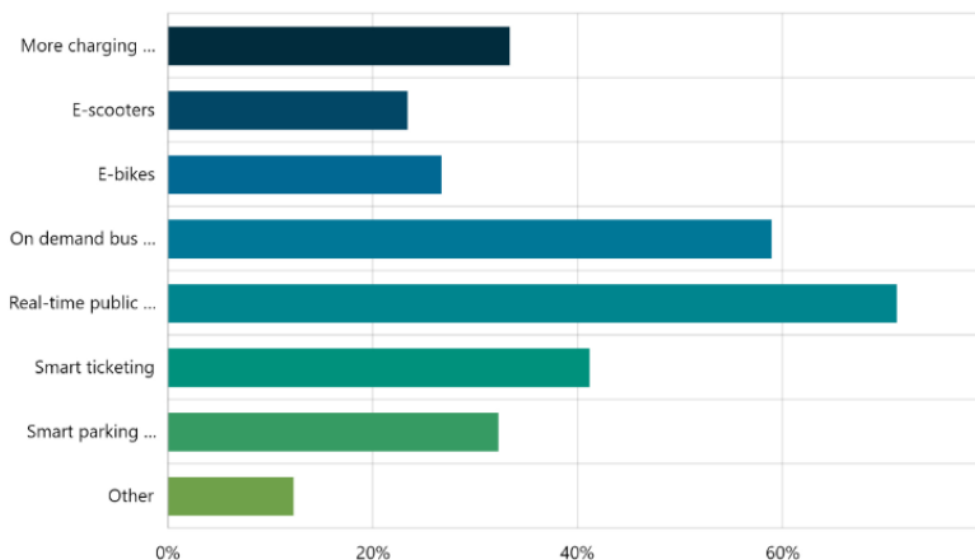
Over 45% of respondents indicated that their travel patterns were still the same.

Question 26 was also relevant for parking matters and asked respondents what new transport technology would they like to see more of in Ipswich. Figure 7 shows outputs from this question and indicates that nearly a third of respondents would like to see more smart parking applications in Ipswich.

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26. What new transport technology would you like to see more of in Ipswich? Required  
Multi Choice | Skipped: 0 | Answered: 90 (100%)



| Answer choices                                               | Percent | Count |
|--------------------------------------------------------------|---------|-------|
| More charging stations for electric vehicles                 | 33.33%  | 30    |
| E-scooters                                                   | 23.33%  | 21    |
| E-bikes                                                      | 26.67%  | 24    |
| On demand bus services                                       | 58.89%  | 53    |
| Real-time public transport information at stops and stations | 71.11%  | 64    |
| Smart ticketing                                              | 41.11%  | 37    |
| Smart parking applications                                   | 32.22%  | 29    |
| Other                                                        | 12.22%  | 11    |

Figure 7: Questionnaire Results - Question 26 (Source: ICC)

As part of a free text response to this question, one respondent indicated that they would like to see “a camera/device that can monitor people parking in disability parks that don’t have a permit – issuing fines to them.”

Finally, Question 28 asked respondents to think about challenges facing Ipswich and what are the most important to address. In descending order, respondents ranked the issues as follows:

- Public transport affordability, quality and reliability
- Road congestion – traffic
- Rising cost of using a vehicle

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- Walking and cycling networks that aren't connected
- Parking within activity centres
- Climate change
- Physical inactivity

As can be seen from the questionnaire responses, parking is currently seen as a relatively minor issue when compared to other forms of transport. Notwithstanding this, as other networks potentially improve, parking will also need to be improved to ensure that it does not become an issue in the future.

A further selection of other comments related to parking that were obtained from the questionnaire are as follows:

- "CBD parking remains a major problem. Not the cost of meters etc. just availability. Not afraid to walk from park to destination, but CBD needs parking facilities; especially covered and secure ones; at a reasonable (to the user) price. Big opportunity developers/investors"
- "To incentivise active transport, you have to do more than build good infrastructure, you have to de-incentivise things that make driving the better option; free and widely accessible parking, shops that are primarily designed for cars with footpaths and bike parking only being an afterthought"
- "More disabled parking – especially at the hospitals"
- "Parking heights restrictions in car parks – not big enough to cater for people with bigger vehicles especially from rural areas (i.e. Nicholas Street Precinct car park)"
- "Car parks in the main street of Ipswich CBD"
- "Bigger and more parking spaces for pram access"
- "There are several very convenient car parks on Main St (Springfield Town Centre), but no bike/scooter racks. What kind of traffic do we want to encourage right next to pedestrian crossings and diners? Installing bike racks on Main St is a cheap no-brainer"
- "Could a smart app be developed by Council for PWD car parking bays to understand their location, availability and dimensions (not all PWD are suitable for wheelchairs)"
- "Parking cost is too high"
- "More parking availability"
- "More parking in Ipswich CBD and outskirts"
- "Nicholas Street Precinct is good parking but too far from the hospital to walk, especially if there is a disability or injury"
- "Parking in growth areas such as Ripley and Redbank Plains is insufficient"

### **3.4 SUMMARY OF CONSULTATION OUTCOMES AND IMPLICATIONS FOR THE DEVELOPMENT OF THE PAP**

Given that issues raised during the consultation could be generally grouped into four key themes, these key themes have been further explored as part of the development of the strategy including the establishment of vision, goals and objectives for parking in Ipswich. By defining a vision, goals and objectives based on stakeholder consultation outcomes, this ensures that there is a "line of sight" from issue through to policy. Upon finalisation of the PAP, this will enable stakeholders to see that their issues have been considered in the development of actions and the overall PAP document.

Comments received during Part B stakeholder consultation activities on the draft PAP document have been considered in preparing the final version of the PAP.

## 4 CHALLENGES AND OPPORTUNITIES

### 4.1 GROWTH

To gain an understanding of potential future parking demand, future growth projections with regards to population and employment have been analysed. Population and employment growth is a reliable indicator of future parking demand.

#### 4.1.1 Population Projections

Population projections prepared by ICC, in their currently endorsed Local Government Infrastructure Plan (LGIP), and by the Queensland Government Statistician's Office (QGSO) for the Ipswich LGA, have been reviewed and compared. This was undertaken to provide an indication as to the magnitude and rate of population growth in the study area as well as an early, high-level indication of potential future travel demand.

The ABS has updated the population data for Ipswich LGA with the 2021 data showing that the QGSO medium series has a more accurate population projection in 2021. The LGIP shows an optimistic projection from 2021 to the Ultimate year. Both sources show a growing trend, however, the QGSO shows an overall growth in population of 140% and the LGIP demonstrates an overall growth in population of 92% (almost doubling). Table 6 summarises these future population projections.

**Table 6: Future Population Projections (Source: QGSO, ICC, ABS)**

| SOURCE                        | POPULATION PROJECTION |         |         |         |                   | % CHANGE |         |         |                     |
|-------------------------------|-----------------------|---------|---------|---------|-------------------|----------|---------|---------|---------------------|
|                               | 2021                  | 2026    | 2031    | 2036    | 2041/<br>Ultimate | 2021-26  | 2026-31 | 2031-36 | 2036-41<br>Ultimate |
| <b>QGSO (medium series)</b>   | 211,280               | 285,605 | 366,251 | 432,755 | 507,292           | 35%      | 28%     | 18%     | 17%                 |
| <b>LGIP</b>                   | 270,820               | 354,216 | 435,897 | 470,644 | 518,668           | 31%      | 23%     | 8%      | 10%                 |
| <b>ABS Census<sup>2</sup></b> | 229,208               |         |         |         |                   |          |         |         |                     |

Using the QGSO (medium series) ultimate population, compared to the 2021 population, this equates to a compound annual growth rate of 4.48% per annum for population growth. When the projections from the LGIP are considered, this results in a compound annual growth rate of 3.30% per annum.

It is expected that the expected growth in parking demand will not exactly match the population growth. Rather in consideration of future trends in transport demand, there will most likely be a "de-coupling" of demand, whereby population growth will be higher than growth in parking demand.

#### 4.1.2 Employment Projections

Given that the majority of car parking demand occurs during the work week, it is also important to consider employment growth. Employment projections from the LGIP project a significant increase of 220% in employment within the Ipswich LGA over the next 20 years, as shown in Table 7.

**Table 7: Future Employment Projections (Source: ICC)**

| SOURCE      | EMPLOYMENT PROJECTION |         |         |         |                   | % CHANGE |         |         |                     |
|-------------|-----------------------|---------|---------|---------|-------------------|----------|---------|---------|---------------------|
|             | 2021                  | 2026    | 2031    | 2036    | 2041/<br>Ultimate | 2021-26  | 2026-31 | 2031-36 | 2036-41<br>Ultimate |
| <b>LGIP</b> | 93,051                | 118,088 | 153,333 | 193,907 | 356,774           | 27%      | 30%     | 27%     | 84%                 |

<sup>2</sup> ABS Census data does not include projections for future years

The overall growth in employment in Ipswich is equivalent to a 5.99% per annum compound annual growth rate. This is higher than the anticipated growth in population and is suggestive of a focus on commercial developments in Ipswich.

Similar to the population growth, it is expected that employment growth will exceed the actual growth in parking demand, as the city matures and alternative transport modes, including active and public transport increase.

Nevertheless and in consideration that the current parking utilisation is highest on weekdays (suggesting that parking is predominantly occurring for work purposes), it is envisaged that the employment growth in Ipswich will be a greater influence on parking demand than population growth.

#### 4.1.3 Future Growth Overview

An overview of the future growth projections (QGSO medium series, LGIP (population) and LGIP (employment)) in Ipswich are shown graphically in Figure 8.

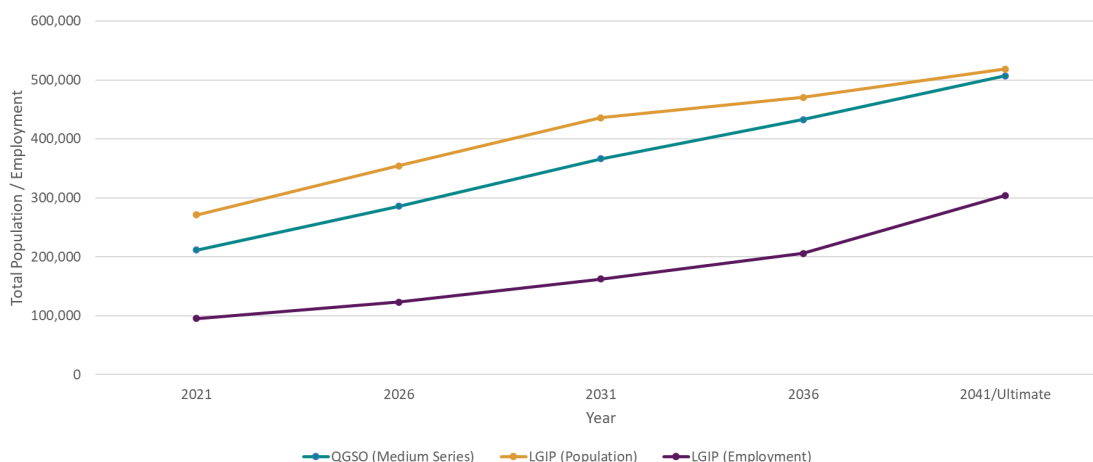


Figure 8: Future Growth Projections (Source: QGSO, ICC, PSA)

#### Scenario Development and Future Parking Projections

Based on the projected future growth in population and employment in the Ipswich LGA and the anticipated future trends in transport and parking behaviours, the following three future parking growth scenarios have been developed:

- **Low Growth Scenario (Aspirational):** 0% per annum. Assumes that all future growth is accommodated by alternative transport modes
- **Medium Growth Scenario (Realistic):** 2.5% per annum. Assumes that some future growth is accommodated by alternative transport modes
- **High Growth Scenario:** 5% per annum. Assumes that no future growth is accommodated by alternative transport modes

Future parking demand in Ipswich Central has been projected using each of these growth scenarios. Projections have been made in 5-year increments (matching the Census years) to the ultimate horizon of 2041. Future parking demand for each precinct is outlined further in Section 5.2 of this report.

## 4.2 BUILT FORM

Ipswich is a network of distinct peri-urban and rural communities with their own character and centres. The urban centres are focused primarily within the northeast portion of the LGA.

Ipswich's activity centres are currently negatively impacted by the presence and dominance of private cars. There is opportunity to rebalance the movement and place functions of roads and streets in areas of high current or potential place value.

Vibrancy can be achieved in Ipswich by planning to serve growth with more spatially efficient modes and sustainable transport networks, including through investment in initiatives that enable reallocation of road space to place and sustainable modes.

### 4.3 MODE SHARE TARGETS

The iGO Transport Strategy included mode share targets for the various modes of transport. These mode share targets are aspirational and include a 10% reduction in private vehicle usage as shown in Table 8.

**Table 8: iGO Ipswich Mode Share Targets (Source: ICC)**

| MODE             | CURRENT DAILY TRAVEL MODE SHARE (190,000 POPULATION) |            | FUTURE TRAVEL MODE SHARE (435,000 POPULATION) |            | iGO MODE SHARE TARGET (435,000 POPULATION) |            |
|------------------|------------------------------------------------------|------------|-----------------------------------------------|------------|--------------------------------------------|------------|
|                  | Trips                                                | Mode Share | Trips                                         | Mode Share | Trips                                      | Mode Share |
| Private Vehicle  | 550,000                                              | 84.5%      | 1,275,000                                     | 84.5%      | 1,125,000                                  | 75.0%      |
| Public Transport | 42,000                                               | 6.5%       | 98,000                                        | 6.5%       | 165,000                                    | 11.0%      |
| Walking          | 55,000                                               | 8.5%       | 127,000                                       | 8.5%       | 165,000                                    | 11.0%      |
| Cycling          | 3,000                                                | 0.5%       | 7,500                                         | 0.5%       | 45,000                                     | 3.0%       |
| Total            | 650,000                                              | 100.0%     | 1,500,000                                     | 100.0%     | 1,500,000                                  | 100.0%     |

Daily trips are forecast to increase from 650,000 to 1,500,000 corresponding with a population of 435,000.

The mode share for private vehicle trips has continued to increase in recent years, increasing to over 88% according to the 2018 edition of the Queensland Household Travel Survey. This high private vehicle mode share is likely to have continued post-pandemic, as patronage for sustainable modes such as public transport are still yet to increase above pre-pandemic levels.

According to the 2021 Census, the average household in the Ipswich LGA has 1.9 motor vehicles, which aligns with the Queensland average.

Opportunity exists to manage parking and the kerbside in a way that supports sustainable modes of transport.

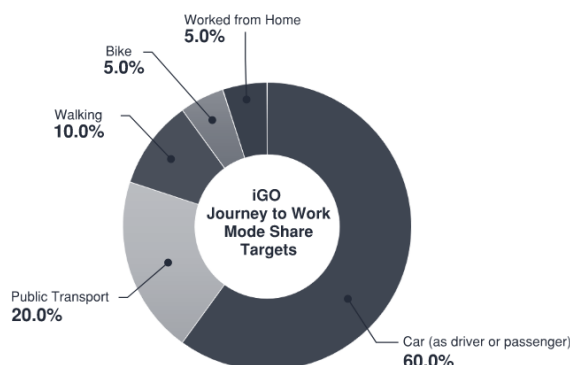
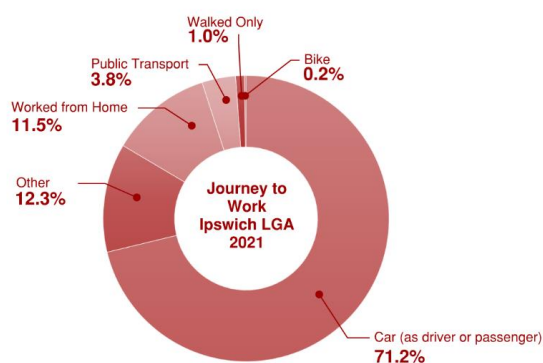
### 4.4 CHANGE IN WORK HABITS

The rise in flexible working arrangements including working from home (WFH) has the potential to reduce the demand for parking. According to the Australian Bureau of Statistics, 11.5% of employed residents worked from home on the day of the 2021 census (refer to Figure 10). This is well above the 5% WFH target identified in iGO (refer to Figure 9).

Whilst the impact of WFH did have an initial effect by reducing parking demand in Ipswich Central and in the Springfield Town Centre, parking demand has increased back to pre-pandemic levels (or above) in some areas according to an October 2022 parking survey.

Long-term trends of WFH are not yet evident, however it is an emerging trend that is likely to have a significant impact on parking demand. The ABS reported that there was an 8% increase in employees who regularly worked from home in a job or business from August 2019 to August 2021. There was also a small increase over the same time period in the proportion of employees who had an agreement to work flexible hours.



*iGO Parking Action Plan  
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## 4.5 RISING INFRASTRUCTURE COSTS

Construction costs of infrastructure have been rapidly increasing over time making the construction of new car parking spaces less economically viable. Given the existing built form of Ipswich Central in particular, any new car parking infrastructure built in the future is likely to be a multi-story facility.

The costs of recent multi-story parking facilities which have been completed in South-East Queensland are shown in Table 9.

**Table 9: Recent Costs of Multi--Story Carparks (Source: TMR, Queensland Health, SunCentral)**

| CARPARK PROJECT                       | YEAR OF OPENING | PARKING CAPACITY | TOTAL CONSTRUCTION COST <sup>3</sup> | COST PER PARKING SPACE |
|---------------------------------------|-----------------|------------------|--------------------------------------|------------------------|
| Springfield Town Centre Park 'n' Ride | 2022            | 1,100            | \$44.5M                              | \$40,454               |
| Logan Hospital                        | 2022            | 1,506            | \$61.92M                             | \$41,116               |
| Redland Hospital                      | 2023            | 1,000            | \$50.5M                              | \$50,500               |
| Maroochydore CBD                      | Estimated 2023  | 294              | \$22.5M                              | \$76,531               |

<sup>3</sup> Costs may not include property acquisition

The cost per parking space of constructing a new multi-story parking facility was found to range from \$40,000 to \$76,000. This rising costs to provide car parking provides local governments the opportunity to re-evaluate their investment priorities and objectives.

## 4.6 ENVIRONMENTAL FACTORS

Two of the biggest environmental impacts of parking are as a result of vehicle distance travelled and increased impervious surfaces. An over-supply of under-priced parking can encourage driving and leads to congestion of roads. It is estimated that the cost of emissions alone can be about \$44 per month per parking space<sup>4</sup>.

Construction of parking areas also often involves paving over land that once served as a filtration mechanism for water. This paved area can then increase flood risks and degrades water quality. In addition to increased run-off, parking spaces have a biodiversity value of zero, as in they are essentially biologically inert in that they do not support any biological organisms<sup>5</sup>.

The Australian Conservation Foundation commissioned a report entitled *Temperature check: Greening Australia's warming cities*. It was found that the urban heat island effect is likely to add several degrees to the hottest summer days in cities around Australia. Improving the amount of vegetation in cities will help address rising temperatures. Providing additional parking infrastructure is a direct trade-off with providing opportunities for urban greening. Green infrastructure takes time to establish maximum effectiveness, so acting early is critical for meeting future needs.

Not only does the provision of car parking limit the amount of urban greening that can occur, but the dark coloured pavements also further increase urban temperatures<sup>6</sup>.

## 4.7 TECHNOLOGY

Parking management can be supported by advances in available technology and as identified in the iGO Intelligent Transport Systems Strategy, Council has an opportunity to modernise its parking management services by adopting smart parking solutions to:

- Improve the customer experience
- Enhance economic development and social interaction opportunities in activity centres
- Provide more effective monitoring and compliance capabilities.

Opportunity also exists to encourage the uptake of emerging transport technologies such as Electric Vehicles (EVs) and micromobility (e-scooters and e-bikes), through the facilitation of private investment in off-street and kerbside parking and charging infrastructure.

The emergence of Autonomous Vehicles has the potential to significantly change how parking is planned for. Parking spaces in the future could house more driverless cars than human-driven ones, however autonomous vehicles have the potential to increase congestion if they instead cruise the streets waiting for their owners instead of paying for parking. More optimistically, if planned correctly, autonomous vehicles can reduce the footprint of parking infrastructure in several ways. As vehicles become driverless, the passengers no longer need to be physically present in carparks. Space is therefore no longer required to open doors and the size of parking spaces can be reduced<sup>7</sup>. This could result in a more efficient use of space and will reduce the heat island effect of excessive hardstand area required for parking spaces.

These efficiencies will not be able to be realised should owners of autonomous vehicles want to avoid paying for parking. In this instance, they could direct their vehicle to perform one of the following:

- Seek out free on-street parking

<sup>4</sup> Chicago Metropolitan Agency for Planning (2005)

<sup>5</sup> The environmental and economic costs of sprawling parking lots in the United States (Davis, Pijanowski, Robinson, Engel (2010))

<sup>6</sup> Parking infrastructure: energy, emissions, and automobile life-cycle environmental accounting (Chester, Horvath, Madanat (2010))

<sup>7</sup> Designing parking facilities for autonomous vehicles (Nourinejad, Bahrami, Roorda (2018))

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- Return home
- Cruise (continuously drive around on the streets)

Based on traffic microsimulation model and data from downtown San Francisco, it has been suggested that autonomous vehicles could more than double vehicle travel to, from and within dense urban cores<sup>8</sup>. Parking policies will have to be carefully implemented, alongside other policies regarding circulation and potentially road user charging and licence plate recognition, to ensure that only the potential positive impacts of autonomous vehicles are realised.

## 4.8 ACCESSIBILITY

Stakeholder engagement highlighted the challenges across Ipswich with regards to the lack of suitable Disability Permit (PWD) parking spaces. This is with regards to many existing public PWD parking spaces not being to modern standards, as well as not being well connected to the broader transport network (i.e. missing kerb-ramps, poor path infrastructure supporting parking infrastructure etc).

Balance is required with regards to ensuring that parking is convenient and available for those who need it the most (i.e. PWD/accessible parking, loading) as opposed to providing convenient and available parking for all users.

Whilst convenient parking for all users sounds like a great community outcome, it only adds to the dominance of private vehicles as the mode of choice for most trips.

### 4.8.1 Design for Dignity

The Building Code of Australia uses the term 'dignified access' as the goal for its access provisions for people with disability. The idea of 'design for dignity' came from the experiences of people with disability who could not access premises, products and services in a safe, equitable and dignified way.

Dignified access for a customer with a disability means that a design or process enables:

- More independent access to premises, goods and services: it doesn't assume that assistance is required
- Equitable or fair access: it doesn't take longer or make you go further
- Participation of people experiencing a disability as a natural and expected thing
- A place where people feel at-ease, safe and connected<sup>9</sup>

Additional consideration should be given to parking spaces which are outside and how the spaces are protected from weather extremes. Loading and unloading a wheelchair, or getting in and out of the car can take extra time for people with disability and these needs should be prioritised, given that private vehicle access is in some cases the only transport mode available for some trips.

<sup>8</sup> The autonomous vehicle parking problem (Millard-Ball (2019))

<sup>9</sup> Design for Dignity: Retail Guidelines (2015)

## 5 POLICY DIRECTION

### 5.1 DEMAND MANAGEMENT APPROACH TO PARKING

A **demand management approach** to parking has been adopted which means that existing parking supply should be optimised before more public parking is provided. This approach is in contrast to a traditional 'predict and provide' or 'demand satisfaction' approach to parking, which is based on the premise that car parking should be convenient, free and in great supply to all users.

Characteristics of a demand management approach to parking are as follows:

- Existing car parking supply is optimised
- Acceptance of higher parking occupancy rates
- Transition to a user pays model
- The provision of additional public car parking supply as a final measure

#### Alignment with Broader Transport Goals

A demand management approach to parking aligns with Council's broader transport goals outlined in iGO, which aims to facilitate greater travel choice, and supports the sustainable movement of goods and people. Tightened parking supply, through a demand management approach coupled with investment in alternative modes of transport has the ability to reduce the city's dependence on private vehicles.

A demand management approach to parking also provides direct alignment with most of the overall principles of iGO as detailed below:

- **Sustainability:** A demand management approach to parking contributes to better sustainability by promoting alternative transport modes through optimising the usage of existing parking infrastructure
- **Partnerships:** Optimising the use of existing parking infrastructure may result in spare parking capacity being realised which could be utilised for other purposes, such as allowing local businesses to create parklets
- **Affordability:** A demand management approach to parking is a fiscally responsible approach which optimises the use of existing parking infrastructure and minimises the amount of new parking that may be required to be created at great cost
- **Effective Investment:** It is acknowledged that some new parking infrastructure will need to be created, however through a demand management approach to parking, this infrastructure can be located in places and for users that need it the most

#### Rising Infrastructure Costs

As the cost of infrastructure continues to rise, Councils must make difficult decisions regarding what infrastructure is prioritised for construction. Under a more traditional 'predict and provide' approach to parking, this would have meant that new parking infrastructure would be required to be created on an ongoing basis to accommodate the additional demand potentially putting the ability to fund other infrastructure projects at risk. Adopting a demand management approach means that funding which would have been spent on parking infrastructure can instead be diverted towards other projects which may have a more positive impact on the community.

Rising costs of parking infrastructure (up to \$76k per parking space in a multi-storey facility) makes a demand satisfaction approach quite an expensive proposition for Council. The financial costs of investment in car parking should be compared against the economic investment in non-car parking transport infrastructure:

- On average, every \$1 invested in walking interventions returns almost \$13 in benefits with decongestion, health and environment<sup>10</sup>

<sup>10</sup> Queensland Walking Strategy 2019-2029

- For every \$1 invested in public transport, \$4-7 is generated in direct or related benefits<sup>11</sup>
- On average, every \$1 invested in cycling infrastructure returns almost \$5 to Queensland in community health, traffic decongestion and savings in car user cost benefits<sup>12</sup>

#### Urban Heat

As previously identified, car parking can contribute to a greater to the urban heat island effect. A demand management approach minimises the construction of additional public car parking infrastructure, allowing for more environmentally sensitive developments to occur or the preservation of land in its natural state.

#### 5.1.1 Benefits of a Demand Management Approach

A demand management approach to parking in conjunction with greater investment in alternative transport modes could provide some of the benefits outlined in Figure 11.

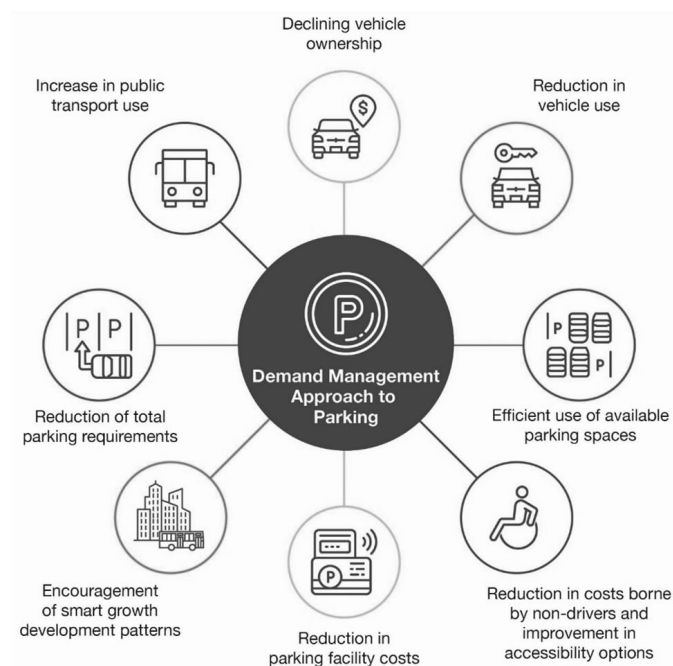


Figure 11: Benefits of a Demand Management Approach to Parking (Source: PSA, The Comms Team, Todd Litman)

## 5.2 FUTURE PARKING DEMAND

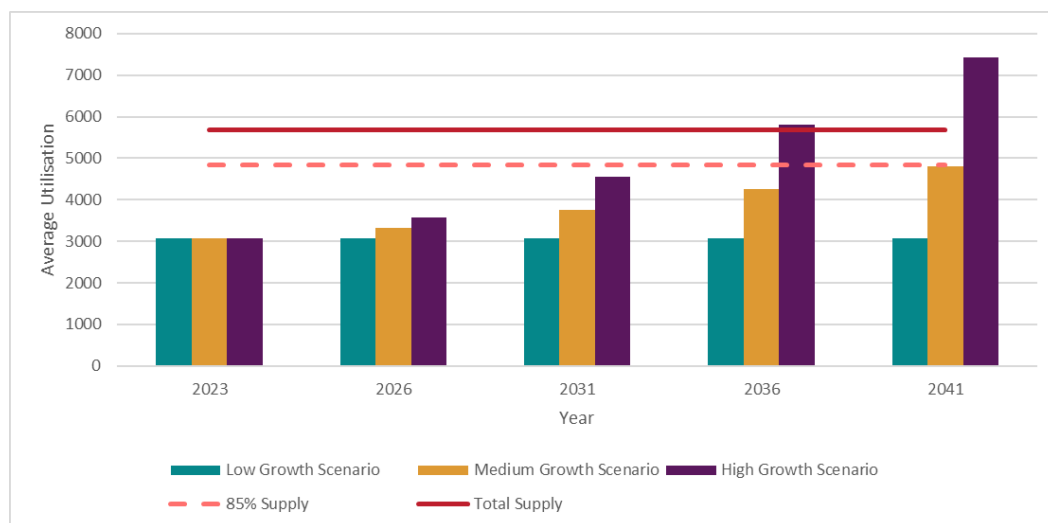
Future parking demand has been calculated for three different scenarios as outlined in Section 4.1.3 of this report. Projections have been based on the current parking demand for each precinct as discussed in Section 2.2.2 of this report.

### 5.2.1 Ipswich Central

Potential parking supply shortfalls for each parking precinct were calculated assuming 85% of supply for the medium-growth and high-growth scenarios (low-growth scenario assumed no growth in parking demand). A graphical summary of future parking demand in Ipswich Central for each growth scenario is shown in Figure 12.

<sup>11</sup> Role of public transport in delivering productivity outcomes – Chapter 2: The costs and benefits of private and public transport, Australian Parliament House, RRAT Committee, December 2014

<sup>12</sup> Changing gear: how we're planning for active transport, Department of State Development, Infrastructure, Local Government and Planning 2022

iGO Parking Action Plan  
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As demonstrated by the analysis, new parking infrastructure should only be considered prior to 2041 should the high growth scenario be realised. In all other scenarios and timeframes, there is forecast to be sufficient parking capacity to support the anticipated demand.

To quantify the potential impact of providing additional parking spaces to accommodate the projected shortfall in parking, the cost of constructing this quantum of parking spaces has been determined. For the purposes of this assessment, a cost of \$40,000 (in 2022 dollars) per parking space has been adopted which is in alignment of the cost associated with constructing the Springfield Park 'n' Ride facility.

Table 10 outlines the projected parking shortfall by 2041 in each of the parking precincts in Ipswich Central for both the medium and high growth scenarios and the associated construction costs of providing the required additional parking. This analysis has assumed that parking shortfall in a particular precinct is unable to be accommodated in a nearby precinct. As such, the analysis presented is a worst case scenario. In addition to this, it has been assumed that any parking shortfall is offset through the construction of new off-street multi-deck parking. There are limited opportunities to provide at-grade parking spaces given that the road network is mature and unlikely to change, and off-street at-grade parking does not align with the planning intent for Ipswich Central.

**Table 10: Ipswich Parking Shortfall and Associated Construction Costs (Source: PSA)**

| PARKING PRECINCT     | EXISTING PARKING SUPPLY | MEDIUM GROWTH SCENARIO |                 | HIGH GROWTH SCENARIO |                 |
|----------------------|-------------------------|------------------------|-----------------|----------------------|-----------------|
|                      |                         | PARKING SHORTFALL      | COST TO PROVIDE | PARKING SHORTFALL    | COST TO PROVIDE |
| Central Core         | 1,076                   | 0                      | -               | 26                   | \$1,040,000     |
| Central Fringe       | 467                     | 66                     | \$2,640,000     | 356                  | \$14,240,000    |
| Commercial           | 800                     | 111                    | \$4,440,000     | 605                  | \$24,200,000    |
| Education            | 714                     | 2                      | \$80,000        | 391                  | \$15,640,000    |
| Legal and Government | 197                     | 60                     | \$2,400,000     | 200                  | \$8,000,000     |
| Medical              | 594                     | 162                    | \$6,480,000     | 573                  | \$22,920,000    |
| North Ipswich        | 744                     | 0                      | -               | 0                    | -               |
| Top of Town          | 174                     | 0                      | -               | 67                   | \$2,680,000     |

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| PARKING<br>PRECINCT | EXISTING<br>PARKING<br>SUPPLY | MEDIUM GROWTH SCENARIO |                     | HIGH GROWTH SCENARIO |                     |
|---------------------|-------------------------------|------------------------|---------------------|----------------------|---------------------|
|                     |                               | PARKING<br>SHORTFALL   | COST TO PROVIDE     | PARKING<br>SHORTFALL | COST TO PROVIDE     |
| West Ipswich        | 308                           | 0                      | -                   | 0                    | -                   |
| Limestone Park      | 263                           | 0                      | -                   | 0                    | -                   |
| Queens Park         | 354                           | 0                      | -                   | 0                    | -                   |
| <b>TOTAL</b>        | <b>5,691</b>                  | <b>401</b>             | <b>\$16,040,000</b> | <b>2,218</b>         | <b>\$88,720,000</b> |

Even in the medium growth scenario, over \$16 million (excluding land acquisition and ongoing maintenance) would need to be spent on constructing the required number of additional parking spaces to ensure that parking demand did not exceed total parking supply in any single precinct.

### 5.2.2 Springfield Town Centre

Unlike Ipswich Central which has limited ability for new parking supply to become available as new developments are constructed, Springfield Town Centre still has the potential to increase parking supply as it continues to develop. Parking demands are therefore likely to continue to evolve as the activity centre develops further. There is also the opportunity to increase the supply of on-street parking as new road infrastructure is constructed.

### 5.2.3 Economic Costs and Benefits

Rather than investing in the construction of additional parking spaces, diverting the funds to other measures is likely to be a far better outcome for both ICC and the community in general. Not only is the provision of additional parking spaces costly, the approach of providing additional parking requires ongoing commitment to allocate both land and funds to ensuring supply outweighs demand as the City of Ipswich grows to more than double its population in the coming decades. The following elements have been considered regarding the future economic cost and benefits of parking provision or alternative transport provision within Ipswich based in national and international studies. A detailed discussion on the cost and benefit elements is provided further below.

- The cost borne by community for the space taken up by car parking;
- The historical economic benefit of retail centres by provision of car parking;
- The economic, social and health benefits of active transport infrastructure provision;
- The public realm benefits of removing on-street parking spaces;
- The economic return for retail by different modes of travel by shoppers;

The provision of car parking spaces is in effect the leasing of space for the storage of motor vehicles when not in use. As car ownership has increased over the past fifty years, so too has the cost of congestion and the cost of providing car parking spaces. In a retail centre context, car parking spaces are considered a necessary cost to ensure shoppers have convenient access to retail precincts. However, private motor vehicles are not the only means of conveyance for prospective shoppers.

The provision of significant car parking spaces encourages prospective shoppers to drive to retail centres rather than use other modes of transport (e.g. public transport or active transport). The costs of providing car parking spaces, particularly street parking spaces, have traditionally been socialised (borne by the community, as opposed to the motorist), with parking fees rarely recovering the cost of providing parking and at best recovering enforcement and revenue collection costs.

The United Kingdom Department of Transport (2015) reports that for every £1 of investment in active transport infrastructure generates a return of between £5 and £10, which represents a significant multiplier. Queensland's



Department of Transport and Main Roads (TMR) have also calculated that on average, every \$1 invested in cycling infrastructure returns almost \$5 to QLD in health benefits, reduced traffic congestion and other benefits<sup>13</sup>.

Removing on-street parking spaces in favour of providing active and public transport infrastructure can improve the public realm of a place or precinct, which in turn can increase dwell times. New York City Department of transport (NYC DoT, 2014) found that a reduction in on-street parking provision, resulted in increases in retail sales within 'improvement precincts'<sup>14</sup> of more than twice the rate of retail sales growth experienced in the remainder of their host borough.

Lee and March (2010) investigated the relative expected retail expenditure of shoppers at Lygon Street, Carlton (Melbourne) by mode of travel. The study undertook intercept surveys of Lygon Street shoppers. The survey identified that the anticipated average spend of shoppers by mode as follows:

- Car: \$118 per trip;
- Bicycle: \$62 per trip;
- Public transport: \$80 per trip; and
- Pedestrian: \$79 per trip.

The survey found car users were anticipating to spend ~90% more than bicycle users, however when the metric was converted to a spend per hour the difference narrowed to ~37%. The anticipated expenditure per hour by mode was:

- Car: \$65 per hour;
- Bicycle: \$47 per hour;
- Public transport: \$41 per hour; and
- Pedestrian: \$58 per hour.

Relevantly however, Lee and March (2010) observed a single car space if converted to cycle parking can accommodate multiple bicycles as opposed to a single car. Lee and March (2010) went on to point out that in 2008 the City of Melbourne replaced two car parking spaces with six bicycle parking stations, which based on average expenditure by mode, the expenditure previously derived from the two car parking spaces was \$156 per hour, it is now almost four times as much (around \$565 per hour). A key conclusion from Lee and March (2010) was even though a car user spends more per hour on average than a bike rider, the small area of public space required for bike parking suggests that each square metre allocated to bike parking generated \$31 per hour, compared to \$6 generated for each square metre used for a car parking space.

A movement and place project undertaken in Brighton, UK was implemented to improve pedestrian priority. This was achieved by reducing the speed limit and installing high quality street furniture. Upon completion of the project, pedestrian volumes were found to have increased by 160% with many people found to be spending longer times and taking part in on-street activities<sup>15</sup>. Typically arriving at a centre by active or public transport correlates to people spending longer within the centre which generally results in a higher overall spend by the visitor.

Gössling and Choi (2015) estimated that the societal cost of cycling was in the order of €0.08/km, compared to €0.50/km for driving a car. In other words, the cost to society of car driving is more than six times greater than the cost of cycling. Gössling and Choi (2015) anticipate this cost differential will increase over time with the costs of congestion associated with car driving anticipated to accelerate disproportionately faster than the size of the vehicle fleet.

Economic benefits can also be realised through investment in non-car parking infrastructure. Economic modelling has shown that for every \$1 invested in cycling infrastructure, \$5 is returned to QLD through a range of benefits including community health, traffic decongestion and savings in car user costs<sup>16</sup>. Additionally, it has been estimated that for every \$1 invested in public transport outcomes, \$4 in economic returns are generated<sup>17</sup>.

<sup>13</sup> Queensland Cycling Strategy 2017-2027 from Queensland Cycle Infrastructure Investment Strategy 2016-26 and Business Case

<sup>14</sup> Precincts where street parking was replaced with active transport infrastructure.

<sup>15</sup> Streets for People: Compendium for South Australian Practice, Government of South Australia 2012

<sup>16</sup> Changing gear: how we're planning for active transport, Department of State Development, Infrastructure, Local Government and Planning 2022

<sup>17</sup> Economic Recovery: Promoting Growth, American Public Transportation Association 2012

## 5.3 KERBSIDE MANAGEMENT TO SUPPORT PLACE-BASED OUTCOMES

Parking and associated access areas on the kerbside consume considerable space. On-street parking modifies a street's aesthetic value, particularly from the lens of someone walking or riding a bike. Streets are finite spaces with multiple competing demands. Trees and landscaping, wide footpaths and shared paths, on- and off-road cycling infrastructure, and public transport infrastructure are all elements of a desirable streetscape which are competing for space with parking. From this perspective, it is clear that all of these uses cannot be accommodated on a single street and that some uses must be prioritised more than others.

Kerbside management has a vital role to play in ensuring that the place function of streets is not compromised.

Outcomes from the stakeholder engagement activities showed that the value of place was highly regarded. Stakeholders generally held a higher value for places for people rather than vehicles. This aligns well with a Movement and Place approach.

### 5.3.1 Future Ready Kerbside

In 2020, WSP was commissioned by Uber to explore the future ready kerbside that supports places for people. A white paper<sup>18</sup> was prepared which introduced new analytical techniques to explore what the future may hold, building on the Shared Mobility Principles for Liveable Cities.

The white paper included 10 recommendations for city leaders:

1. Co-Design the vision for places in partnership with the community, businesses and governments. Having a shared vision amongst all stakeholders is a crucial first step and requires active partnership working between local communities, local businesses and governments.
2. Take a people-and-place first approach so that new mobility is an enabler and not a detractor to realising the co-designed vision. Too often city leaders discuss new mobility as a threat to our places or frame it as wondering what the future may hold. The conversation needs to be flipped to consider what we want from our places and then how can new mobility best support that vision.
3. Multi-modal approach is needed to plan for people and places that is focused on sustainable and efficient journeys. We need to design for how we want people to access places and in a way that supports our vision for the place. This means designing to prioritise the best mode for different trip types through multi-modal planning for the whole of journey.
4. Road and street network plans must meaningfully reflect place functions, as well as movement, so that fine-grained planning is possible at the local scale. People need both movement and place functions from our roads and streets. However, it is fair to say that over time city leaders have prioritised the movement function in the majority of cases. It is time for the pendulum to swing the other way to ensure that town centres, local community centres and places of economic activity welcome people to visit and dwell.
5. Street design guidelines must get ahead of new mobility and proactively focus on the best possible outcomes for people and places. Governments must proactively keep pace with emerging mobility techniques and be focussed on the movement and place outcomes that best achieve the vision for people and places, rather than simply accommodating the design requirements of new mobility, through proactively updating street design guidelines.
6. Dynamically manage and allocate the kerbside to use it more productively and achieve the vision for the place. Existing kerbside uses are often a legacy of decisions made by governments in previous decades. Static approaches to kerbside application are failing people and places. Making better use of kerbside make it easier to reallocate space to other uses such as seating and shade.
7. Move from general parking to pick-up / drop-off for people and goods to improve kerbside productivity and access to local places. The kerbside needs to work harder to enable more people to access local businesses and services, and for businesses to send and receive deliveries. This means restricting the use of general parking, such as two- and four-hour parking zones, in preference for pick-up / drop-off zones.
8. Reallocating kerbside and road space in our places towards activities such as seating, shared and play that attract people to local businesses. Achieving the vision for our places will mean reallocating the kerbside and road space away from a movement function towards fulfilling place functions.

<sup>18</sup> Place and Mobility: Future Ready Kerbside – Executive Summary and Recommendations for City Leaders (WSP, 2020)

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9. Prioritise walking to access local places, along with transit and micro-mobility, supported by funding for local infrastructure. Too often places are considered in isolation. Infrastructure funding decisions and the scope of local plans must encompass local infrastructure like wider footpaths and bike lanes to support people to access their local places.
10. Always design and continually upgrade local infrastructure for safe use and access, for people of all ages and abilities. Cities need to incorporate thoughtful design to ensure there is equal physical, digital, and financial access to transport services and places for everyone in our community. Perceived and actual road and interpersonal safety is crucial to bringing people to places and intelligent street and road design can have a big impact for all users.

### 5.3.2 Movement and Place

In the absence of an endorsed framework developed specifically for Queensland, the NSW Movement and Place Framework has been included as a case study. The NSW Movement and Place Framework brings together knowledge and experience from across state and local governments to create a body of expertise and community of practice.

#### NSW Movement and Place Framework

Movement and Place is a multi-disciplinary, place-based approach to the planning, design, delivery and operation of transport networks. It recognises and seeks to optimise the network of public spaces formed by roads and streets and the spaces they adjoin and impact.

A 'place-based' approach to planning involves taking a collaborative, spatial, long-term approach to develop contextual responses that better meet the needs of local people and their environment. Place-based planning aims to build and support thriving communities through collaboration, partnering, shared design, shared stewardship, and shared accountability.

Roads and streets are key public spaces for communities – places where people spend time and socialise – enabling activities that add vitality to neighbourhoods. Aligning movement and place in the design of roads and streets can give users of all ages and abilities better, safer and healthier travel options while creating appealing places where people want to live.

Movement and Place provides a cohesive approach to aligning:

- Integrated and efficient movement of people and goods with
- Amenity and quality of places

#### Movement and Place in Ipswich

The existing Movement and Place matrix contained within the iGO Transport Strategy is shown in Figure 13.

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## MOVEMENT AND PLACE MATRIX



Figure 13: iGO Movement and Place Matrix (Source: ICC)

The notion of Movement and Place is reflected in the development of the Kerbside User Priority Hierarchies which are further discussed in subsequent sections of this report.

## 5.4 PARKING TECHNOLOGIES AND ENFORCEMENT

Parking management can be supported by advances in available technology and as identified in the iGO Intelligent Transport Systems Strategy, Council has an opportunity to modernise its parking management services by adopting smart parking solutions to:

- Improve the customer experience
- Enhance economic development and social interaction opportunities in activity centres
- Provide more effective monitoring and compliance capabilities.

Efficient enforcement of parking spaces is critical for parking management. Enforcement allows for an understanding of the usage (in terms of both occupancy and duration of stay) of parking assets to be gained on a regular basis. In turn, this provides Council with vital information that can be used to help efficiently plan future parking provision.

New and emerging parking technologies go hand-in-hand with parking enforcement. Technology such as smart parking meters enable real-time tracking of parking utilisation and can provide an opportunity for Council to undertake targeted enforcement measures in specific areas where over-staying is identified as being an issue.

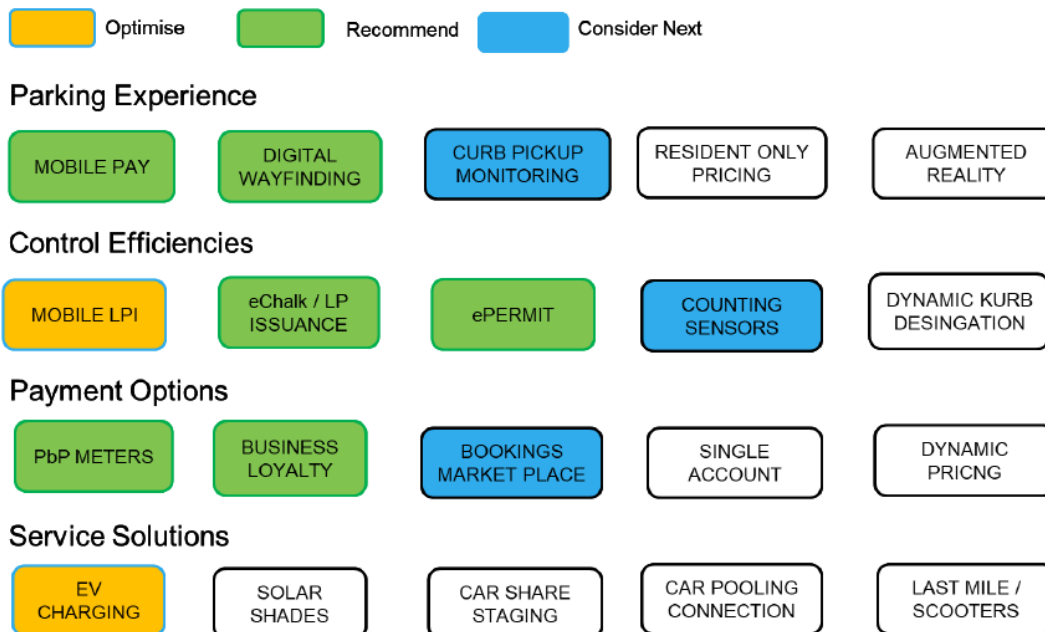
### 5.4.1 Smart Parking Implementation

In October 2022, CK Consulting prepared the *Smart Parking Implementation Concept Roadmap Recommendations Report* for ICC. Parking tends to benefit from advances made in consumer technology, vehicle technology and security

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technology. Digitising and modernising parking technology is an ongoing process especially in the areas of payment and detection (occupancy and identification). As part of their project CK Consulting identified available parking technologies which are currently being used by various jurisdictions. The technologies have been colour coded showing which technologies should be optimised, recommended and then considered next. Figure 14 shows these technologies graphically.



**Figure 14: Smart Parking Technologies (Source: CK Consulting)**

In developing the Smart Parking roadmap, four new capabilities were proposed which can be utilised by Council:

1. Digitised Accessibility
2. Support for Community and Business
3. Establish Enforcement Connection
4. Be Analytics Driven

The changes required to enable each capability are outlined in Table 11.

**Table 11: New Parking Capabilities (Source: CK Consulting)**

| NEW CAPABILITY                            | CHANGES REQUIRED                                                                                                                                                                                                                                         |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Digitised Accessibility</b>            | <ul style="list-style-type: none"> <li>• New Parking Meters</li> <li>• New ePermit service</li> <li>• New Pay by Phone App</li> <li>• Enforcement version upgrade</li> </ul>                                                                             |
| <b>Support for Community and Business</b> | <ul style="list-style-type: none"> <li>• Digital Parking Implementation</li> <li>• Community Engagement Plan for Surveys</li> <li>• Community Engagement on Events and Retail Support</li> <li>• Active Traffic Analysis on Best Kerbside Use</li> </ul> |

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| NEW CAPABILITY                          | CHANGES REQUIRED                                                                                                                                                                                                                                             |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Establish Enforcement Connection</b> | <ul style="list-style-type: none"> <li>Digital Parking Implementation (include ePermits)</li> <li>Programmed Review of Data for Traffic Planning</li> <li>Enforcement Resourcing Strategy and Plan</li> <li>New Mobile Enforcement Vehicle Assets</li> </ul> |
| <b>Be Analytics Driven</b>              | <ul style="list-style-type: none"> <li>Integrated Smart Parking systems</li> <li>Updating of Digital Wayfinding Signage and Digital Kerbside</li> <li>Active Data Monitoring and Planning</li> <li>New Managed Service Agreements and KPIs</li> </ul>        |

## 5.5 PARKING EDUCATION

The iGO PAP has a role to play in demonstrating why the traditional “Predict and Provide” approach to parking management is outdated and should be replaced by the more contemporary “Demand Management” approach. Public education is a key policy focus area which was previously identified in the iGO Transport Plan. The aim of this policy focus area is to *promote the strategic long-term benefits of changing the parking culture in a growing city.*

Behaviour change will occur when community sentiment shifts towards alternative transport modes and away from private vehicles. It is important to ensure that the community understands the trade-off that must occur between providing additional parking spaces or prioritising other kerbside uses.

Several factors have been identified that can influence travel behaviour including:

- The availability of viable and safe transport alternatives
- The perceived quality and safety of active transport routes and the destination as a place, including the accessibility of bicycle parking
- The distance required to travel to the destination

Future parking demand needs to be managed through a combination of existing parking infrastructure and alternative transport modes, while also ensuring that alternative transport options or kerbside uses are not compromised.

The success of any public education campaign is dependent on the implementation of changes to parking policy including changes to parking restrictions and pricing parking. Even if drivers have been educated on the benefits of a “Demand Management” approach to parking, they are unlikely to change their behaviour if there is no incentive (or disincentive) to do so. As outlined in Section 5.3.1, co-design and bringing the community along the journey is crucial to positive outcomes in changing kerbside provision, along with demonstrating the positive place outcomes that can be achieved when repurposing kerbside space from private vehicle parking.

Demonstrating that private vehicles should not be the default mode choice needs to start early on so that children are exposed to a wide variety of travel choices in their journey to school. This is reflected in the development of a specific kerbside user priority hierarchy for schools which needs to be implemented alongside other programs incentivising the use of non-motorised access for school trips.

6 ASPIRATIONS

The aspirations of the PAP have been directly developed to respond to the outcomes of the stakeholder engagement. This has included aligning the goals and objectives to the key stakeholder engagement outcome themes previously identified.

The vision, goals and objectives which underpin this iGO PAP are linked to the achievement of the broader iGO vision and objectives, along with reaching the outcomes of Council’s iFuture Corporate Plan 2021-2026 under the themes of ‘Vibrant and Growing’ and ‘Safe, Inclusive and Creative’. An overview of the strategic framework developed for the iGO PAP is shown in Figure 15.

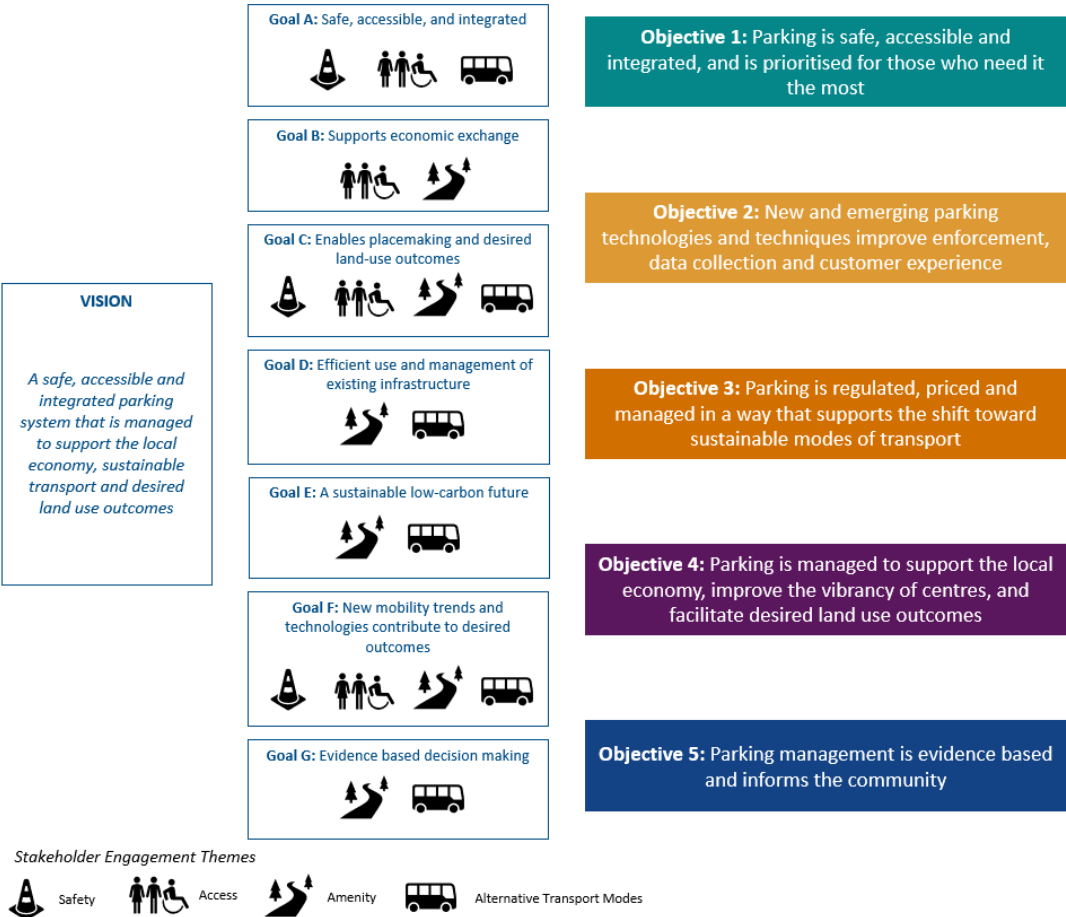


Figure 15: iGO PAP Strategic Framework (Source: PSA)

To demonstrate the link between stakeholder engagement outcomes and the aspirations of the PAP, Table 12 demonstrates alignment of the Goals and Objectives to the stakeholder engagement outcome themes.



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Table 12: Goals and Objectives Alignment with Key Stakeholder Engagement Themes (Source: PSA)

| PAP ELEMENT                                                                                                                | THEMES |        |         |                             |
|----------------------------------------------------------------------------------------------------------------------------|--------|--------|---------|-----------------------------|
|                                                                                                                            | Safety | Access | Amenity | Alternative Transport Modes |
| <b>Goals</b>                                                                                                               |        |        |         |                             |
| Safe, accessible, and integrated                                                                                           |        |        |         |                             |
| Supports economic exchange                                                                                                 |        |        |         |                             |
| Enables placemaking and desired land-use outcomes                                                                          |        |        |         |                             |
| Efficient use and management of existing infrastructure                                                                    |        |        |         |                             |
| A sustainable low-carbon future                                                                                            |        |        |         |                             |
| New mobility trends and technologies contribute to desired outcomes                                                        |        |        |         |                             |
| Evidence based decision making                                                                                             |        |        |         |                             |
| <b>Objectives</b>                                                                                                          |        |        |         |                             |
| Parking is safe, accessible and integrated and is priorities for those who need it most                                    |        |        |         |                             |
| New and emerging parking technologies and techniques improve enforcement, data collection, and customer experience         |        |        |         |                             |
| Parking is regulated, priced and managed in a way that supports the shift towards sustainable modes of transport           |        |        |         |                             |
| Parking is managed to support the local economy, improve the vibrancy of centres, and facilitate desired land use outcomes |        |        |         |                             |
| Parking management is evidence based and informs the community                                                             |        |        |         |                             |

The relationship between the Goals of the iGO PAP and the iFuture Themes is shown in Table 13.

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Table 13: Relationship between PAP Goals and iFuture Themes (Source: PSA, ICC)

| PAP GOALS                                                                   | iFUTURE THEMES                                                              |
|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Goal A: Safe, accessible, and integrated                                    | Theme 2: Safe, Inclusive & Creative                                         |
| Goal B: Supports economic exchange                                          | Theme 1: Vibrant & Growing                                                  |
| Goal C: Enables placemaking and desired land-use outcomes                   | Theme 1: Vibrant & Growing                                                  |
| Goal D: Efficient use and management of existing infrastructure             | Theme 3: Natural & Sustainable<br>Theme 4: A Trusted & Leading Organisation |
| Goal E: A sustainable low-carbon future                                     | Theme 3: Natural & Sustainable                                              |
| Goal F: New mobility trends and technologies contribute to desired outcomes | Theme 4: A Trusted & Leading Organisation                                   |
| Goal G: Evidence based decision making                                      | Theme 4: A Trusted & Leading Organisation                                   |

Overall, the focus on evidence-based decision making is critical to ICC being a Trusted and Leading Organisation, while the safe, inclusive and creative theme is achieved through providing accessibility to those who need it most. The strategy provides motivation for a vibrant and growing, and a natural and sustainable Ipswich, through maximising the efficiency of existing parking assets while encouraging a shift to more sustainable alternatives.

## 7 DELIVERY

### 7.1 ACTION AND IMPLEMENTATION PLAN

Actions have been developed to respond to issues and opportunities raised through stakeholder consultation activities. These actions have been sorted within each of the objectives for PAP, showing clear alignment back to the overall strategic framework.

#### 7.1.1 Actions Alignment

The alignment of each action with the overall Goals of the strategic framework has been shown. In addition to this alignment, several indicators have been established for each action and are discussed as follows.

##### Timeframe for Implementation




The timeframe for implementation of each action has been determined. This has been undertaken on a qualitative basis with the following timeframes noted:

- **O** - Ongoing (underway and continuing)
- **S** - Short (within 5 years)
- **M** - Medium (5 – 10 years)

##### Priority

A qualitative assessment of the priority of each action has been developed according to the indicators shown in Table 14.

**Table 14: Priority Indicators (Source: PSA)**

| PRIORITY                                                                            |                                                                                     |                                                                                     |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|  |  |  |
| Low                                                                                 | Medium                                                                              | High                                                                                |

##### Indicative Cost

Where a qualitative assessment of cost was possible, the indicative cost of implementing the action has been included. Table 15 shows the indicators used for cost.

**Table 15: Indicative Cost Indicators (Source: PSA)**

| INDICATIVE COST                   |
|-----------------------------------|
| \$ less than \$50,000             |
| \$\$ between \$50,000 – \$200,000 |
| \$\$\$ over \$200,000             |

#### 7.1.2 Actions Development

Actions have been developed to respond to issues and opportunities raised through stakeholder consultation activities and align with the vision, goals and objectives of the PAP. These actions have been sorted within each of the objectives, showing clear alignment back to the overall strategic framework.

Table 16 shows a summary of the developed actions and their alignment with the overall Strategic Framework goals. The table also notes the action owner, contributor (if relevant), timeframe for implementation, priority, indicative cost, and any links to existing strategies.

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Table 16: Actions Development and Alignment (Source: PSA)

| ACTION                                                                                                                                                                                                                                                                                                                                                                                          | OWNER | CONTRIBUTOR | TIMEFRAME FOR IMPLEMENTATION | PRIORITY | INDICATIVE COST | ALIGNMENT WITH GOALS |        |        |        |        |        |        | LINKS TO OTHER STRATEGIES             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------|------------------------------|----------|-----------------|----------------------|--------|--------|--------|--------|--------|--------|---------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                 |       |             |                              |          |                 | Goal A               | Goal B | Goal C | Goal D | Goal E | Goal F | Goal G |                                       |
| Objective 1: Parking is safe, accessible and integrated, and is prioritised for those that need it the most                                                                                                                                                                                                                                                                                     |       |             |                              |          |                 |                      |        |        |        |        |        |        |                                       |
| Action 1.1 Manage the use of kerbside space within principal activity centres using the Kerbside User Priority Hierarchy                                                                                                                                                                                                                                                                        | ICC   |             | O                            |          | Officer Time    |                      |        |        |        |        |        |        |                                       |
| Action 1.2 Work with the Queensland Government to ensure that new schools and school expansions have an appropriate provision of off-street parking and loading facilities for operational functionality and are designed to the relevant standards                                                                                                                                             | ICC   | TMR         | O                            |          | Officer Time    |                      |        |        |        |        |        |        |                                       |
| Action 1.3 Conduct an audit of on- and off-street public PWD parking spaces within principal activity centres to determine their level of compliance, identify shortfalls and undertake remedial action where feasible and practical                                                                                                                                                            | ICC   |             | S                            |          | \$              |                      |        |        |        |        |        |        |                                       |
| Action 1.4 Ensure that all new and upgraded parking adheres to Crime Prevention Through Environmental Design (CPTED) principles, and is compliant with relevant design standards                                                                                                                                                                                                                | ICC   |             | O                            |          | Officer Time    |                      |        |        |        |        |        |        |                                       |
| Action 1.5 Work in partnership with the Queensland Government to improve the connectivity of on and off street parking areas to the Ipswich Hospital in accordance with TMR's Ipswich Hospital Walking Network Plan                                                                                                                                                                             | ICC   | TMR         | O                            |          | Officer Time    |                      |        |        |        |        |        |        | Ipswich Hospital Walking Network Plan |
| Objective 2: New and emerging parking technologies and techniques improve enforcement, data collection and customer experience                                                                                                                                                                                                                                                                  |       |             |                              |          |                 |                      |        |        |        |        |        |        |                                       |
| Action 2.1 Transition existing parking meters to a pay-by-plate and app based system to improve customer experience and enforcement capabilities                                                                                                                                                                                                                                                | ICC   |             | S                            |          | \$\$\$          |                      |        |        |        |        |        |        |                                       |
| Action 2.2 Investigate opportunities to further improve parking enforcement and management within activity centres, data collection regimes and wayfinding using technology solutions                                                                                                                                                                                                           | ICC   |             | S                            |          | Officer Time    |                      |        |        |        |        |        |        |                                       |
| Action 2.3 Investigate opportunities to transition Council's existing metered parking to a cash-less system                                                                                                                                                                                                                                                                                     | ICC   |             | M                            |          | Officer Time    |                      |        |        |        |        |        |        |                                       |
| Action 2.4 Develop a business case for additional parking enforcement resources to ensure that parking is managed appropriately and considers the needs of the future                                                                                                                                                                                                                           | ICC   |             | S                            |          | Officer Time    |                      |        |        |        |        |        |        |                                       |
| Objective 3: Parking is regulated, priced and managed in a way that supports the shift toward sustainable modes of transport                                                                                                                                                                                                                                                                    |       |             |                              |          |                 |                      |        |        |        |        |        |        |                                       |
| Action 3.1 Commission an independent review of the Transport and Parking Code and Planning Scheme Policy within the Ipswich Planning Scheme. This review should consider the appropriateness of parking rates across all relevant modes, investigate the relevance and effectiveness of existing travel demand management measures and encourage the deployment and uptake of electric vehicles | ICC   |             | S                            |          | \$\$            |                      |        |        |        |        |        |        |                                       |
| Action 3.2 Investigate the opportunities and potential challenges of using parking revenue to fund sustainable transport and/or streetscape improvements in the areas in which they are collected                                                                                                                                                                                               | ICC   |             | S                            |          | Officer Time    |                      |        |        |        |        |        |        | iGO Transport Plan                    |

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| ACTION                                                                                                                                                                                                                                                                                                    | OWNER | CONTRIBUTOR | TIMEFRAME FOR IMPLEMENTATION | PRIORITY | INDICATIVE COST | ALIGNMENT WITH GOALS |        |        |        |        |        |        | LINKS TO OTHER STRATEGIES             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------|------------------------------|----------|-----------------|----------------------|--------|--------|--------|--------|--------|--------|---------------------------------------|
|                                                                                                                                                                                                                                                                                                           |       |             |                              |          |                 | Goal A               | Goal B | Goal C | Goal D | Goal E | Goal F | Goal G |                                       |
| <b>Action 3.3</b> Develop a travel plan template to assist schools with managing peak travel demands, parking pressures, and road safety concerns                                                                                                                                                         | ICC   |             | S                            |          | Officer Time    |                      |        |        |        |        |        |        |                                       |
| <b>Action 3.4</b> Support and encourage major city employers to develop Sustainable Workplace Travel Plans to reduce staff parking demand                                                                                                                                                                 | ICC   | Industry    | O                            |          | Officer Time    |                      |        |        |        |        |        |        |                                       |
| <b>Action 3.5</b> Investigate opportunities to provide safe and convenient motorcycle parking within principal activity centres in accordance with the Kerbside User Priority Hierarchy                                                                                                                   | ICC   |             | S                            |          | \$              |                      |        |        |        |        |        |        |                                       |
| <b>Action 3.6</b> Review parking prices in the Fees and Charges Schedule and initiate changes based on the parking management framework within the Parking Pricing Guideline                                                                                                                              | ICC   |             | O                            |          | Officer Time    |                      |        |        |        |        |        |        |                                       |
| <b>Action 3.7</b> Review local laws to enable commercial operations within the road reserve of electric vehicle charging bays, micromobility parking and car-sharing spaces                                                                                                                               | ICC   |             | S                            |          | Officer Time    |                      |        |        |        |        |        |        |                                       |
| <b>Action 3.8</b> Support and enable sustainable start- and end-of-journey connectivity and mobility options (e.g., micromobility) for commuters parking at peripheral car parking areas within activity centres                                                                                          | ICC   |             | O                            |          | Officer Time    |                      |        |        |        |        |        |        |                                       |
| <b>Action 3.9</b> Investigate the feasibility to implement an Ipswich Central shuttle bus service to assist with mobility to key landmarks and peripheral parking areas                                                                                                                                   | ICC   | TMR         | M                            |          | \$\$            |                      |        |        |        |        |        |        |                                       |
| <b>Objective 4: Parking is managed to support the local economy, improve the vibrancy of centres, and facilitate desired land use outcomes</b>                                                                                                                                                            |       |             |                              |          |                 |                      |        |        |        |        |        |        |                                       |
| <b>Action 4.1</b> Prepare and implement precinct plans/ parking management plans for following parking precincts in Ipswich Central <ul style="list-style-type: none"><li>Top of Town &amp; Centre Core</li><li>Medical Precinct</li><li>Education Precinct</li><li>Others (if demand warrants)</li></ul> | ICC   |             | S                            |          | Officer Time    |                      |        |        |        |        |        |        |                                       |
| <b>Action 4.2</b> Prepare and implement precinct plans/ parking management plans for following parking precincts in Springfield Town Centre <ul style="list-style-type: none"><li>Mater Precinct</li><li>Parkside Precinct</li><li>Others (if demand warrants)</li></ul>                                  | ICC   |             | M                            |          | \$\$            |                      |        |        |        |        |        |        |                                       |
| <b>Action 4.3</b> Identify opportunities to repurpose underutilised on-street car parking spaces at strategic locations across activity centres for the purpose of street planting and parklets to improve streetscape amenity and facilitate economic exchange                                           | ICC   |             | S                            |          | Officer Time    |                      |        |        |        |        |        |        |                                       |
| <b>Action 4.4</b> Review the utilisation of loading zones in Centres to ensure the number and size of bays as well as time limitation reflects the needs of users                                                                                                                                         | ICC   |             | S                            |          | Officer Time    |                      |        |        |        |        |        |        | iGO Freight Action Plan (Action 2.11) |

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| ACTION                                                                                                                                                                                                         | OWNER | CONTRIBUTOR | TIMEFRAME FOR IMPLEMENTATION | PRIORITY | INDICATIVE COST | ALIGNMENT WITH GOALS |        |        |        |        |        |        | LINKS TO OTHER STRATEGIES      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------|------------------------------|----------|-----------------|----------------------|--------|--------|--------|--------|--------|--------|--------------------------------|
|                                                                                                                                                                                                                |       |             |                              |          |                 | Goal A               | Goal B | Goal C | Goal D | Goal E | Goal F | Goal G |                                |
| <b>Action 4.5</b> Investigate opportunities to provide additional shade / canopy cover in activity centres between peripheral parking areas and key landmarks as part of Council’s Urban Greening Plan         | ICC   |             | S                            |          | Officer Time    |                      |        |        |        |        |        |        | Urban Greening Plan 2022-2042  |
| <b>Action 4.6</b> Investigate the potential for flexible kerbside allocation which can respond to different demands in different time periods.                                                                 | ICC   |             | S                            |          | Officer Time    |                      |        |        |        |        |        |        |                                |
| Objective 5: Parking management is evidence based and informs the community                                                                                                                                    |       |             |                              |          |                 |                      |        |        |        |        |        |        |                                |
| <b>Action 5.1</b> Undertake parking management interventions (changes to pricing and time restrictions) based on recommendations from the Parking Pricing Guideline                                            | ICC   |             | O                            |          | \$              |                      |        |        |        |        |        |        | iGO Transport Plan             |
| <b>Action 5.2</b> Undertake a review of the Parking Pricing Guideline ensuring that it remains contemporary and fit-for-purpose                                                                                | ICC   |             | S                            |          | \$              |                      |        |        |        |        |        |        | iGO Transport Plan             |
| <b>Action 5.3</b> Monitor parking operations in areas outside of principal activity centres with high parking demand and implement regulated parking measures as needed                                        | ICC   |             | O                            |          | Officer Time    |                      |        |        |        |        |        |        | iGO Transport Plan (Action P1) |
| <b>Action 5.4</b> Continue to provide timely information to the community regarding any changes to parking restrictions                                                                                        | ICC   |             | O                            |          | Officer Time    |                      |        |        |        |        |        |        |                                |
| <b>Action 5.5</b> Undertake an education campaign with the community to explain the benefits of moving away from a “predict and provide” approach and towards a “demand management” approach to parking supply | ICC   |             | O                            |          | Officer Time    |                      |        |        |        |        |        |        |                                |
| <b>Action 5.6</b> Regularly update Council’s Safe Parking Guide (publicly available on Council website) and associated mapping to capture parking management changes within activity centres                   | ICC   |             | O                            |          | Officer Time    |                      |        |        |        |        |        |        |                                |
| <b>Action 5.7</b> Amend the local laws as required using an evidence-based approach to update traffic areas and off-street regulated parking areas                                                             | ICC   |             | O                            |          | Officer Time    |                      |        |        |        |        |        |        |                                |

## 7.2 MONITORING AND REVIEW

The iGO PAP will be updated on a regular basis to ensure that emerging parking issues are captured and addressed in ongoing action delivery. To monitor the progress of the actions, several targets have been devised. Each target links back directly to an objective and has been developed to be easily measurable on a cyclical basis. Where possible, the measures have been taken and/or calculated from readily available data already collected by Council. Figure 16 outlines each target identified and the associated measures used to evaluate the objectives.

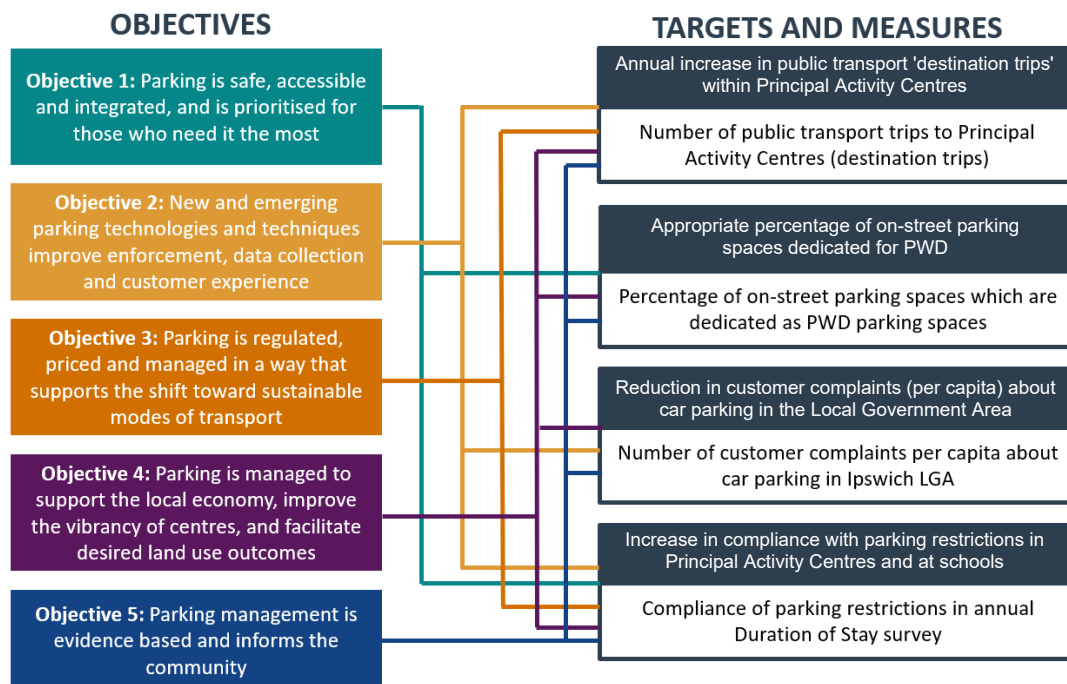


Figure 16: Targets and Measures (Source: PSA)

Further detail on each target and data sources which will be used for each measure are outlined in Table 17.

Table 17: Data Sources for Measures (Source: PSA, ICC)

| DETAILED TARGETS                                                                                                                                                                                                                                                            | MEASURE                                                                                                                      | DATA SOURCE(S)                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Annual increase in public transport 'destination trips' within Principal Activity Centres                                                                                                                                                                                   | Number of public transport 'destination' trips within Principal Activity Centre using 22/23 FY Translink data as a benchmark | Translink Public Transport Origin-Destination Trips (reported monthly)                       |
| Medical Precinct: 3% of on-street parking spaces dedicated for PWD<br>Top of Town, Centre East, Centre Core Precincts: 2% of on-street parking spaces dedicated for PWD<br>Springfield Town Centre: PWD parking spaces dedicated in alignment with land-use recommendations | Percentage of on-street parking spaces which are dedicated as PWD parking spaces                                             | Principal Activity Centre Annual Parking Survey<br>PWD parking audit<br>AS2890.5 – Table 4.2 |



| DETAILED TARGETS                                                                              | MEASURE                                                                   | DATA SOURCE(S)                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reduction in customer complaints (per capita) about car parking in the Local Government Area  | Number of customer complaints per capita about car parking in Ipswich LGA | Customer Experience Survey requests                                                                                                                                                    |
| Increase in compliance with parking restrictions in Principal Activity Centres and at schools | Compliance of parking restrictions in annual Duration of Stay survey      | Principal Activity Centre Annual Parking Survey – Duration of Stay (parts of Brisbane Street, Limestone Street, Ellenborough Street and Queens Park only)<br><br>Parking infringements |

## 7.3 DECISION MAKING FRAMEWORKS

### 7.3.1 Parking Precincts

A parking precinct is a geographic area in which parking needs and demands are approximately homogenous. Parking precincts allow strategic decisions to be made regarding parking which are localised and relevant. For example, parking demands are different in and around the central Ipswich area compared to North Ipswich. Specifying parking precincts allows for different decisions to be made regarding parking in each precinct, rather than applying a city-wide approach.

#### Ipswich Central

The parking precincts for Ipswich Central are shown in Figure 17.

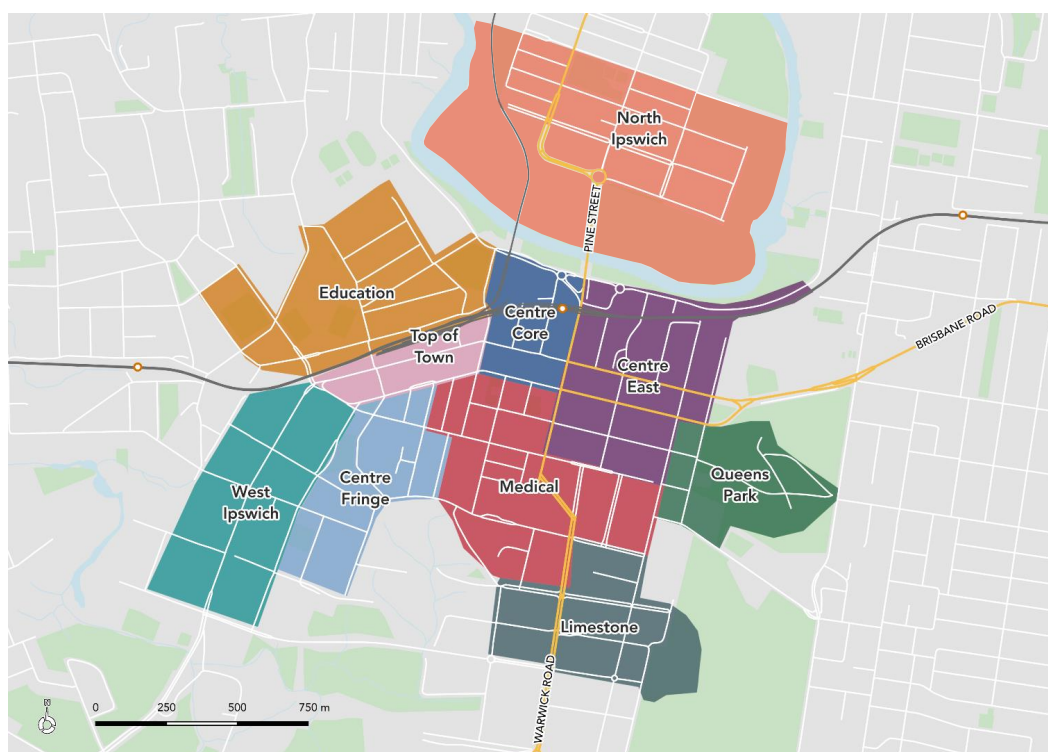


Figure 17: Ipswich Central Parking Precincts (Source: ICC, PSA)

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### Springfield Town Centre

Parking precincts have been developed for Springfield Town Centre based on the Town Centre Concept Plan and are shown in Figure 18



**Figure 18: Springfield Town Centre Parking Precincts (Source: ICC, PSA)**

Various sporting fields and facilities are located in the area bounded by the Mountain Creek, Hillside and Mater parking precincts. While the demand for parking in this area has the potential to be different compared to the neighbouring precincts, all parking in the area is off-street and therefore outside the scope of the parking precincts (and subsequent kerbside user priority hierarchy). On-street parking on streets adjoining the sporting fields is included within the neighbouring parking precincts. As Springfield Town Centre continues to mature and develop, parking behaviours in this area should be monitored and a new parking precinct and associated kerbside user priority hierarchy developed if required.

### 7.3.2 Kerbside User Priority Hierarchies

A kerbside user priority hierarchy helps to guide which users are best suited for a particular location and informs the kerbside allocation for that precinct. The objectives of a kerbside user priority hierarchy are to:

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- Uphold the safety and convenience of all road users
- Encourage the use of alternative transport modes such as bus, train, walking and cycling
- Promote equitable and transparent allocation of parking spaces across all user groups
- Facilitate consistent decision making regarding parking infrastructure

Associated policies, such as those on pricing, time regulations, and enforcement, should support the parking hierarchy. Any requests for alterations to kerbside allocation should be reviewed according to the defined hierarchy to determine if it fits within the parking hierarchy for that precinct or location. Similarly, the hierarchy should be used when allocating kerbside space in and around new developments. Kerbside user types are defined as follows:

|                                                                                     |                                         |                                                                                     |                                                 |
|-------------------------------------------------------------------------------------|-----------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------|
|    | Motorcycle and Scooters                 |    | Long Stay Parking (>4 hours)                    |
|    | Public Transport                        |    | Residents                                       |
|    | Loading Goods                           |    | Cyclists                                        |
|    | Disability Permit Holders               |    | Park 'n' Ride                                   |
|   | Loading Passengers                      |   | Micromobility (including charging capabilities) |
|  | Short to Medium Stay Parking (<4 hours) |  | Electric Vehicle Parking and Charging           |
|  | Parklets                                |                                                                                     |                                                 |

The Ipswich Central Kerbside User Priority Hierarchy is shown in Table 18.

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Table 18: Ipswich Central Kerbside User Priority Hierarchy (Source: ICC, PSA)

| PRIORITY                   | CENTRE CORE | CENTRE EAST | MEDICAL | CENTRE FRINGE | WEST IPSWICH | TOP OF TOWN | EDUCATION | NORTH IPSWICH | QUEENS PARK | LIMESTONE |
|----------------------------|-------------|-------------|---------|---------------|--------------|-------------|-----------|---------------|-------------|-----------|
| Highest                    |             |             |         |               |              |             |           |               |             |           |
|                            |             |             |         |               |              |             |           |               |             |           |
|                            |             |             |         |               |              |             |           |               |             |           |
|                            |             |             |         |               |              |             |           |               |             |           |
|                            |             |             |         |               |              |             |           |               |             |           |
|                            |             |             |         |               |              |             |           |               |             |           |
| Lowest                     |             |             |         |               |              |             |           |               |             |           |
|                            |             |             |         |               |              |             |           |               |             |           |
|                            |             |             |         |               |              |             |           |               |             |           |
|                            |             |             |         |               |              |             |           |               |             |           |
|                            |             |             |         |               |              |             |           |               |             |           |
|                            |             |             |         |               |              |             |           |               |             |           |
| Not Permitted / Applicable |             |             |         |               |              |             |           |               |             |           |
|                            |             |             |         |               |              |             |           |               |             |           |
|                            |             |             |         |               |              |             |           |               |             |           |

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At its core, the kerbside user priority hierarchy is focussed on ensuring that the limited and finite amount of kerbside space available is used for the best possible purpose.

Following similar principles outlined for the review of the Ipswich Central kerbside user priority hierarchy, a kerbside user priority hierarchy for parking precincts in Springfield Town Centre has been developed. This has included placing an emphasis on accessibility for other transport modes at the expense of providing longer term parking for private vehicles. The Springfield Town Centre kerbside user priority hierarchy is shown in Table 19.

A kerbside user priority hierarchy has also been developed specifically for schools, which is applicable in all precincts and is shown in Table 20.

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Table 19: Springfield Town Centre Kerbside User Priority Hierarchy (Source: ICC, PSA)

| PRIORITY                   | TOWN CENTRE NORTH | SOUTHERN CROSS | MATER | HILLSIDE | PARKSIDE | BOULEVARD | VICINITY | MOUNTAIN CREEK |
|----------------------------|-------------------|----------------|-------|----------|----------|-----------|----------|----------------|
| Highest                    |                   |                |       |          |          |           |          |                |
|                            |                   |                |       |          |          |           |          |                |
|                            |                   |                |       |          |          |           |          |                |
|                            |                   |                |       |          |          |           |          |                |
|                            |                   |                |       |          |          |           |          |                |
|                            |                   |                |       |          |          |           |          |                |
| Lowest                     |                   |                |       |          |          |           |          |                |
|                            |                   |                |       |          |          |           |          |                |
|                            |                   |                |       |          |          |           |          |                |
|                            |                   |                |       |          |          |           |          |                |
| Not Permitted / Applicable |                   |                |       |          |          |           |          |                |
|                            |                   |                |       |          |          |           |          |                |
|                            |                   |                |       |          |          |           |          |                |
|                            |                   |                |       |          |          |           |          |                |

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Table 20: School Specific Kerbside User Priority Hierarchy (Source: PSA, ICC)

| PRIORITY                   | SCHOOLS |
|----------------------------|---------|
| Highest                    |         |
|                            |         |
|                            |         |
|                            |         |
|                            |         |
|                            |         |
| Lowest                     |         |
|                            |         |
|                            |         |
|                            |         |
|                            |         |
| Not Permitted / Applicable |         |
|                            |         |



### 7.3.3 Parking Pricing Guideline

The Parking Pricing Guideline (formerly the Parking Pricing Strategy) establishes a strategic direction for Council to adopt as an approach to parking management, allowing consistent and uniform responses for the implementation of priced parking and the management of time restrictions in the Ipswich City Centre, Springfield Town Centre and activity centres experiencing parking pressures.

Priced parking is one of several parking management tools that can be used by Council to appropriately manage parking demand. Successfully implemented and effective priced parking regimes are widely acknowledged as delivering a range of broader benefits. These can include the following:

- **Mode shift:** Priced parking influences mode choice, meaning residents who can access activity centres by walking, cycling or public transport will do so to avoid paying for parking.
- **Turnover and utilisation:** Priced parking supports efficient utilisation and encourages regular turnover to ensure sufficient parking availability at all times.
- **Equity:** Priced parking ensures that parking is available to those who require it most, including disabled parking and special needs parking.
- **Town centre amenity:** Priced parking contributes to vibrant town centres and the public realm by accommodating visitors and supporting kerbside activity.
- **Road network:** Priced parking reduces the amount of traffic on the local street network by discouraging short trips made by private vehicle where walking, cycling or public transport are viable options.
- **Fringe parking and walkability:** Priced parking encourages longer-term parkers to use less convenient spaces (i.e. off-street or fringe locations) to increase activity in city centre local streets.
- **Development:** Priced parking reduces the number of spaces needed to meet demand, reducing total parking costs and allowing more compact development.
- **Revenue:** Priced parking revenue could be used to fund sustainable transport infrastructure and initiatives, or investment in streetscapes and the public realm.

The Guideline includes a mechanism to convert existing car parking spaces to other uses such as parklets/street patios, shade or landscaping, in line with the Kerbside User Priority Hierarchy for the particular parking precinct. The conversion of existing parking spaces depends on the average peak-period occupancy. For on-street parking spaces, these ranges are:

- **<65%:** Consider interventions which ease time restrictions or consider alternative uses for the kerbside space
- **65%-85%:** Maintain time restrictions and priced parking (if in operation)
- **>85%:** Consider interventions which tighten time restrictions, introduce paid parking, or increase the fee levels for priced parking

For off-street parking spaces, the occupancy ranges are:

- **<60%:** Consider interventions which ease time restrictions, reduce priced parking fee levels (if in operation) or consider alternative uses for parking spaces
- **60%-90%:** Maintain time restrictions and priced parking (if in operation)
- **>90%:** Consider interventions which tighten time restrictions, introduce paid parking, or increase the fee levels for priced parking (if already in operation)

The exact interventions employed depend on the parking precinct and the kerbside user priority hierarchy for that precinct. As such, there is a tangible link between the PAP and the Parking Pricing Guideline. As the PAP undergoes revisions, it is essential to update the Parking Pricing Guideline.

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## 8 SUMMARY

This Technical Report summarises all aspects of the development of the iGO Parking Action Plan. The report represents a comprehensive summary of all work previously undertaken for the iGO PAP project. It draws on the content contained in the following reports:

- Working Paper #1 – Background and Strategic Context
- Working Paper #2 – Vision, Goals & Objectives
- Working Paper #3 – Action and Implementation Plan

A separate Summary Report has been prepared which has been used as the basis for further public consultation of the PAP.

The iGO PAP is underpinned by a structure containing a Vision, Goals and Objectives in accordance with the Australian Transport Assessment and Planning Guidelines. The strategic framework for the PAP is provided in Figure 19.

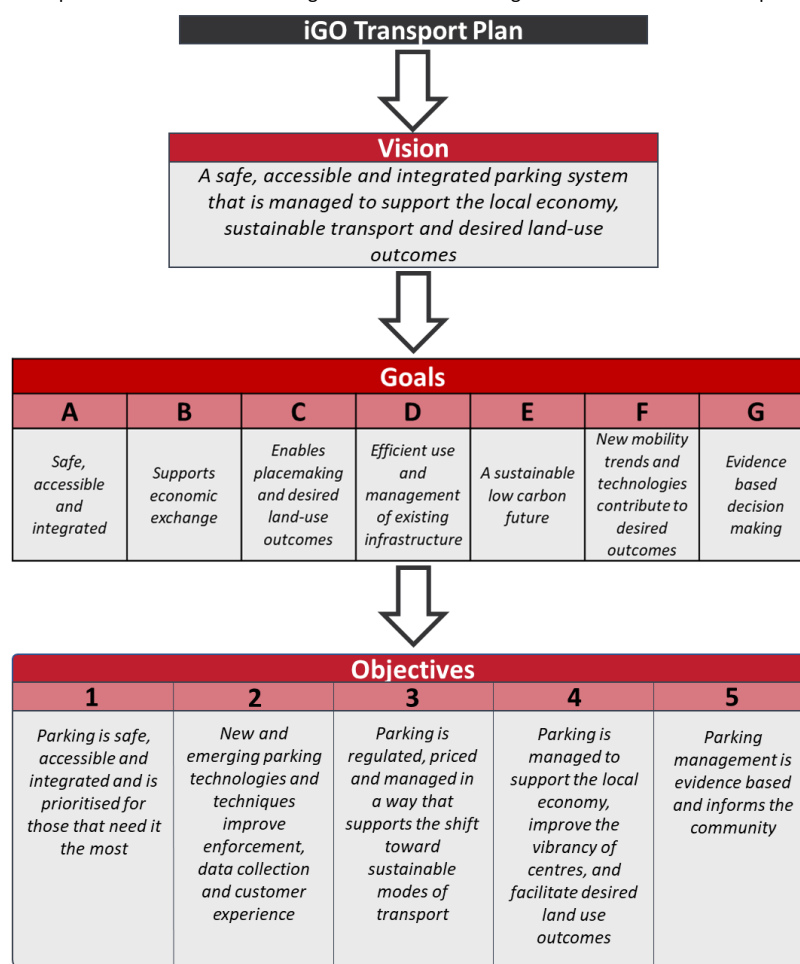


Figure 19: Strategic Framework (Source: PSA)

A total of 31 actions have been developed across each of the objectives of the PAP. Completing these actions will enable the fulfilment of the strategic objectives of the PAP.

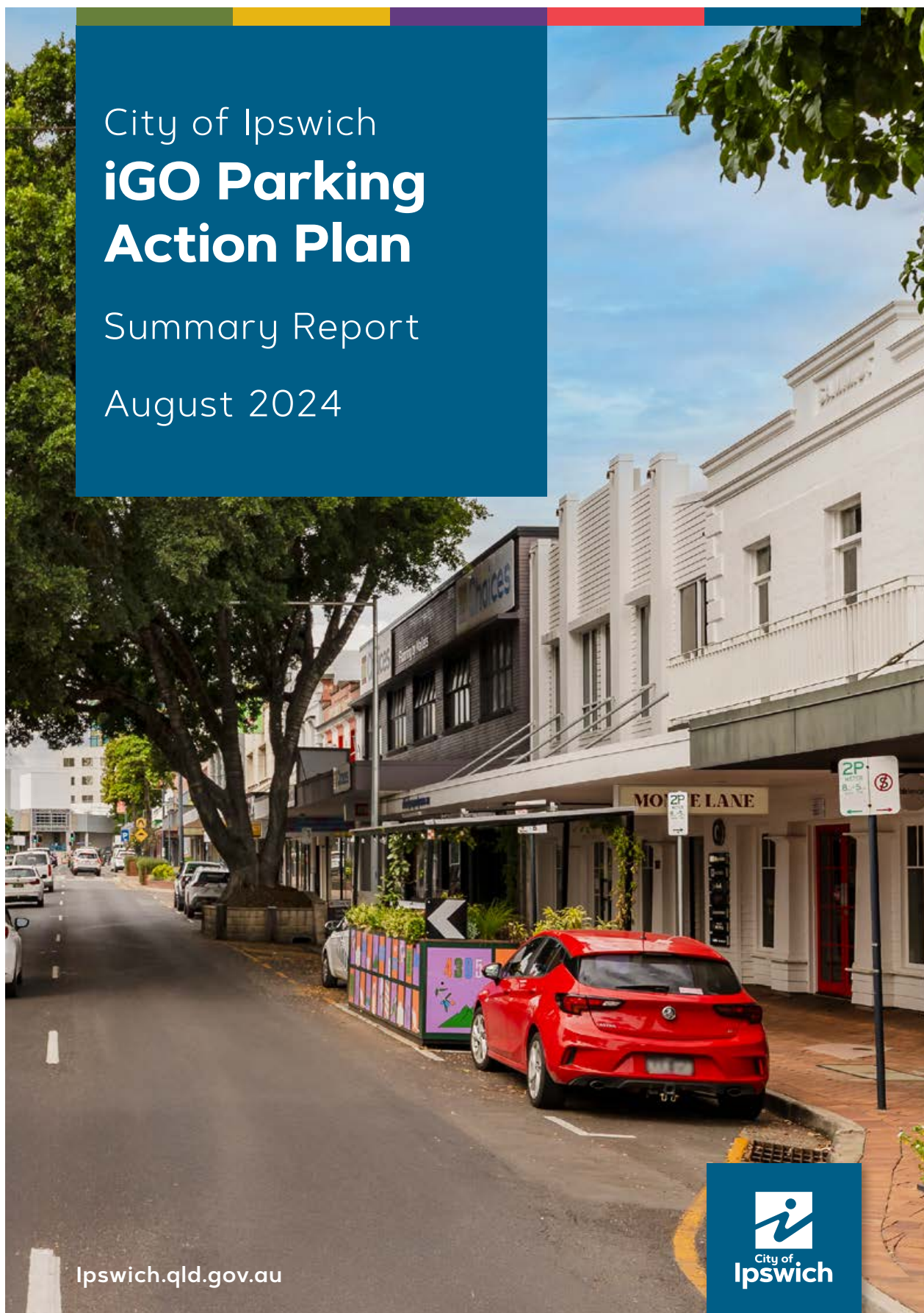
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# City of Ipswich **iGO Parking Action Plan**

Summary Report

August 2024

[Ipswich.qld.gov.au](https://www.Ipswich.qld.gov.au)







Dinmore Train Station



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Approval date - XX Month 2024 / Publication date - XX Month 2024

## Acknowledgement of Country

Ipswich City Council respectfully acknowledges the Traditional Owners as custodians of the land and waters we share. We pay our respects to their Elders past, present and emerging, as the keepers of the traditions, customs, cultures and stories of proud peoples.

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**LIST OF ACRONYMS**

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**COUNCIL/ICC** .....IPSWICH CITY COUNCIL

**IGO** .....CITY OF IPSWICH TRANSPORT PLAN

**KUPH** .....KERBSIDE USER PRIORITY HIERARCHY

**LGA** .....LOCAL GOVERNMENT AREA

**IGO PAP** .....IGO PARKING ACTION PLAN

**TMR** .....QLD DEPARTMENT OF TRANSPORT AND MAIN ROADS



# INTRODUCTION

1 INTRODUCTION

Parking is a crucial component of the Ipswich transport system as it facilitates various trips made by a diverse range of transport modes.

Parking is a prominent feature across the Local Government Area (LGA) given the city's high dependence on the private motor vehicle for the majority of trip purposes. Whilst high car dependence and large parking supply is typical of most Australian cities and towns, it generates a number of adverse social, economic and environmental impacts.

Parking policies can affect land use patterns, amenity of local streets, public and active transport use, levels of car-dependence and traffic congestion. As the city evolves, Ipswich City Council (council) will need to take a more strategic approach to the provision, management, and pricing of parking to ensure that it is balanced with a sustainable transport future.

The *City of Ipswich Transport Plan* (iGO) is council's masterplan for Ipswich's transport future. It responds to current and future transport challenges and outlines

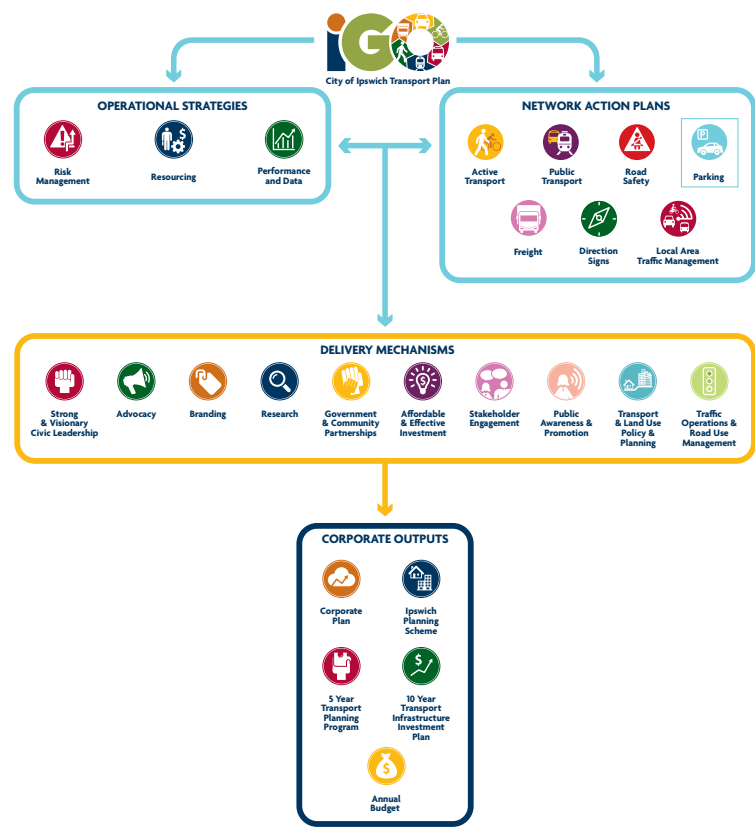
council's aspirations to advance the city's transport system to accommodate a future population of 435,000 people. The overall delivery structure of iGO is shown in Figure 1 (below).

The *iGO Parking Action Plan* (iGO PAP) is a key deliverable of iGO and has been developed to respond to the parking challenges facing the city and identifies key strategies and actions to be implemented over the coming years.

As a city-wide parking plan, the iGO PAP will support a *demand management approach* to parking as opposed to a demand satisfaction approach, ensuring that the growing community is supported by having access to suitable parking, that is evidence based and is fiscally responsible, whilst also encouraging a shift towards more sustainable forms of transport.

The iGO PAP also outlines a framework and series of actions to allow council to make parking management decisions as well as to promote quality place making with a focus on our people and our places.

Figure 1: iGO Delivery Structure (Source: Ipswich City Council)





## 1.1 WHAT IS PARKING

Parking encompasses various types of designated spaces for the storage of vehicles.

While parking is most commonly associated with cars, it encompasses a variety of non-car types of parking as well. Bicycles can be parked in bike racks or specialised bike storage facilities, ensuring a safe and organised space for cyclists. Similarly, motorbikes and scooters also have designated parking areas.

Whilst less common, but emerging, is the uptake of electric scooter and micromobility parking, which are increasingly prevalent across the LGA.

Council is actively involved in parking through its roles in:

- managing public on and off-street parking facilities through setting time limits, pricing and accompanying enforcement of parking controls
- providing parking spaces as part of the street network and with dedicated off-street facilities at activity centres and as part of council-managed community facilities
- regulating on-site parking requirements for development
- influencing and advocating other organisations involved in the provision of parking such as state government agencies that provide parking at locations such as train stations.

### 1.1.1 On-street public parking

Council is responsible for the management of the majority of on-street parking across the LGA. On-street parking generally attracts the highest demand due to

its proximity to destinations<sup>1</sup>. On-street parking may be restricted by time limits or pricing to encourage turnover, left unrestricted or used exclusively for particular user types (e.g. loading zones, accessible parking etc).

On-street parking is located in the roadway or in the verge if formalised. Parking in the verge is unlawful if unsigned.

### 1.1.2 Off-street public parking

Council is also responsible for the management of several off-street parking facilities across the LGA. Council managed off-street parking facilities are often located in or near activity centres, schools, parklands and sporting fields. These facilities are typically in the form of an at-grade/surface parking configuration or multi-storey facility.

Off-street parking may be restricted by time limits or pricing to encourage turnover, however the large majority of off-street carparks across the LGA are unrestricted.

### 1.1.3 Off-street private parking

The majority of off-street parking supply across the LGA is privately owned. Private off-street parking typically provides exclusive use rights for its owner and is typically in the form of residential, staff, customer or service vehicle parking. Private off-street parking has a role in reducing the demand on finite on-street parking supply.

Council has a role in regulating parking requirements for new developments through its land-use planning instruments.

<sup>1</sup> Furness, L., 2017, Traffic Engineering and Management. Delbosc, A. & Young, W. (eds). 7th ed. Clayton, Victoria: Monash University, p. 367–401.

## 1.2 PARKING AND KERBSIDE MANAGEMENT

### 1.2.1 What is kerbside space?

Kerbside space refers to the area along the edge of a road or street that is adjacent to the footpath.

The different uses of kerbside space can generally be classified into four groups (below and Table 1 page-over):

- people movement
- loading and unloading
- vehicle parking
- other uses.

As a growing and vibrant city aiming to have well connected transport options, the management and prioritisation of finite road, kerbside and footpath space is of great importance.

### 1.2.2 Why do we manage parking and the kerbside?

Local governments have the ability to plan for, provide and manage parking and the kerbside, which is one of the biggest levers in encouraging sustainable land use and transport outcomes and continuing economic growth.

Benefits of parking and kerbside management include:

- **Increased safety:** effective parking management can help prevent accidents and promote safety by reducing the number of vehicles in the road and reducing the likelihood of collisions
- **Improved accessibility:** ensuring that parking spaces are available and accessible for users who need it the most, it is easier for people to access businesses, homes and other destinations
- **Increased economic activity:** proper parking management can help generate economic activity through placemaking and creating walkable places, which leads to increased sales and profits.

### 1.2.3 How is parking and kerbside space managed?

Parking management refers to the tools that local governments use to achieve desired parking outcomes and meet stated objectives for transport and land use.

A range of methods are used by council to manage parking and kerbside space:

- **Parking controls** (time limited parking, priced parking, use limited parking, no parking areas etc)
- **Prioritising space for specific uses** (through the use of a user priority hierarchy)
- **Enforcement** (including use of technology to ensure compliance).

Pricing and time restrictions play crucial roles in an effective public parking system. These measures are designed to optimise parking availability, encourage turnover and reduce congestion.

In the absence of parking management tools, motorists are not encouraged to limit their stay to a certain time. This can create a perception that there is an under-supply of parking spaces because some motorists may find it difficult to secure an available parking space.

These scenarios can lead to community and stakeholder expectations placed on council to invest in new parking facilities which are invariably a significant cost.

For effective utilisation of public parking spaces, it is generally optimal to aim for an **85 per cent occupancy rate** for on-street public car parking, which roughly translates to about one in six spaces being open and easily accessible near desired destinations. This allows drivers to select parking locations that align with their intended activities.








When occupancy surpasses 85 per cent, more drivers tend to search for available spots, leading to delays and uncertainty. This situation contributes to increased traffic volume and the likelihood of congestion, ultimately fostering the perception that parking is insufficient.

The Parking Pricing Guideline (refer to Section 3.1.3) provides a framework which recommends parking management interventions within nominated parking precincts based on peak parking demand.





Table 1: Examples of Kerbside Activities

| PEOPLE MOVEMENT                                                                     |                                                                                      |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Footpaths, shared paths, bikeways for purpose of movement                           |                                                                                      |
|    |    |
| LOADING AND UNLOADING                                                               |                                                                                      |
| Loading, bus stops, pick up drop off                                                |                                                                                      |
|   |   |
| VEHICLE PARKING                                                                     |                                                                                      |
| Car, motorcycle, accessible, micromobility and bicycle parking                      |                                                                                      |
|  |  |
| OTHER CITY USES                                                                     |                                                                                      |
| Outdoor dining, urban greening, waste management, services and utilities            |                                                                                      |
|  |  |





# BACKGROUND



2 BACKGROUND

2.1 CURRENT SITUATION IN IPSWICH

2.1.1 Car Parking Supply

In total, there are currently just over 6,200 publicly owned and operated parking spaces in Ipswich Central, made up of approximately 4,200 on-street public parking spaces and approximately 2,000 off-street public parking spaces.

Most on-street parking spaces in Ipswich Central are able to be used at no cost to drivers. The amount of space required to facilitate the publicly owned and operated parking spaces in Ipswich Central is equivalent to 12 football fields, as shown in Figure 2 (below).

Outside of Ipswich Central, council operates and manages a number of on and off-street public parking spaces within Springfield Town Centre. However, the majority of parking supply in Springfield Town Centre is under private

ownership, with the University of Southern Queensland, Orion Shopping Centre and the Mater Hospital some of the larger providers of private car parking.

Outside of Ipswich Central and Springfield Town Centre, there are a number of regulated parking bays (time limited short stay, loading or taxi zones) under council's control at key attractors and transport hubs.

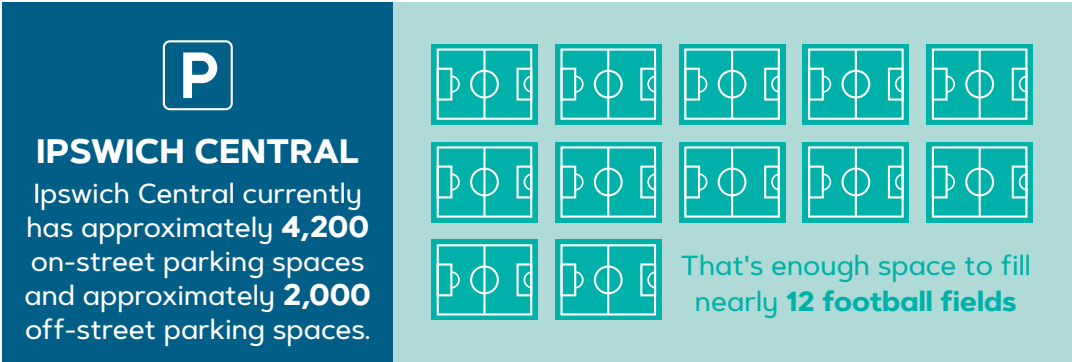
There is an even larger number of unrestricted public parking spaces across the LGA (both on and off-street) in centres such as Rosewood, Ripley and Goodna, residential and industrial areas, in areas surrounding schools as well as sports and recreation and open space areas.

The remaining parking spaces across the LGA are privately owned, meaning the ability to manage their use is outside the jurisdiction of council.

There are over 17,000 private off-street parking spaces (non-residential) within Ipswich Central.

Figure 2: Spatial Representation of Public Car Parking in Ipswich Central

(Source: PSA, The Comms Team)



2.1.2 Car Parking Demand

An annual parking occupancy survey is undertaken every October in Ipswich Central and Springfield Town Centre. A parking survey undertaken in October 2022 demonstrated that the average utilisation of all council owned and operated parking assets in Ipswich Central was approximately 50 per cent on weekdays (refer to Figure 4).

Whilst this figure seems low compared to the 85 per cent optimal occupancy identified in Section 1.2.3,

there are locations in Ipswich Central with peak parking occupancy close or exceeding capacity.

Across all parking areas, utilisation was generally higher on weekdays compared to weekends suggesting that the majority of parking demand is work and business related. Overall, the survey results indicate a greater demand for long-term parking compared to short-term parking. Parking demands are still evolving in Springfield Town Centre and will continue to evolve as the activity centre develops further.

Figure 3: Ipswich Central Public Parking Inventory – as of October 2022 (excluding Nicholas Street Precinct Carpark)

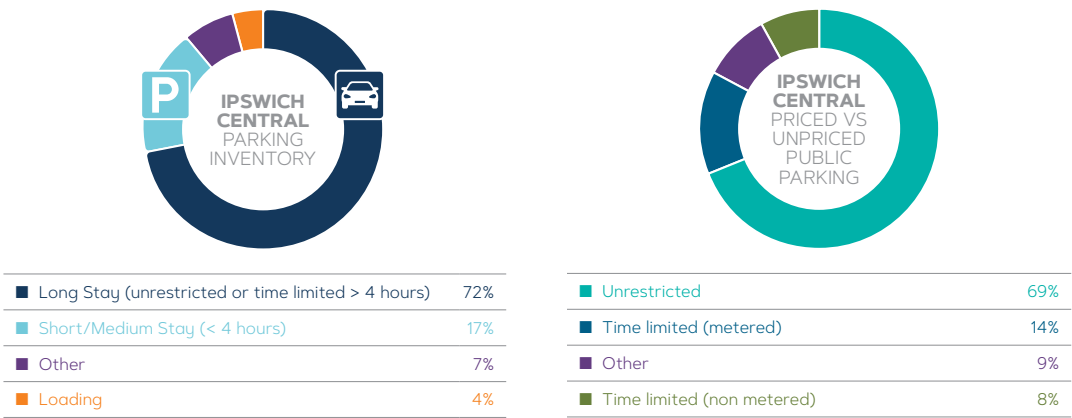
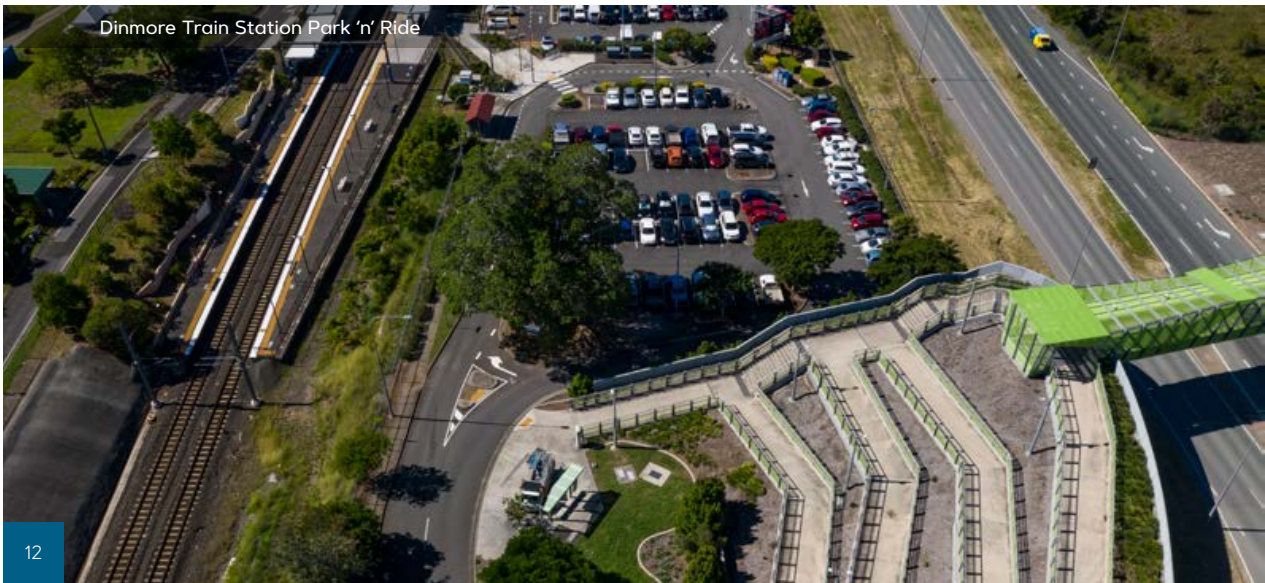
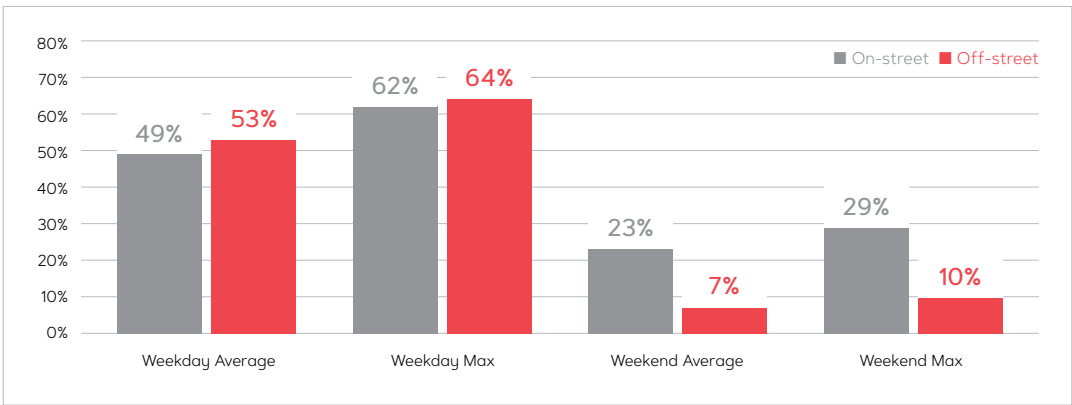


Figure 4: Ipswich Central Public Car Parking Occupancy – October 2022 Survey





Activity Centres

Activity centres are a major generator of parking demand. There is generally more demand for short-term parking in activity centres due to commercial businesses and retail requiring higher turnover.

Industrial Areas

Parking demand in industrial areas is generally characterised by long-term (all day) parking occurring from early in the day. On-street parking in industrial areas occurs in instances where insufficient off-street parking is provided by developments.

The iGO Freight Action Plan highlighted the occurrence of kerbside trailer parking along some industrial and higher order roads across the LGA.

Park ‘n’ Rides

The Queensland Government provides dedicated parking facilities close to public transport hubs. Park ‘n’ Ride facilities allow customers to ‘park’ their vehicle and ‘ride’ public transport to complete their journey. Train station carparks are managed by Queensland Rail.

There are approximately 3,500 formal Park ‘n’ Ride parking spaces (including general, accessibility and motorcycle bays) across the Queensland Rail network within the Ipswich LGA.

Informal Park ‘n’ Ride is also occurring in on-street parking areas which allow long-term parking.

Schools

Demand for parking around schools has unique characteristics. There is intense demand for short-term parking at the start and end of the school day with limited demand during the day. Demand for longer-term parking is also prevalent for staff and student parking throughout the day.

2.2 STAKEHOLDER ENGAGEMENT

During the development of the iGO PAP, council actively engaged with the community, industry and local businesses within the city including the Ipswich Community Panel.

Stakeholder engagement was conducted between July 2022 and September 2022 with the goal being to identify existing and potential parking issues and opportunities facing the city. Parking insights were also obtained from the following projects:

- iGO Major Review (2022–2024)
- Parking Pricing Guideline engagement (2019–2020)

Specific issues and opportunities for parking in Ipswich were able to be grouped by four themes:

1. Safety
2. Access
3. Amenity
4. Alternative Transport Modes.

Key findings from the consultation were as follows:

|  |                                                                                     |
|--|-------------------------------------------------------------------------------------|
|  | Greater access to parking for people with disabilities                              |
|  | Space for people valued over spaces for vehicles in activity centres                |
|  | Address parking supply challenges in the precincts surrounding the Ipswich Hospital |
|  | Alternative transport modes to the car are lacking across the city.                 |

The iGO PAP has considered these findings in the development of the vision, goals and objectives for the project.

A second stage of engagement was undertaken between October 2023 and November 2023 which involved a Shape Your Ipswich online survey. Respondents were able to provide feedback on the draft iGO PAP document.

2.3 CHALLENGES AND OPPORTUNITIES

2.3.1 Population Growth

Ipswich has a rapidly growing population and is expected to grow from approximately 248,000 (as of June 2023) to over 533,000 residents by 2046<sup>2</sup>.

The scale of growth and its planned built form will result in more than doubling of today's transport task and continue a trend of long travel distances to access daily needs. This growth will bring challenges for council in continuing to meet the demand for parking if changes to mode share are not realised.

2.3.2 Built Form

Ipswich is a network of distinct peri-urban and rural communities with their own character and centres. The urban centres are focused primarily within the northeast portion of the LGA.

Ipswich's activity centres are currently negatively impacted by the presence and dominance of private cars. There is opportunity to rebalance the movement and place functions of roads and streets in areas of high current or potential place value.

Vibrancy can be achieved in Ipswich by planning to serve growth with more spatially efficient modes and sustainable transport networks, including through investment in initiatives that enable reallocation of road space to place and sustainable modes.

2.3.3 Transport Mode Share Targets

The mode share for private vehicle trips has continued to increase in recent years, increasing to over 88 per

cent according to the 2018 edition of the Queensland Household Travel Survey. This high private vehicle mode share is likely to have continued post pandemic, as patronage for sustainable modes such as bus and train are still yet to increase above pre-pandemic levels.

According to the 2021 Census, the average household in the Ipswich LGA has 1.9 motor vehicles, which aligns with the Queensland average.

Opportunity exists to manage parking and the kerbside in a way that supports sustainable modes of transport.

2.3.4 Change in Work Habits

The rise in flexible working arrangements, including working from home (WFH), has the potential to reduce the demand for parking. According to the Australian Bureau of Statistics, 11.5 per cent of employed residents worked from home on the day of the 2021 census (refer to Figure 6 below). This is well above the five per cent WFH target identified in iGO (refer to Figure 5 below).

Whilst the impact of WFH did have an initial effect by reducing parking demand in Ipswich Central and in Springfield Town Centre, parking demand has increased back to pre-pandemic levels (or above) in some areas according to an October 2022 parking survey.

Long-term trends of WFH are not yet evident, however it is an emerging trend that is likely to have a significant impact on parking demand. The Australian Bureau of Statistics reported that there was an eight per cent increase in employees who regularly worked from home in a job or business from August 2019 to August 2021. There was also a small increase over the same time period in the proportion of employees who had an agreement to work flexible hours.

Figure 5: iGO Journey to Work Targets

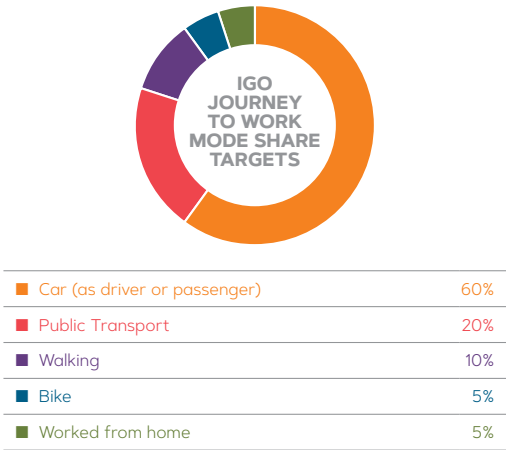
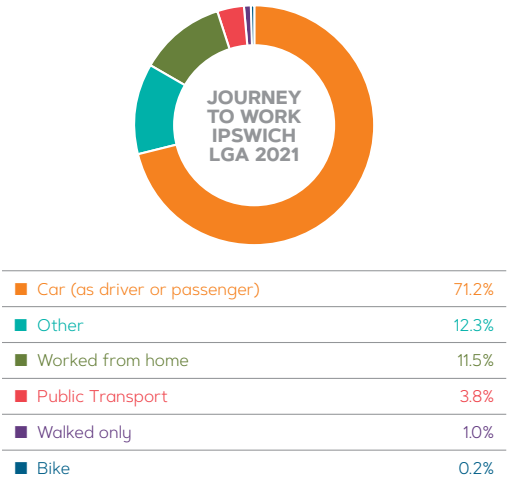


Figure 6: Journey to Work Across Ipswich LGA (2021 Census)



2 Draft Ipswich Plan 2024



2.3.5 Environmental Factors

The Australian Conservation Foundation commissioned a report entitled Temperature check: Greening Australia’s warming cities. It was found that the urban heat island effect is likely to add several degrees to the hottest summer days in cities around Australia. Improving the amount of vegetation in cities will help address rising temperatures. Providing additional parking infrastructure is a direct trade-off with providing opportunities for urban greening. Green infrastructure takes time to establish maximum effectiveness, so acting early is critical for meeting future needs.

Not only does the provision of car parking limit the amount of urban greening that can occur, but the dark coloured pavements also further increase urban temperatures<sup>3</sup>.

2.3.6 Rising Infrastructure Costs

Construction costs of infrastructure have been rapidly increasing over time making the construction of new car parking spaces less economically viable. Given the existing built form of Ipswich Central in particular, any new car parking infrastructure built in the future is likely to be a multi-story facility.

The costs of recent multi-story parking facilities which have been completed in South-East Queensland are shown in Table 2 (below). The cost per parking space of constructing a new multi-story parking facility ranges from \$40,000 to \$76,000.

The rising costs to provide car parking provides local governments the opportunity to re-evaluate their investment priorities and objectives.

2.3.7 Technology

Parking management can be supported by advances in available technology and as identified in the iGO Intelligent Transport Systems Action Plan, council has an opportunity to modernise its parking management services by adopting smart parking solutions to:

- improve the customer experience
- enhance economic development and social interaction opportunities in activity centres
- provide more effective monitoring and compliance capabilities.

Opportunity also exists to encourage the uptake of emerging transport technologies such as Electric Vehicles (EVs) and micromobility (e-scooters and e-bikes), through the facilitation of private investment in off-street and kerbside parking and charging infrastructure.

2.3.8 Accessibility

Stakeholder engagement highlighted the challenges across Ipswich with regards to the lack of suitable Disability Permit (PWD) parking spaces. This is with regards to many existing public PWD parking spaces not being to modern standards, as well as not being well connected to the broader transport network (i.e. missing kerb-ramps, poor path infrastructure supporting parking infrastructure etc).

Balance is required with regard to ensuring that parking is convenient and available for those who need it the most (i.e. PWD/accessible parking, loading) as opposed to providing convenient and available parking for all users.

Whilst convenient parking for all users sounds like a great community outcome, it only adds to the dominance of private vehicles as the mode of choice for most trips.

Table 2: Multi-Storey Carparking Infrastructure Costs

| CARPARK PROJECT                   | YEAR OF OPENING | PARKING CAPACITY | TOTAL CONSTRUCTION COST | COST PER PARKING SPACE |
|-----------------------------------|-----------------|------------------|-------------------------|------------------------|
| Springfield Central Park 'n' Ride | 2022            | 1,100            | \$44.5m                 | \$40,454               |
| Logan Hospital                    | 2022            | 1,506            | \$61.92m                | \$41,116               |
| Redland Hospital                  | 2023            | 1,000            | \$50.5m                 | \$50,500               |
| Maroochydore CBD                  | 2023            | 294              | \$22.5m                 | \$76,531               |

3 Parking infrastructure: energy, emissions, and automobile life-cycle environmental accounting (Chester, Horvath, Madanat (2010))





## OUR APPROACH





3 OUR APPROACH TO PARKING AND KERBSIDE MANAGEMENT

3.1 A DEMAND MANAGEMENT APPROACH TO PARKING

Council have adopted a **demand management approach** to parking which means that existing parking supply should be optimised before more public parking is provided. This approach is in contrast to a traditional ‘predict and provide’ or ‘demand satisfaction’ approach to parking, which is based on the premise that car parking should be convenient, free and in great supply to all users.

Characteristics of a demand management approach to parking are highlighted in Table 3.

Table 3: Characteristics of a Demand Management Approach to Parking

| CHARACTERISTICS OF A DEMAND MANAGEMENT APPROACH TO PARKING                          |                                                                          |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Efficient use of existing car parking infrastructure as opposed to providing more   |                                                                          |
|  | Existing car parking supply is optimised                                 |
|  | Acceptance of higher parking occupancy rates                             |
|  | Transition to a user pays model                                          |
|  | The provision of additional public car parking supply as a final measure |

3.1.1 Why a Demand Management Approach

*Aligns with broader transport goals*

A demand management approach to parking aligns with council’s broader transport goals outlined in iGO, which aims to facilitate greater travel choice and supports the sustainable movement of goods and people. Tightened parking supply, through a demand management approach coupled with investment in alternative modes of transport, has the ability to reduce the city’s dependence on private vehicles.

*Rising infrastructure costs*

Rising costs of parking infrastructure (up to \$76k per parking space in a multi-storey facility) makes a demand satisfaction approach quite an expensive proposition for council. The financial costs of investment in car parking should be compared against the economic investment in non-car parking transport infrastructure (refer to Table 4).

*Spatial and economic trade-off*




There is a spatial and economic trade-off when comparing a demand management and demand satisfaction approach to parking, particularly in activity centres where the economic potential and productivity of valuable land could be reduced with car parking. Cheap and convenient car parking also contributes to car-dominated centres as opposed to walkable, human scaled environments.

*Urban Heat*

As identified in Section 2.3, car parking can contribute to the urban heat island effect. A demand management approach minimises the construction of additional public car parking infrastructure, allowing for more environmentally sensitive developments to occur or the preservation of land in its natural state.




Table 4: Return on Investment for non-Car parking Infrastructure

|                                                                                   |                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | On average, every \$1 invested in walking interventions returns almost \$13 in benefits with decongestion, health and environment <sup>4</sup>                                         |
|  | For every \$1 invested in public transport, \$4–7 is generated in direct or related benefits <sup>5</sup>                                                                              |
|  | On average, every \$1 invested in cycling infrastructure returns almost \$5 to Queensland in community health, traffic decongestion and savings in car user cost benefits <sup>6</sup> |

3.1.2 Benefits of a Demand Management Approach

A demand management approach to parking in conjunction with greater investment in alternative transport modes could provide some of the benefits outlined in Figure 7 below.



If you invite more cars, you get more cars. If you make more streets better for cars you get more traffic. If you make more bicycle infrastructure you get more bicycles. If you invite people to walk more and use public spaces more, you get more life in the city. You get what you invite.

**Jan Gehl 'Designing Cities for People, Not Cars' Climate One**

Figure 7: Benefits of a Demand Management Approach to Parking

(Source: PSA, The Comms Team, Todd Litman)



4 Queensland Walking Strategy 2019–2029  
5 Role of public transport in delivering productivity outcomes – Chapter 2: The costs and benefits of private and public transport, Australian Parliament House, RRAT Committee, December 2014  
6 Changing gear: how we’re planning for active transport, Department of State Development, Infrastructure, Local Government and Planning 2022



3.1.3 Parking Pricing Guideline

A demand management approach to parking is based on the premise that existing parking supply is optimised. Priced parking is one of several parking management tools that can be used by council to appropriately manage parking demand.

The Parking Pricing Guideline (formerly the Parking Pricing Strategy) provides council with a framework that allows consistent and uniform responses for the implementation of priced parking and the management of time restrictions in Ipswich Central, Springfield Town Centre and activity centres experiencing parking pressures.

Successfully implemented and effectively priced parking regimes are widely acknowledged as delivering a range of broader benefits. These can include the following:

- Mode shift: priced parking influences mode choice, meaning residents who can access activity centres by walking, cycling or public transport will do so to avoid paying for parking
- Turnover and utilisation: priced parking supports efficient utilisation and encourages regular turnover to ensure sufficient parking availability at all times
- Equity: priced parking ensures that parking is available to those who require it most, including disabled parking and special needs parking
- Town centre amenity: priced parking contributes to vibrant town centres and the public realm by accommodating visitors and supporting kerbside activity
- Road network: priced parking reduces the amount of traffic on the local street network by discouraging short trips made by private vehicle where walking, cycling or public transport are viable options
- Fringe parking and walkability: priced parking encourages longer-term parkers to use less convenient spaces (i.e. off-street or fringe locations) to increase activity in city centre local streets
- Development: priced parking reduces the number of spaces needed to meet demand, reducing total parking costs and allowing more compact development
- Revenue: Priced parking revenue could be used to fund sustainable transport infrastructure and initiatives, or investment in streetscapes and the public realm.

Occupancy-based triggers have been developed to ensure that appropriate parking management actions can be implemented to respond to different parking environments (refer to Table 5).

The Parking Pricing Guideline also includes a mechanism to convert existing car parking spaces to other uses such as parklets/street patios, shade or landscaping, in line with the Kerbside User Priority Hierarchy (KUPH) for the particular parking precinct. Parking Precincts and KUPHs are further discussed in Section 3.2.2 and 3.2.3 of this report. The conversion of existing parking spaces depends on the average peak-period occupancy.

Table 5: Occupancy Based Triggers

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>For on-street public parking spaces, these ranges are:</b></p> <ul style="list-style-type: none"><li>▪ <b>&lt;65%:</b> Consider interventions which ease time restrictions or consider alternative uses for the kerbside space</li><li>▪ <b>65%-85%:</b> Maintain time restrictions and priced parking (if in operation)</li><li>▪ <b>&gt;85%:</b> Consider interventions which tighten time restrictions, introduce paid parking or increase the fee levels for priced parking.</li></ul>                                                                                     |
| <p><b>For off-street public parking spaces, the occupancy ranges are:</b></p> <ul style="list-style-type: none"><li>▪ <b>&lt;60%:</b> Consider interventions which ease time restrictions, reduce priced parking fee levels (if in operation) or consider alternative uses for parking spaces</li><li>▪ <b>60%-90%:</b> Maintain time restrictions and priced parking (if in operation)</li><li>▪ <b>&gt;90%:</b> Consider interventions which tighten time restrictions, introduce paid parking, or increase the fee levels for priced parking (if already in operation).</li></ul> |

The exact interventions employed depend on the parking precinct and the KUPH for that precinct. As such, there is a tangible link between the iGO PAP and the Parking Pricing Guideline. As the iGO PAP undergoes revision, it is essential to update the Parking Pricing Guideline.

3.2 KERBSIDE MANAGEMENT TO SUPPORT PLACE-BASED OUTCOMES

Parking and associated access areas on the kerbside consume considerable space. On-street parking modifies a street's aesthetic value, particularly from the lens of someone walking or riding a bike.

Streets are finite spaces with multiple competing demands. Trees and landscaping, wide footpaths and shared paths, on and off-road cycling infrastructure and public transport infrastructure are all elements of a desirable streetscape which are competing for space with parking. From this perspective, it is clear that all of these uses cannot be accommodated on a single street and that some uses must be prioritised more than others.

Kerbside management has a vital role to play in ensuring that the place function of streets is not compromised.

Outcomes from the stakeholder engagement activities showed that the value of place was highly regarded. Stakeholders generally held a higher value for places for people rather than vehicles. This aligns well with a Movement and Place approach.



### 3.2.1 Movement and Place

In the absence of an endorsed framework developed specifically for Queensland, the NSW Movement and Place Framework has been included as a case study. The NSW Movement and Place Framework brings together knowledge and experience from across State and Local Governments to create a body of expertise and community of practice.

Movement and Place is a multi-disciplinary, place-based approach to the planning, design, delivery and operation of transport networks. It recognises and seeks to optimise the network of public spaces formed by roads and streets and the spaces they adjoin and impact.

A 'place-based' approach to planning involves taking a collaborative, spatial, long-term approach to develop contextual responses that better meet the needs of local people and their environment. Place-based planning aims to build and support thriving communities through collaboration, partnering, shared design, shared stewardship and shared accountability.

Roads and streets are key public spaces for communities – places where people spend time and socialise – enabling activities that add vitality to neighbourhoods. Aligning movement and place in the design of roads and streets can give users of all ages and abilities better, safer and healthier travel options while creating appealing places where people want to live.

Movement and Place provides a cohesive approach to aligning:

- integrated and efficient **movement** of people and goods
- amenities and quality of **places**.

The existing Movement and Place Matrix contained within iGO is shown in Figure 8.



Ipswich Central

Figure 8: iGO Movement and Place Matrix

(Source: ICC)



The notion of Movement and Place is reflected in the development of the Kerbside User Priority Hierarchies for the different parking precincts outlined in Section 3.2.3 (page-over) and Appendix 2.

3.2.2 Parking Precincts

A parking precinct is a geographic area in which parking needs and demands are roughly similar. Parking precincts allow strategic decisions to be made regarding parking which are localised and relevant.

Parking precincts have been developed for Ipswich Central and Springfield Town Centre – refer to Appendix 1.

Parking precinct plans will also be developed for precincts within Ipswich Central and Springfield Town Centre, ensuring that place-based outcomes can be achieved amongst parking management objectives.

3.2.3 Kerbside User Priority Hierarchies

When different kerbside user groups are competing for the same parking spaces and demand exceeds supply, there becomes a saturation of parking facilities. There needs to be a recognition of different user priorities through the use of a Kerbside User Priority Hierarchy (KUPH).

A KUPH provides guidance for the allocation of kerbside space within a parking precinct, based on the parking user groups identified in Figure 9.

The objectives of a KUPH are to:

- uphold the safety and convenience of user groups
- encourage the use of alternative transport modes such as bus, train, walking and cycling
- promote equitable and transparent allocation of parking spaces across all user groups
- facilitate consistent decision-making regarding parking infrastructure.

Council will use the KUPHs to ground truth requests for alterations to kerbside allocation. Similarly, the KUPH will be used when allocating kerbside space in and around new developments within the identified parking precincts.

KUPHs for Ipswich Central and Springfield Town Centre are shown in Appendix 2.

A school specific KUPH has also been developed to support council with the operational nature of school precincts, particularly in residential areas – refer to Appendix 2.

Figure 9: Parking User Groups associated with the KUPHs





### 3.3 PARKING TECHNOLOGIES AND ENFORCEMENT

Parking management can be supported by advances in available technology and as identified in the iGO Intelligent Transport Systems Action Plan, council has an opportunity to modernise its parking management services by adopting smart parking solutions to:

- improve the customer experience
- enhance economic development and social interaction opportunities in activity centres
- provide more effective monitoring and compliance capabilities.

Efficient enforcement of parking spaces is critical for parking management. Enforcement allows for an understanding of the usage (in terms of both occupancy and duration of stay) of parking assets to be gained on a regular basis. In turn, this provides council with vital information that can be used to help efficiently plan future parking provisions.

New and emerging parking technologies go hand-in-hand with parking enforcement. Technology such as smart parking meters enable real-time tracking of parking utilisation and can provide an opportunity for council to undertake targeted enforcement measures in specific areas where over-staying is identified as being an issue.

### 3.4 PARKING EDUCATION

The iGO PAP has a role to play in demonstrating why the traditional 'Predict and Provide' approach to parking management is outdated and should be replaced by the more contemporary 'Demand Management' approach.

Behaviour change will occur when community sentiment shifts towards alternative transport modes and away from private vehicles. It is important to ensure that the community understands the trade-off that must occur between providing additional parking spaces or prioritising other kerbside uses.

Several factors have been identified that can influence travel behaviour including:

- the availability of viable and safe transport alternatives
- the perceived quality and safety of active transport routes and the destination as a place, including the accessibility of bicycle parking
- the distance required to travel to the destination.

Future parking provision demand needs to be managed by a combination of existing parking infrastructure and alternative transport modes, while also ensuring that alternative transport options or kerbside uses are not compromised.

Demonstrating that private vehicles should not be the default mode choice needs to start early on so that children are exposed to a wide variety of travel choices in their journey to school. This is reflected in the development of a specific Kerbside User Priority Hierarchy for schools.



Springfield Central



# ASPIRATIONS

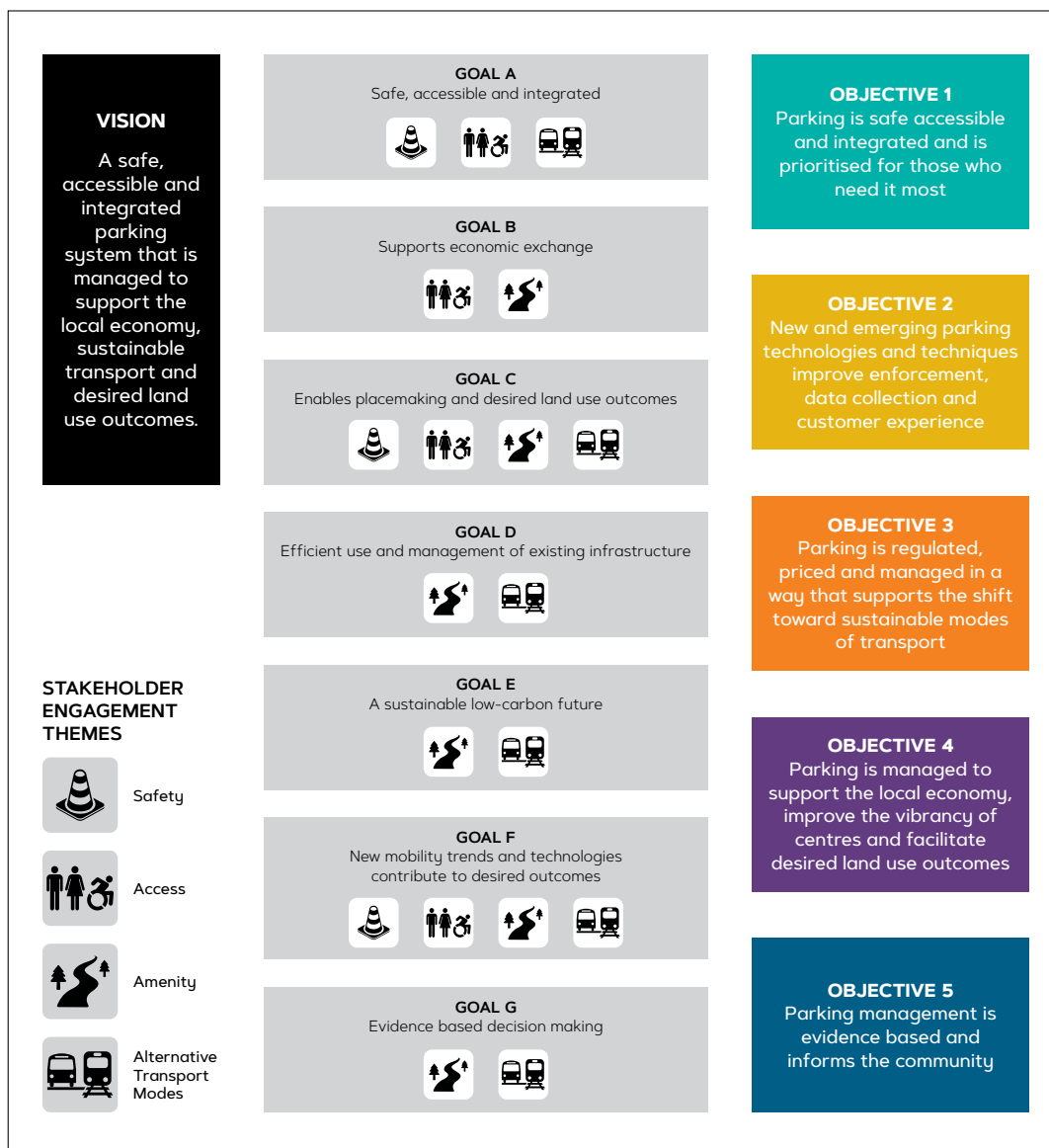


## 4 ASPIRATIONS

The vision, goals and objectives which underpin this iGO PAP are linked to the achievement of the broader iGO vision and objectives, stakeholder engagement themes, along with working towards the outcomes of council's iFuture Corporate Plan 2021–2026.

The vision, goals and objectives for the iGO PAP are shown in Figure 10.

Figure 10: iGO PAP Vision, Goals and Objectives





# DELIVERY

## 5 DELIVERY

| ACTION ID                                                                                                                             | ACTION                                                                                                                                                                                                                                                                                                                                                                                | TIMEFRAME |
|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>OBJECTIVE 1: Parking is safe, accessible and integrated and is prioritised for those who need it most</b>                          |                                                                                                                                                                                                                                                                                                                                                                                       |           |
| 1.1                                                                                                                                   | Manage the use of kerbside space within principal activity centres using the Kerbside User Priority Hierarchy.                                                                                                                                                                                                                                                                        | Ongoing   |
| 1.2                                                                                                                                   | Work with the Queensland Government to ensure that new schools and school expansions have an appropriate provision of off-street parking and loading facilities for operational functionality and are designed to the relevant standards.                                                                                                                                             | Ongoing   |
| 1.3                                                                                                                                   | Conduct an audit of on and off-street public PWD parking spaces within principal activity centres to determine their level of compliance, identify shortfalls and undertake remedial action where feasible and practical.                                                                                                                                                             | Short     |
| 1.4                                                                                                                                   | Ensure that all new and upgraded parking adheres to Crime Prevention Through Environmental Design (CPTED) principles and is compliant with relevant design standards.                                                                                                                                                                                                                 | Ongoing   |
| 1.5                                                                                                                                   | Work in partnership with the Queensland Government to improve the connectivity of on and off-street parking areas to the Ipswich Hospital in accordance with TMR's Ipswich Hospital Walking Network Plan.                                                                                                                                                                             | Ongoing   |
| <b>OBJECTIVE 2: New and emerging parking technologies and techniques improve enforcement, data collection and customer experience</b> |                                                                                                                                                                                                                                                                                                                                                                                       |           |
| 2.1                                                                                                                                   | Transition existing parking meters to a pay-by-plate and app-based system to improve customer experience and enforcement capabilities.                                                                                                                                                                                                                                                | Short     |
| 2.2                                                                                                                                   | Investigate opportunities to further improve parking enforcement and management within activity centres, data collection regimes and wayfinding using technology solutions.                                                                                                                                                                                                           | Short     |
| 2.3                                                                                                                                   | Investigate opportunities to transition council's existing metered parking to a cash-less system.                                                                                                                                                                                                                                                                                     | Medium    |
| 2.4                                                                                                                                   | Develop a business case for additional parking enforcement resources to ensure that parking is managed appropriately and considers the needs of the future.                                                                                                                                                                                                                           | Short     |
| <b>OBJECTIVE 3: Parking is regulated, priced and managed in a way that supports the shift towards sustainable modes of transport</b>  |                                                                                                                                                                                                                                                                                                                                                                                       |           |
| 3.1                                                                                                                                   | Commission an independent review of the Transport and Parking Code and Planning Scheme Policy within the Ipswich Planning Scheme. This review should consider the appropriateness of parking rates across all relevant modes, investigate the relevance and effectiveness of existing travel demand management measures and encourage the deployment and uptake of electric vehicles. | Short     |
| 3.2                                                                                                                                   | Investigate the opportunities and potential challenges of using parking revenue to fund sustainable transport and/or streetscape improvements in the areas in which they are collected.                                                                                                                                                                                               | Short     |
| 3.3                                                                                                                                   | Develop a travel plan template to assist schools with managing peak travel demands, parking pressures and road safety concerns.                                                                                                                                                                                                                                                       | Short     |

TIMEFRAME: **Short** (within 5 years) **Medium** (5 to 10 years) **Ongoing** (underway and continuing)

Item 4 / Minutes Attachment 3

| ACTION ID                                                                                                                                     | ACTION                                                                                                                                                                                                                                                                        | TIMEFRAME |
|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 3.4                                                                                                                                           | Support and encourage major city employers to develop sustainable workplace travel plans to reduce staff parking demand.                                                                                                                                                      | Ongoing   |
| 3.5                                                                                                                                           | Investigate opportunities to provide safe and convenient motorcycle parking within principal activity centres in accordance with the Kerbside User Priority Hierarchy.                                                                                                        | Short     |
| 3.6                                                                                                                                           | Review parking prices in the Fees and Charges Schedule and initiate changes based on the parking management framework within the Parking Pricing Guideline.                                                                                                                   | Ongoing   |
| 3.7                                                                                                                                           | Review local laws to enable commercial operations within the road reserve for electric vehicle charging bays, micromobility parking and car-sharing spaces.                                                                                                                   | Short     |
| 3.8                                                                                                                                           | Support and enable sustainable start and end-of-journey connectivity and mobility options (e.g. micromobility) for commuters parking at peripheral car parking areas within activity centres.                                                                                 | Ongoing   |
| 3.9                                                                                                                                           | Investigate the feasibility to implement an Ipswich Central shuttle bus service to assist with mobility to key landmarks and peripheral parking areas.                                                                                                                        | Medium    |
| <b>OBJECTIVE 4: Parking is managed to support the local economy, improve the vibrancy of centres and facilitate desired land use outcomes</b> |                                                                                                                                                                                                                                                                               |           |
| 4.1                                                                                                                                           | Prepare and implement precinct plans/parking management plans for the following parking precincts in Ipswich Central: <ul style="list-style-type: none"> <li>Top of Town and Centre Core</li> <li>Medical</li> <li>Education</li> <li>Others (if demand warrants).</li> </ul> | Short     |
| 4.2                                                                                                                                           | Prepare and implement precinct plans/parking management plans for the following parking precincts in Springfield Town Centre <ul style="list-style-type: none"> <li>Mater</li> <li>Parkside</li> <li>Others (if demand warrants).</li> </ul>                                  | Medium    |
| 4.3                                                                                                                                           | Identify opportunities to repurpose underutilised on-street car parking spaces at strategic locations across activity centres for the purpose of street planting and parklets to improve streetscape amenities and facilitate economic exchange.                              | Short     |
| 4.4                                                                                                                                           | Review the utilisation of loading zones in centres to ensure the number and size of bays as well as time limitation reflects the needs of users.                                                                                                                              | Short     |
| 4.5                                                                                                                                           | Investigate opportunities to provide additional shade/canopy cover in activity centres between peripheral parking areas and key landmarks as part of council's Urban Greening Plan.                                                                                           | Short     |
| 4.6                                                                                                                                           | Investigate the potential for flexible kerbside allocation which can respond to different demands in different time periods.                                                                                                                                                  | Short     |

TIMEFRAME: **Short** (within 5 years) **Medium** (5 to 10 years) **Ongoing** (underway and continuing)

Item 4 / Minutes Attachment 3



| ACTION ID                                                                    | ACTION                                                                                                                                                                                        | TIMEFRAME |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| OBJECTIVE 5: Parking management is evidenced based and informs the community |                                                                                                                                                                                               |           |
| 5.1                                                                          | Undertake parking management interventions (changes to pricing and time restrictions) based on recommendations from the Parking Pricing Guideline.                                            | Ongoing   |
| 5.2                                                                          | Undertake a review of the Parking Pricing Guideline ensuring that it remains contemporary and fit-for-purpose.                                                                                | Short     |
| 5.3                                                                          | Monitor parking operations in areas outside of principal activity centres with high parking demand and implement regulated parking measures as needed.                                        | Ongoing   |
| 5.4                                                                          | Continue to provide timely information to the community regarding any changes to parking restrictions.                                                                                        | Ongoing   |
| 5.5                                                                          | Undertake an education campaign with the community to explain the benefits of moving away from a 'predict and provide' approach and towards a 'demand management' approach to parking supply. | Ongoing   |
| 5.6                                                                          | Regularly update council's Parking Guide (publicly available on council's website) and associated mapping to capture parking management changes within activity centres.                      | Ongoing   |
| 5.7                                                                          | Amend the local laws as required using an evidence-based approach to update traffic areas and off-street regulated parking areas.                                                             | Ongoing   |

TIMEFRAME: **Short** (within 5 years) **Medium** (5 to 10 years) **Ongoing** (underway and continuing)

## 5.1 MONITORING AND REVIEW

The iGO PAP will be reviewed every 5-10 years to ensure that emerging parking issues are captured and addressed in on-going action delivery.

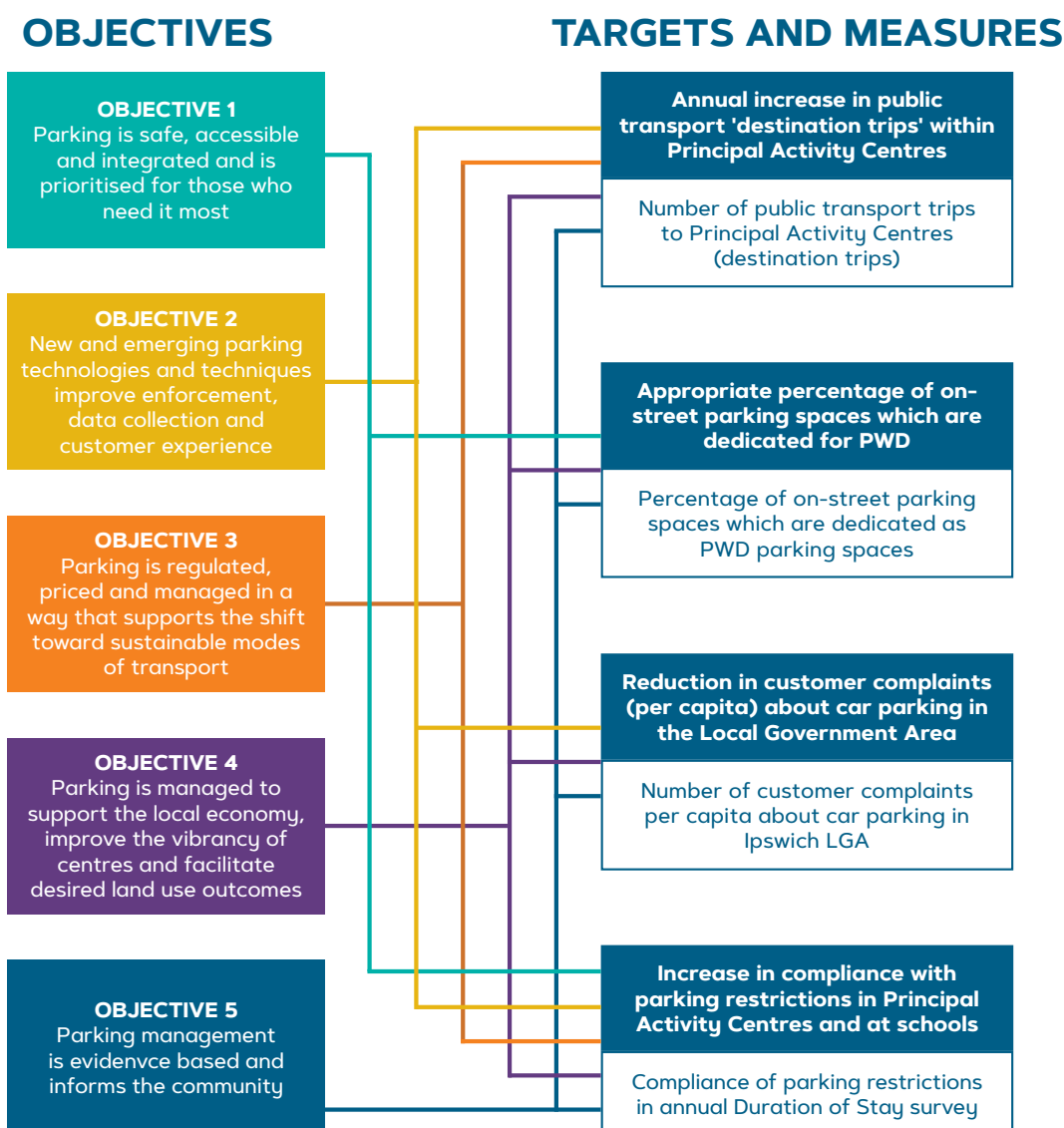
To monitor the progress of the implementation of the actions, several targets have been devised. Each

target links back directly to an objective and has been developed to be easily measurable on a cyclical basis. Where possible, the measures have been taken and/or calculated from readily available data already collected by council.

Figure 11 outlines each target identified and the associated measures used to evaluate the objectives.

Figure 11: Targets and Measures

(Source: PSA)







# APPENDICES



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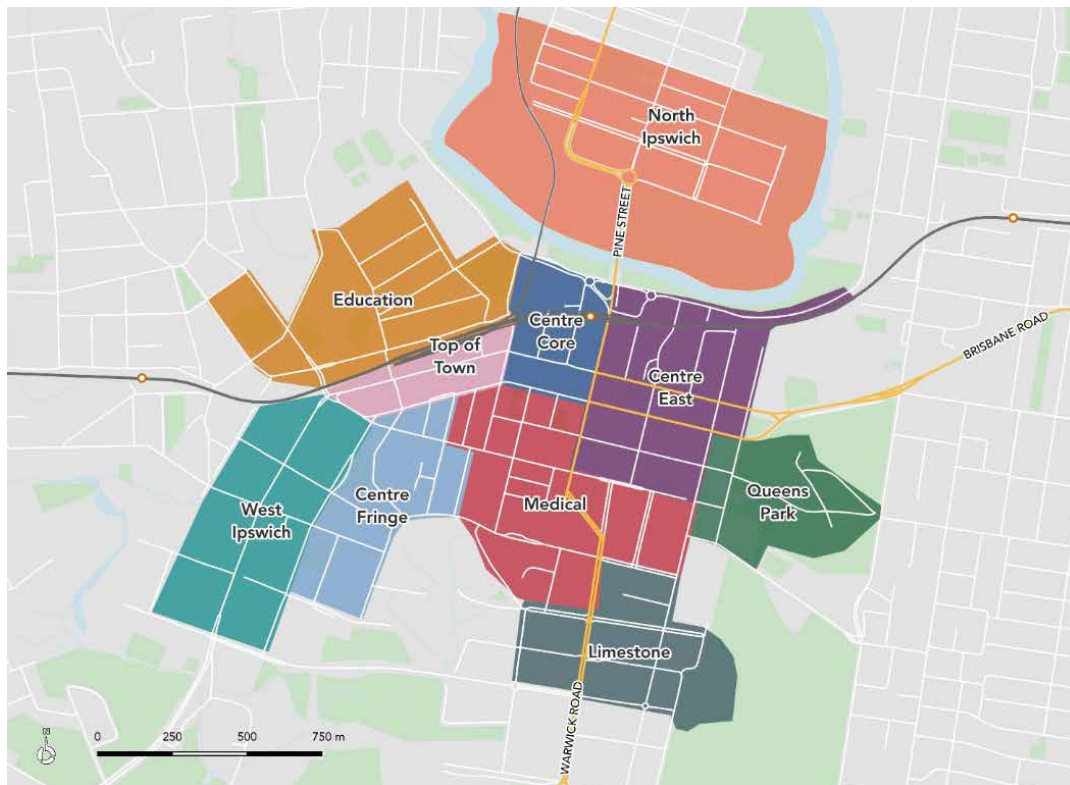
## APPENDICES

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### APPENDIX 1 – PARKING PRECINCTS

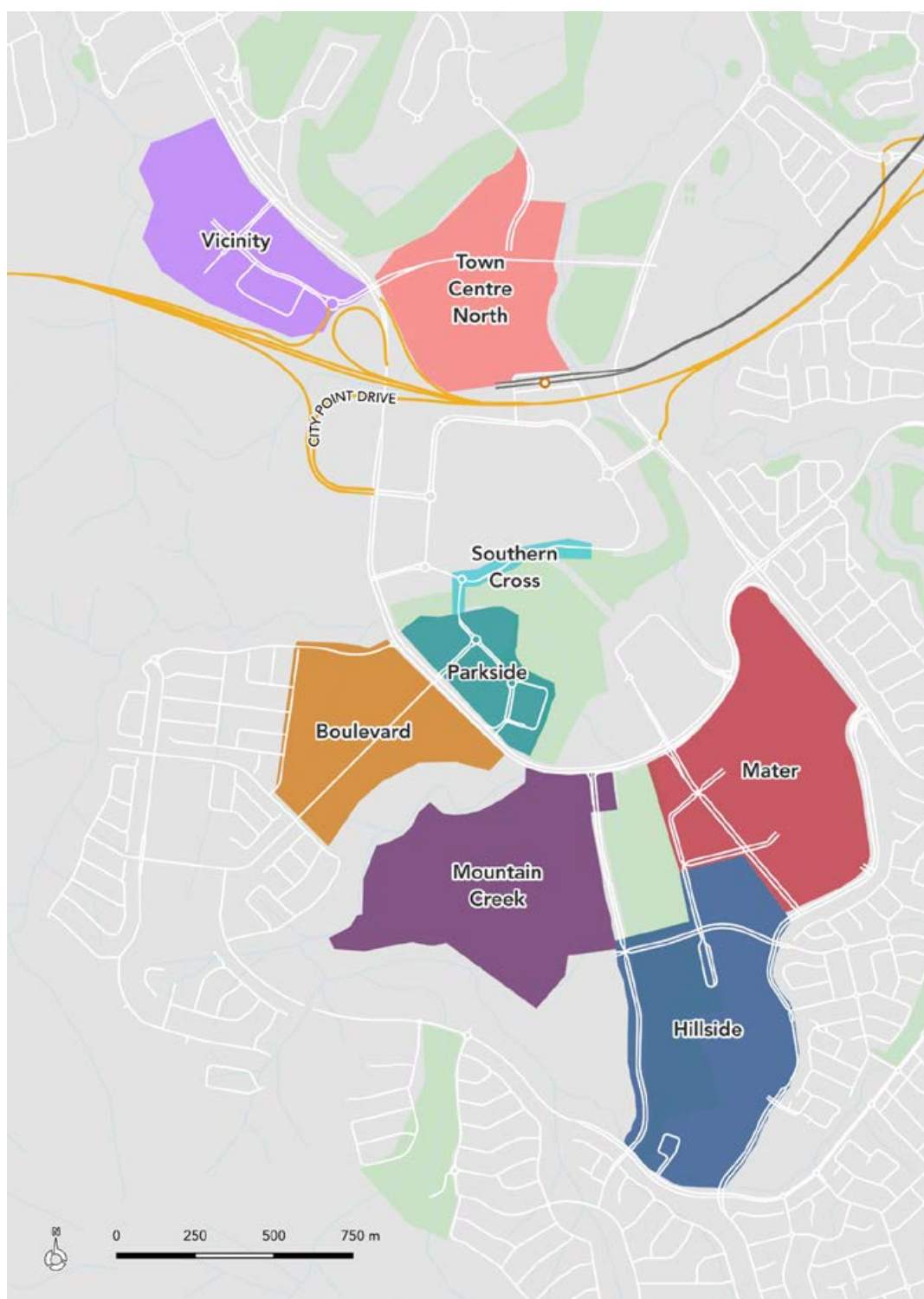
#### Ipswich Central Parking Precincts

(Source: ICC, PSA)



### Springfield Town Centre Parking Precincts

(Source: ICC, PSA)



## APPENDIX 2 – KERBSIDE USER PRIORITY HIERARCHIES (KUPH)

### Ipswich Central Kerbside User Priority Hierarchy

(Source: ICC, PSA)

| PRIORITY                     | CENTRE CORE | CENTRE EAST | MEDICAL | CENTRE FRINGE | WEST IPSWICH | TOP OF TOWN | EDUCATION | NORTH IPSWICH | QUEENS PARK | LIMESTONE |
|------------------------------|-------------|-------------|---------|---------------|--------------|-------------|-----------|---------------|-------------|-----------|
| HIGHEST                      |             |             |         |               |              |             |           |               |             |           |
|                              |             |             |         |               |              |             |           |               |             |           |
|                              |             |             |         |               |              |             |           |               |             |           |
|                              |             |             |         |               |              |             |           |               |             |           |
|                              |             |             |         |               |              |             |           |               |             |           |
|                              |             |             |         |               |              |             |           |               |             |           |
|                              |             |             |         |               |              |             |           |               |             |           |
|                              |             |             |         |               |              |             |           |               |             |           |
|                              |             |             |         |               |              |             |           |               |             |           |
|                              |             |             |         |               |              |             |           |               |             |           |
| LOWEST                       |             |             |         |               |              |             |           |               |             |           |
|                              |             |             |         |               |              |             |           |               |             |           |
| NOT PERMITTED/<br>APPLICABLE |             |             |         |               |              |             |           |               |             |           |
|                              |             |             |         |               |              |             |           |               |             |           |
|                              |             |             |         |               |              |             |           |               |             |           |

| KEY |                                                 |
|-----|-------------------------------------------------|
|     | Motorcycles and Scooters                        |
|     | Public Transport                                |
|     | Loading Goods                                   |
|     | Disability Permit Holders                       |
|     | Cyclists                                        |
|     | Loading Passengers                              |
|     | Short to Medium Stay Parking (<4 hours)         |
|     | Long Stay Parking (>4 hours)                    |
|     | Residents                                       |
|     | Park 'n' Ride                                   |
|     | Micromobility (including charging capabilities) |
|     | Electric Vehicle Parking and Charging           |
|     | Parklets / Street Patios                        |

Item 4 / Minutes Attachment 3

Springfield Town Centre Kerbside User Priority Hierarchy

(Source: ICC, PSA)








| PRIORITY                     | TOWN CENTRE NORTH | SOUTHERN CROSS | MATER | HILL SIDE | PARKSIDE | BOULEVARD | VICINITY | MOUNTAIN CREEK |
|------------------------------|-------------------|----------------|-------|-----------|----------|-----------|----------|----------------|
| HIGHEST                      |                   |                |       |           |          |           |          |                |
|                              |                   |                |       |           |          |           |          |                |
|                              |                   |                |       |           |          |           |          |                |
|                              |                   |                |       |           |          |           |          |                |
|                              |                   |                |       |           |          |           |          |                |
|                              |                   |                |       |           |          |           |          |                |
|                              |                   |                |       |           |          |           |          |                |
|                              |                   |                |       |           |          |           |          |                |
|                              |                   |                |       |           |          |           |          |                |
|                              |                   |                |       |           |          |           |          |                |
| LOWEST                       |                   |                |       |           |          |           |          |                |
| NOT PERMITTED/<br>APPLICABLE |                   |                |       |           |          |           |          |                |
|                              |                   |                |       |           |          |           |          |                |
|                              |                   |                |       |           |          |           |          |                |
|                              |                   |                |       |           |          |           |          |                |

KEY











- Motorcycles and Scooters
- Public Transport
- Loading Goods
- Disability Permit Holders
- Cyclists
- Loading Passengers
- Short to Medium Stay Parking (<4 hours)
- Long Stay Parking (>4 hours)
- Residents
- Park 'n' Ride
- Micromobility (including charging capabilities)
- Electric Vehicle Parking and Charging
- Parklets / Street Patios

School Specific Kerbside User  
Priority Hierarchy

(Source: PSA, ICC)

| PRIORITY                     | SCHOOLS                                                                             |
|------------------------------|-------------------------------------------------------------------------------------|
| HIGHEST                      |    |
|                              |    |
|                              |    |
|                              |    |
|                              |    |
|                              |    |
|                              |    |
|                              |  |
|                              |  |
|                              |  |
| LOWEST                       |  |
|                              |  |
|                              |  |
| NOT PERMITTED/<br>APPLICABLE |  |
|                              |  |
|                              |  |

KEY

-  Motorcycles and Scooters
-  Public Transport
-  Loading Goods
-  Disability Permit Holders
-  Cyclists
-  Loading Passengers
-  Short to Medium Stay Parking (<4 hours)
-  Long Stay Parking (>4 hours)
-  Residents
-  Park 'n' Ride
-  Micromobility (including charging capabilities)
-  Electric Vehicle Parking and Charging
-  Parklets / Street Patios

A school specific KUPH has also been developed specifically for schools, to assist with some of the unique challenges that school precincts encounter.

The school specific KUPH is to be used citywide. Where there is conflicting detail between the school specific KUPH and the Ipswich Central and Springfield Town Centre KUPHs, the relevant activity centre KUPH is to be used.





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# Part A - Community Engagement Report

## iGO Parking Strategy and Action Plan

Date: July 2023

Branch: Infrastructure Strategy

Department: Asset and Infrastructure Services



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## 1 Executive Summary

The iGO Parking Strategy and Action Plan (PSAP) is currently being developed.

PSA Consulting has been engaged by Ipswich City Council (ICC) to prepare a PSAP for the Ipswich Local Government Area (LGA), aligning with and building upon the strategic direction outlined within *iGO – City of Ipswich Transport Plan* (iGO).

Stakeholder engagement for this project has been segmented into two parts and will be undertaken in parallel with technical project activities from July 2022 to late 2023. This report provides a summary of the overall engagement process, outlines the objectives of the engagement and the results obtained.

Engagement on the PSAP occurred through a range of formats including technical workshops, one-on-one meetings, and wider public consultation through the Ipswich Community Panel and Council's 'Shape your Ipswich' online platform.

Of note, Council is undertaking a major review of iGO concurrently with the PSAP project. Consequently, there was an element of caution embedded into the engagement planning and when engaging with the community and external stakeholders for the PSAP project as there was a high risk of stakeholder and engagement fatigue.

As a result, rather than engaging with an exhaustive list of stakeholders directly as part of the PSAP project, parking insights were also obtained through the iGO Major Review project and from an engagement piece conducted between December 2019 and February 2020 for the *City of Ipswich Parking Pricing Strategy* project.

The outcomes of the stakeholder engagement identified common themes present across the stakeholders that were engaged. These were:

- Safety
- Access
- Amenity
- Alternative transport modes

The themes and stakeholder insights identified in this report will help inform the development of the PSAP and will be used in addition to existing parking policies within iGO. The PSAP will also need to align with the new transport policy setting identified under an updated iGO which is planned to be released in mid-2024.



## 2 Background

### 2.1 PSAP Project Overview

Parking is one of the biggest challenges facing local governments like Ipswich City Council (ICC). The impacts of population growth, increased traffic and congestion, and the associated demands on transport infrastructure (including parking) can often require significant attention, resources, and investment.

PSA Consulting (PSA) has been engaged by ICC to prepare a PSAP for the Ipswich LGA, aligning with and building upon the strategic direction for parking management outlined within *iGO – City of Ipswich Transport Plan* (iGO).

The following project objectives have been identified for the PSAP:

- Predict future parking requirements across the LGA, understand the policy framework for parking in Ipswich and gather best practice principles for implementation through research and consultation with community and key stakeholders.
- Develop the vision, goals and objectives to guide parking actions and initiatives within the iGO policy framework.
- Develop the actions and initiatives that will achieve the vision, goals and objectives for parking in Ipswich, and develop an evaluation framework and implementation plan outlining key responsibilities and timeframes.

The project is being delivered across five (5) different stages, with community engagement occurring across the 'Background and Context' and 'Finalisation' stages of the project (Figure 1 below).

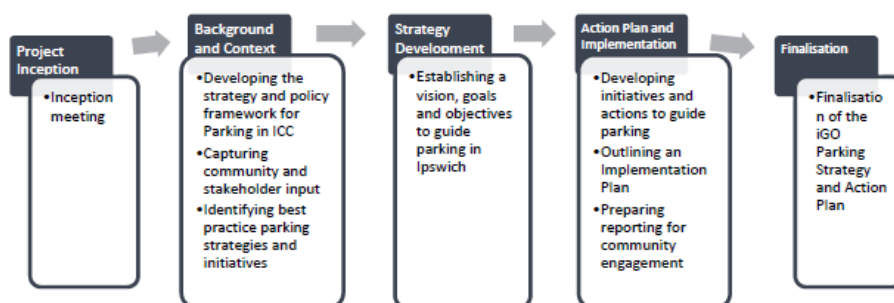


Figure 1: PSAP Project Stages

### 2.2 Current Parking Policy Hierarchy

The parking policy hierarchy for ICC is outlined in Figure 2 (page-over).

The City of Ipswich Transport Plan (branded as 'iGO') is Council's masterplan for Ipswich's transport future. Adopted in 2016, iGO outlines Council's aspirations to advance the city's transport system to accommodate a future population of 435,000 people. Key parking policy focuses within iGO include:



embracing new technologies to improve parking efficiency, managing parking to support economic vitality and sustainable transport use and promoting the benefits of a parking culture based on demand management rather than demand satisfaction.

Council has an existing *Ipswich City Council Parking Strategy* for the Ipswich City Centre (adopted by Council in 2011), which introduced parking precincts for Ipswich Central and remains in use today. Although the 2011 Strategy was not a citywide strategy, it introduced policies supporting travel demand management in Ipswich Central and the use of parking management as a tool to support the uptake of sustainable transport modes. It is intended that the current PSAP project will replace this document, extending the parking strategy to apply to all Principal Activity Centres and key land uses within the Ipswich LGA.

In 2020, Council adopted the *City of Ipswich Parking Pricing Strategy*. The Parking Pricing Strategy and associated implementation guideline has been developed as an operational tool for parking management within the City of Ipswich, providing a transparent methodology on how parking time restrictions and pricing is implemented.



Figure 2: Parking Policy Hierarchy (with PSAP)

#### 2.21 Review of iGO – City of Ipswich Transport Plan

A project to review iGO – City of Ipswich Transport Plan (iGO Major Review) is running concurrent to the PSAP project as identified in Figure 2 above. The anticipated outcome of the review will be the release of an updated version of iGO in 2024, following a series of technical investigations and consultations with key stakeholders and the community from 2022 to 2024.

The PSAP will need to align with the existing parking policies within iGO, but will also need to align with the new transport policy setting identified under an updated iGO.



### 3 Why we engaged

#### 3.1 Engagement Purpose

The purpose of engagement for this project was to garner community and stakeholder insights about parking issues and opportunities across the Ipswich LGA and build support and stewardship for the final action plan. These insights were also gathered to inform and influence the relevant working papers being produced by PSA Consultants.

#### 3.2 Engagement Objectives

Engagement undertaken for the PSAP project aimed to:

- Build community and stakeholder awareness and understanding of the ‘big picture’ surrounding parking, including iGO’s strategic objectives and what sustainable parking planning and delivery looks like.
- Identify areas of parking concern / challenges in the city, and other issues related to parking.
- Better understand community desires and improvements that could be made to ease parking issues.
- Build community trust and confidence in council’s decision-making abilities for sustainable transport planning and delivery.

### 4 Key Stakeholders

#### 4.1 Internal stakeholders

A Technical Working Group (TWG) was established for the PSAP project involving subject matter experts across the following Council departments (Table 1 below):

Table 1: Diversity of Technical Working Group

| Department                                   | Branch/s                                                              | Interest                                                       |
|----------------------------------------------|-----------------------------------------------------------------------|----------------------------------------------------------------|
| Asset and Infrastructure Services            | Infrastructure Strategy                                               | Transport Strategy<br>Traffic Operations<br>Parking Technology |
| Community, Cultural and Economic Development | Economic and Community Development<br>Community and Cultural Services | Ipswich Central<br>Place-making<br>Physical activity           |
| Environment and Sustainability               | Environment and Sustainability                                        | Sustainable transport                                          |



|                                  |             |                                  |
|----------------------------------|-------------|----------------------------------|
| Planning and Regulatory Services | City Design | Transport / Land-use integration |
|                                  | Compliance  | Parking compliance / local laws  |

Two (2) Councillor Workshops have been proposed for Stage 3 (Strategy Development) and Stage 5 (Finalisation) of the PSAP project.

#### 4.2 External stakeholders

There were several external stakeholders identified as either having a role and/or an interest in the PSAP (Table 2 below). Due to the iGO Major Review project running concurrently with the PSAP project, there were some external stakeholders that were not engaged directly as part of the PSAP project, but indirectly through the iGO Major Review project. This was a decision made to avoid engagement fatigue and to avoid duplicating feedback.

Table 2: Engagement on Parking (by external stakeholder)

| Stakeholder                             | Direct engagement through the PSAP Project | Indirect engagement on parking through the iGO Major Review Project        | Indirect engagement through the Parking Pricing Strategy (2020) |
|-----------------------------------------|--------------------------------------------|----------------------------------------------------------------------------|-----------------------------------------------------------------|
| Ipswich Community                       | Engagement through SYI                     | 353 respondents (through SYI and 1 <sup>st</sup> round of pop-up sessions) | 295 respondents (through SYI)                                   |
| West Moreton Health                     |                                            |                                                                            |                                                                 |
| Ramsay Health Care                      |                                            |                                                                            |                                                                 |
| Ipswich Community Panel                 |                                            |                                                                            |                                                                 |
| Greater Springfield Chamber of Commerce |                                            |                                                                            |                                                                 |
| Ipswich Chamber of Commerce             |                                            |                                                                            |                                                                 |
| Queensland Disability Network           |                                            |                                                                            |                                                                 |
| Queensland Motorcycle Council           |                                            |                                                                            |                                                                 |
| Murri Interagency                       |                                            |                                                                            |                                                                 |
| University of Southern Queensland       |                                            |                                                                            |                                                                 |
| TAFE Queensland                         |                                            |                                                                            |                                                                 |

Direct Engagement

Indirect Engagement





#### 4.21 Ipswich Community Panel

The Ipswich Community Panel (ICP) pre-registered via the SYI website and were asked to share their inputs about parking issues, opportunities, and challenges across the LGA. This group has interest in potentially all modes of land transport, parking/traffic complaints, daily transport needs and experiences.

#### 4.22 Community engagement (via Shape Your Ipswich)

Shape Your Ipswich (SYI) is Council's online community engagement platform where residents are given the opportunity to have their say on Council projects, initiatives, and new ideas. The 'iGO Parking Strategy and Action Plan' SYI page utilised the platform to engage with the community on the project.

#### 4.3 Government and Non-Government Stakeholders

A number of Government and Non-Government Stakeholders were identified as having an interest in the PSAP. West Moreton Health was Council's sole Queensland Government representative, as it is the largest employer across the LGA, with a large presence in both Ipswich Central and Springfield Central. Other commercial, educational (USQ, TAFE Queensland) and industry bodies were also engaged both directly as part of the PSAP or indirectly through the iGO Major Review project on parking matters.

## 5 Engagement Methodology

As previously identified in Table 2, ICC has relied on both direct and indirect stakeholder feedback to inform the development of the PSAP. This approach was taken given the extensive engagement undertaken and planned for the iGO Major Review project (running concurrent to the PSAP) as well as utilising the valuable feedback collected between December 2019 & February 2020 as part of the *City of Ipswich Parking Pricing Strategy* engagement piece.

### 5.1 Direct Engagement

Direct engagement for the PSAP project involved in-person stakeholder meetings with businesses in Ipswich Central and Springfield Central, on-line Teams meetings with both government and non-government 'health' stakeholders and a workshop with the ICP.

The ICP workshop centred around the following topics:

- Current parking issues and opportunities
- Considerations for ICC when developing a citywide parking vision, goals, and objectives
- Potential initiatives and parking actions



Figure 3: Engagement with the Ipswich Community Panel

A SYI campaign was also held between August and November 2022 during the 'Background and Context' project stage. This campaign received 446 visitations to the SYI page and a total of 30 contributions. Online engagement was centred around the following themes:

- Current parking issues and opportunities (via a social map)
- Creating places for people
- Sustainable parking management

It is envisioned that a second SYI campaign will be run in August 2023 to obtain community feedback on a draft PSAP.

## 5.2 Indirect Engagement

Indirect engagement for the PSAP consisted of various engagement pieces from the iGO Major Review project and the *City of Ipswich Parking Pricing Strategy* project.

### 5.21 iGO Major Review

A community engagement campaign (utilising ICC's SYI platform) was held between December 2022 and March 2023.



In addition to SYI, ten 'Talk to a Transport Planner' Pop-Up Stalls were also held for the iGO Major Review project at the following locations:

- Ripley Markets – 10 December 2022;
- Rosewood Christmas Festival – 16 December 2022;
- Nicholas Street Christmas Markets – 17 December 2022;
- Karalee Shopping Centre – 14 January 2023;
- Springfield Lake Village – 17 January 2023;
- Yamanto Central Shopping Centre – 19 January 2023;
- Redbank Community Centre – 2 February 2023 (in-person meeting format);
- USQ Ipswich Campus Market Day - 20 February 2023;
- USQ Springfield Campus Market Day - 21 February 2023; and
- Murri Interagency - 7 March 2023 (in-person meeting format)

Each session was staffed by at least one member of the ICC Transport and Traffic Team, and one member of the ICC Community Engagement Team. The key goal of these activities was to gather quick responses to issues (including parking), allow residents the opportunity to directly discuss their transport experience with Council officers, and direct more respondents to the iGO Major Review SYI webpage.

Between the iGO Major Review SYI campaign and the community pop-ups, there were a total of 353 contributions. A summary report on the feedback received for 'Parking' from SYI has been attached in Appendix A.

Parking related matters were also discussed at meetings with the Queensland Disability Network and Queensland Motorcycle Council.

#### 5.22 City of Ipswich Parking Pricing Strategy

A SYI campaign was held between December 2019 and February 2020 for the *City of Ipswich Parking Pricing Strategy project*. This campaign received a total of 295 contributions across the following topics:

- Parking policy and parking management
- Pricing and hypothecation of parking revenue
- Parking payment systems
- Smart parking technology
- Alternative transport modes

SYI questionnaire results from the *City of Ipswich Parking Pricing Strategy project* has been attached in Appendix B.



Table 3 (below) includes a summary of the direct engagement activities undertaken or planned to be undertaken in the future as part of the PSAP project as well as the indirect engagement activities used to inform the PSAP.

Table 3: Engagement activities (by stakeholder)

| CONSULTATION ACTIVITY                           | DATE/S                                                            | METHOD OF CONSULTATION                                                                                                                       | ATTENDEES                                                                                                                                                                                                                                        |
|-------------------------------------------------|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Direct engagement as part of PSAP               |                                                                   |                                                                                                                                              |                                                                                                                                                                                                                                                  |
| Shape Your Ipswich (PSAP Project)               | Phase 1: August - November 2022<br>Phase 2: August 2023 (planned) | Online engagement and survey platform<br>Social media adverts                                                                                | Community members                                                                                                                                                                                                                                |
| Ipswich Community Panel Workshop                | September 2022                                                    | In-person workshop, with opportunities for attendees to provide direct input through sharing thoughts and ideas in guided "break-out" groups | Members of the PSA and ICC Project Team<br>Members of the Ipswich Community Panel                                                                                                                                                                |
| Stakeholder meeting with Hospitals              | July 2022                                                         | Online Teams meeting                                                                                                                         | Members of the PSA and ICC Project Team<br>Representatives from West Moreton Health<br>Representatives from Ramsay Health Care                                                                                                                   |
| Stakeholder meeting with Springfield Businesses | August 2022                                                       | In-person meeting                                                                                                                            | Members of the Project Team<br>Representatives from the University of Southern Queensland<br>Representatives from the Mater Hospital<br>Representatives from TAFE Queensland<br>Representatives from the Greater Springfield Chamber of Commerce |

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| CONSULTATION ACTIVITY                                                              | DATE/S                              | METHOD OF CONSULTATION                                                           | ATTENDEES                                                                                                                    |
|------------------------------------------------------------------------------------|-------------------------------------|----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Stakeholder meeting with Ipswich Businesses                                        | August 2022                         | In-person meeting                                                                | Members of the Project Team<br>Representatives from the Ipswich Chamber of Commerce<br>Local businesses owners and operators |
| Indirect engagement as part of the iGO Major Review Project                        |                                     |                                                                                  |                                                                                                                              |
| Shape Your Ipswich (iGO Major Review Project)                                      | Phase 1: December 2022 – March 2023 | Online engagement and survey platform<br>Social media adverts                    | Community members                                                                                                            |
| iGO Review Community Pop-ups                                                       | Phase 1: December 2022 – March 2023 | In-person pop-up sessions (10 in total for phase 1) across all Council divisions | Members of iGO Major Review Project Team<br>Community members                                                                |
| Queensland Motorcycle Council                                                      | January 2023                        | Online Teams meeting                                                             | Members of iGO Major Review Project Team<br>QMC President                                                                    |
| Queensland Disability Network                                                      | February 2023                       | Online Teams meeting                                                             | Members of iGO Major Review Project Team<br>Members of the Queensland Disability Network                                     |
| Murri Interagency                                                                  | March 2023                          | In-person meeting                                                                | Members of iGO Major Review Project Team<br>Members of the Murri Interagency                                                 |
| Indirect engagement as part of the City of Ipswich Parking Pricing Strategy (2020) |                                     |                                                                                  |                                                                                                                              |
| Shape Your Ipswich (Parking Pricing Strategy project)                              | December 2019-February 2020         | Online engagement and survey platform                                            | Community members                                                                                                            |



## 6 Engagement Outcomes

The outcomes of the community engagement were reviewed to identify common themes present across the stakeholders that were engaged. The following themes were identified:

- **Safety** – user safety associated with the design of parking spaces and access to parking areas
- **Access** – the right type of parking / kerbside use is located where it needs to be.
- **Amenity** – the conflict between places for people and places for vehicles.
- **Alternative transport modes** – the balance between providing adequate parking supply for businesses, commuters, and visitors, but also supporting legitimate alternatives to private vehicles.

A summary of feedback from external stakeholders can be found in Table 4 (below).

Table 4: Feedback summary (by Stakeholder)

| STAKEHOLDER/FORUM                | FEEDBACK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Theme: Safety</b>             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Shape Your Ipswich (PSAP)</b> | <ul style="list-style-type: none"><li>• Road safety should be a priority of Council</li><li>• Provision of adequate and safe parking is a necessity for healthcare staff</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>West Moreton Health</b>       | <ul style="list-style-type: none"><li>• Safety for shift workers remains an issue at the Ipswich Hospital</li><li>• Personal security – vehicle vandalism is a problem around the Medical Precinct</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Ipswich Community Panel</b>   | <ul style="list-style-type: none"><li>• Safety was a core theme raised by the ICP</li><li>• A significant reason why people are driving to, and parking in Ipswich Central is due to the real or perceived dangers of walking on Ipswich Central streets</li><li>• Safety issues associated with parking areas in Ipswich Central connected by uneven and poorly maintained footpaths – of particular concern for people with disabilities</li><li>• Lower speed limits in activity centres to improve pedestrian environment</li><li>• Better street lighting required across Ipswich Central for night parking</li></ul> |
| <b>Ipswich Businesses</b>        | <ul style="list-style-type: none"><li>• CPTED issues in many parts of Ipswich Central (i.e. Bell Street); acknowledging that more residential uses could reduce safety concerns</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                  |



| STAKEHOLDER/FORUM                                                    | FEEDBACK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Theme: Access</b>                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Shape Your Ipswich (PSAP)</b>                                     | <ul style="list-style-type: none"> <li>• Parking at Ipswich hospitals and schools is challenging, particularly during peak periods</li> <li>• There is the general expectation that Council should be providing more parking for commuters and visitors in activity centres; there is a perceived lack of parking within Ipswich Central</li> <li>• Lack of PWD parking bays at recreational parks and outside hospitals</li> <li>• More consideration in parking design for users with prams</li> </ul>                                                                                                                                         |
| <b>Shape Your Ipswich &amp; Community Pop-ups (iGO Major Review)</b> | <ul style="list-style-type: none"> <li>• Parking within activity centres was considered the <b>5<sup>th</sup> biggest transport challenge</b> according to 353 respondents (below public transport affordability, quality, and reliability, rising cost of using a vehicle, road congestion and disconnected active transport networks)</li> <li>• School drop off, pick up and parking remains an issue across the city</li> <li>• A lack of PWD parking bays across the city and parking availability around hospitals were identified challenges</li> </ul>                                                                                   |
| <b>Shape Your Ipswich (Parking Pricing Strategy – 2020)</b>          | <ul style="list-style-type: none"> <li>• Out of 295 respondents from the SYI survey, 84% strongly agreed/ or agreed that parking should be accessible to those that need it the most</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Ipswich Businesses</b>                                            | <ul style="list-style-type: none"> <li>• Parking supply is not sufficient for staff and customers in the Legal and Government parking precinct – contrary to Council's parking survey</li> <li>• There is the general expectation that Council should be providing more parking for commuters and visitors in Ipswich Central</li> </ul>                                                                                                                                                                                                                                                                                                         |
| <b>Springfield Businesses</b>                                        | <ul style="list-style-type: none"> <li>• Weekend parking at the sporting grounds in Springfield Central could be challenging in the future, particularly with Stage 2 of Mater being constructed as it will be competing with sports parking on weekends</li> <li>• New development at Technology Drive (Vicinity Precinct) may exacerbate current parking problems during the day and truck parking at night</li> <li>• Parking (pick up and drop off) at schools in Springfield Central is challenging, particularly during peak periods, and likely to worsen with potential planned vertical high school and vertical TAFE campus</li> </ul> |



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| STAKEHOLDER/FORUM             | FEEDBACK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ipswich Community Panel       | <ul style="list-style-type: none"> <li>• More information should be available to the public about parking options within activity centres (i.e. 3 free hours at Nicholas Street carpark)</li> <li>• Extending the existing 15-minute free parking 'grace period' in Ipswich Central to 30 minutes</li> <li>• The ICP identified a number of locations where parking was insufficient for the land use, including the Top of Town locality, sports fields and facilities, schools and CBD commercial precincts. Importantly, most participants did not express a desire for more parking spaces to be provided in these locations, rather, most sought a more connected and accessible network of active and public transport infrastructure and services</li> <li>• Access for people with disabilities is challenging in Ipswich Central due to the state of the footpath infrastructure</li> <li>• More electric vehicle charging bays needed across the city as adoption increases</li> <li>• A parking app for booking, paying, parking availability, understanding regulations would be useful</li> </ul> |
| West Moreton Health           | <ul style="list-style-type: none"> <li>• Majority of parking issues in and around the Medical Precinct are observed only on weekdays during business hours; minimal issues observed on weekends and after-hours</li> <li>• Significant growth in the region will put additional demand on existing parking supply</li> <li>• Localised parking challenges at South Ripley could occur with the introduction of the new satellite hospital and 90 bed overnight facility – this facility is also in close proximity to primary and secondary schools in the area</li> <li>• 200 bed expansion to the Ipswich Hospital (Stage 2) will place more pressure on existing parking resources in Ipswich Central</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                            |
| Ramsay Health Care            | <ul style="list-style-type: none"> <li>• Parking is an ongoing issue which leads to further issues regarding access for mobility restricted users.</li> <li>• On-street long-stay parking in the vicinity of St. Andrews' Hospital is often used by non-health care employees who then walk into the Centre Core.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Queensland Disability Network | <ul style="list-style-type: none"> <li>• Lack of PWD parking bays across LGA (particularly in centres)</li> <li>• Inappropriate use of PWD parking bays by members of the community</li> <li>• PWD parking bays not often to standard – often the width is no different to a regular parking bay</li> <li>• Access to path network is challenging, many locations without kerb ramps</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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| STAKEHOLDER/FORUM                                    | FEEDBACK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                      | <ul style="list-style-type: none"> <li>Smart app could assist with pre-planning, understanding the availability of parking and assist with the proper enforcement of PWD parking bays</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Queensland Motorcycle Council                        | <ul style="list-style-type: none"> <li>Opportunity exists to better utilise underused kerb-side space for the purposes of motorcycle parking (similar to Brisbane City Council)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Murri Interagency                                    | <ul style="list-style-type: none"> <li>Parking availability in activity centres are often relied upon for the First Nations community to access community services and medical appointments</li> <li>Alternative transport options were limited/unreliable</li> <li>If parking is not available, medical appointments are often missed</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Theme: Amenity</b>                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Shape Your Ipswich (PSAP)                            | <ul style="list-style-type: none"> <li>Parking should be clear, wide/empty streets give off the impression that there is ample parking availability.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Shape Your Ipswich (iGO Review)                      | <ul style="list-style-type: none"> <li>Of the 353 respondents to SYI survey and pop-ups, the large majority value a more balanced provision of kerbside space between vehicles and people.</li> <li>Approximately 72% of respondents to the SYI survey 'strongly agreed' or 'agreed' that cities should be designed more for people rather than for cars; 12% of respondents 'disagreed' or 'strongly disagreed'</li> <li>The large majority of respondent to SYI survey and pop-ups valued a more balanced designation of space for people and space for vehicles in movement corridors; the most preferred movement corridor examples were well shaded (i.e. Orchard Road, Singapore)</li> <li>Amenity issues in residential communities associated with residential parking; garages are often used for purposes other than vehicle storage, causing parking spill-over in the verge and on-street</li> </ul> |
| Shape Your Ipswich (Parking Pricing Strategy – 2020) | <ul style="list-style-type: none"> <li>Out of 295 respondents from the SYI survey, 63% agreed that parking revenue should be reinvested to improve the streetscape (trees and landscaping) in the activity centre that it is collected in</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Ipswich Community Panel                              | <ul style="list-style-type: none"> <li>Place and matters related to the amenity of Ipswich Central were raised consistently throughout the ICP workshop (issues of safety and the need to develop Ipswich Central as a destination which supports active transport trips)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |



| STAKEHOLDER/FORUM                                           | FEEDBACK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Theme: Alternative Transport Modes</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Shape Your Ipswich (PSAP)</b>                            | <ul style="list-style-type: none"> <li>Significant changes need to occur to attract residents out of cars and into sustainable modes of transport; cars better value an individuals' time, compared to alternatives</li> <li>Lack of infrastructure for sustainable modes increase reliance on private vehicles and hence car parking</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Shape Your Ipswich (iGO Review)</b>                      | <ul style="list-style-type: none"> <li>Alternative transport options are lacking across the city resulting on many to rely on driving and car parking</li> <li>Public transport affordability, quality and reliability was identified as the city's biggest transport challenge</li> <li>Disconnected active transport networks were identified as a greater challenge to address (4<sup>th</sup> biggest challenge) compared to parking in activity centres (5<sup>th</sup> biggest)</li> </ul>                                                                                                                                                                                                                                                                     |
| <b>Shape Your Ipswich (Parking Pricing Strategy – 2020)</b> | <ul style="list-style-type: none"> <li>Out of 295 respondents from the SYI survey, 53% identified that better public transport could provide them with a viable alternative to driving and parking within activity centres <ul style="list-style-type: none"> <li>65% strongly agreed/ or agreed that the cost to provide public parking should be recognised and considered in people's travel choice</li> <li>68% agreed that parking revenue should be reinvested into sustainable travel initiatives (footpaths, bikeways, shared paths) in the activity centre that it is collected in</li> <li>69% agreed that parking revenue should be reinvested into public transport infrastructure in the activity centre that it is collected in</li> </ul> </li> </ul> |
| <b>Ipswich Businesses</b>                                   | <ul style="list-style-type: none"> <li>Opportunity to link off-street parking areas with a new loop bus service in Ipswich Central should be investigated</li> <li>Significant percentage of Ipswich Central employees live outside of the Ipswich LGA, therefore have no other option but to drive and park due to limited alternatives</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>West Moreton Health</b>                                  | <ul style="list-style-type: none"> <li>WMH would like to see more sustainable travel options for hospital staff, visitors and patients</li> <li>Public Transport is important for hospital patients (especially for clinics and mental health clinics)</li> <li>New satellite hospital at South Ripley needs to be connected with public transport to avoid reliance on private vehicles and parking</li> <li>E-mobility has potential for hospital staff and visitors rather than patients; patients typically require front door access to facilities</li> </ul>                                                                                                                                                                                                   |



| STAKEHOLDER/FORUM       | FEEDBACK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Murri Interagency       | <ul style="list-style-type: none"><li>• Access to alternative transport modes across the city are a challenge</li><li>• Lack of transport options, limits many to driving and parking</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Ipswich Community Panel | <ul style="list-style-type: none"><li>• Desire to reduce on-street carpark spaces with the exception of parking for people with disabilities, in favour of permanent or temporary active transport infrastructure</li><li>• Quality and current state of footpaths is a factor that contributes to their choice of transport mode</li><li>• Safety and amenity issues in Ipswich Central limit uptake of active and public transport modes</li><li>• More bicycle parking / end of trip facilities within activity centres to encourage uptake of active modes</li><li>• First / last mile transport options (e-scooters, ebikes) required in activity centres</li><li>• Dedicated rideshare parking for pick-up /drop off</li></ul> |

7 Conclusion

The themes and stakeholder insights identified in this report will help inform the framework of the PSAP and will be used in addition to existing parking policies within iGO. The PSAP will also need to align with the new transport policy setting set under an updated iGO which is planned to be released in mid-2024.



# Part B - Community Engagement Report

## iGO Parking Strategy and Action Plan

Date: January 2024

Branch: Infrastructure Strategy

Department: Asset and Infrastructure Services



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## 1 Executive Summary

The iGO Parking Strategy and Action Plan (PSAP) is currently being developed.

Community engagement for this project was segmented into two parts (Parts A & B) and ran in parallel with technical project activities between July 2022 to November 2023. This report provides a summary of the overall engagement process, outlines the objectives of the engagement and the results obtained.

Part B community engagement on the draft PSAP ran over a four-week period from **Tuesday 17 October 2023 to Tuesday 14<sup>th</sup> November 2023** and included a range of formats such as online meetings, social media, and wider public consultation through Council's 'Shape your Ipswich' online platform.

The themes and stakeholder insights identified in this report were used to inform the final PSAP, with a list of recommended changes also provided in this report.





## 2 Project Background

### 2.1 PSAP Project Overview

The iGO Parking Strategy and Action Plan (PSAP) is a key deliverable of iGO and has been developed to respond to the parking challenges facing the city and identifies key strategies and actions to be implemented over the coming years.

The PSAP project began in May 2022 and is now in *Project Phase 5 – Public Review*. This project phase includes Part B community engagement on the draft PSAP.

The next and final phase (Project Phase 6) commenced in late 2023 with the intent that the final PSAP will be submitted to the new Council for endorsement after the Local Government elections in March 2024.

The PSAP project phase overview is found in Table 1 below.

| PROJECT PHASE                | DELIVERABLES                                                        | CONSULTATION OVERVIEW                             | STATUS                                                               |
|------------------------------|---------------------------------------------------------------------|---------------------------------------------------|----------------------------------------------------------------------|
| 1: Inception                 | N/A                                                                 | N/A                                               | Completed                                                            |
| 2: Background and Context    | PSAP Working Paper #1                                               | Part A Community Engagement (refer to Appendix B) | Completed                                                            |
| 3: Strategy Development      | PSAP Working Paper #2                                               | N/A                                               | Completed                                                            |
| 4: Identification of Actions | PSAP Working Paper #3<br>DRAFT iGO Parking Strategy and Action Plan | N/A                                               | Completed                                                            |
| 5: Public Review             | N/A                                                                 | Part B Community Engagement                       | Current                                                              |
| 6: Finalisation              | FINAL iGO Parking Strategy and Action Plan                          | N/A                                               | Upcoming ( <i>seeking endorsement post March 2024 LG elections</i> ) |

Table 1: PSAP Project Overview



## 3 Why we engaged

### 3.1 Engagement Purpose

The purpose of engagement for this part of the project was to garner community and stakeholder feedback on the draft PSAP.

### 3.2 Engagement Objectives

Part B Community Engagement aimed to:

- Seek community feedback on the draft Vision and Objectives
- Seek community feedback on the draft Parking Precincts and Parking User Priority Hierarchy
- Better understand the community's perception on the cost of parking
- Build community trust and confidence in council's decision-making abilities for sustainable transport planning and delivery.



## 4 Key Stakeholders

Several stakeholders that were previously engaged with in early project phases were re-engaged as part of the Part B community engagement. A list of stakeholders and their level of input for this engagement stage is shown in red below in Table 2.

| Stakeholder                             | Engagement through PSAP Project (Part A)<br>(Aug-Nov 2022) | Engagement through PSAP Project (Part B)<br>(Oct-Nov 2023) | Indirect engagement on parking through the iGO Major Review | Indirect engagement through the Parking Pricing Strategy<br>(Dec 2019-Jan 2020) |
|-----------------------------------------|------------------------------------------------------------|------------------------------------------------------------|-------------------------------------------------------------|---------------------------------------------------------------------------------|
| Ipswich Community                       | Engagement through SYI                                     | Engagement through SYI                                     | Engagement through SYI and pop-up sessions                  | Engagement through SYI                                                          |
| West Moreton Health                     | IM                                                         | OM                                                         | IM                                                          | IM                                                                              |
| Ramsay Health Care                      | IM                                                         | NR                                                         |                                                             |                                                                                 |
| Ipswich Community Panel                 | IM                                                         |                                                            | IM                                                          |                                                                                 |
| Greater Springfield Chamber of Commerce | IM                                                         | NR                                                         |                                                             |                                                                                 |
| Ipswich Chamber of Commerce             | IM                                                         | NR                                                         |                                                             |                                                                                 |
| Qld Disability Network                  |                                                            |                                                            | OM                                                          |                                                                                 |
| Qld Motorcycle Council                  |                                                            |                                                            | OM                                                          |                                                                                 |
| Murri Interagency                       |                                                            |                                                            | IM                                                          |                                                                                 |
| UniSQ                                   | IM                                                         | NR                                                         | OM                                                          |                                                                                 |
| TAFE Qld                                | IM                                                         | NR                                                         |                                                             |                                                                                 |

Table 2: Engagement Stakeholders

\*IM = In-person meeting

\*OM = Online meeting

\*NR = No response



## 5 Engagement Methodology

### 5.1 Shape your Ipswich

The Ipswich community had the opportunity to provide their feedback on the draft PSAP through the SYI online survey. The SYI page was active for a four-week period between the 17 October and 14 November 2023.

Content on the SYI page included the following:

- Frequently Asked Questions
  - Explaining the difference between a demand management approach to parking (Council's preference) as opposed to a demand satisfaction approach to parking
  - The role and use of the draft iGO PSAP
  - Reasons why can't just create more car parks
  - Relationship between the PSAP and *iGO – City of Ipswich Transport Plan*
  - The cost to build multi-level carparking in a city centre environment
  - Importance of managing the kerbside
- Quick Poll
  - Seeking input on preferences on the design of city centre streets (i.e. do respondents prefer centres that prioritise cars or prioritise vehicles?).
- Survey
  - Support or non-support of the draft PSAP vision and objectives
  - Community Perception of Parking Infrastructure Costs
  - Support or non-support of the proposed changes made to Ipswich Medical Parking Precinct and new precincts within Springfield Central
  - Parking Precinct names within Springfield Central

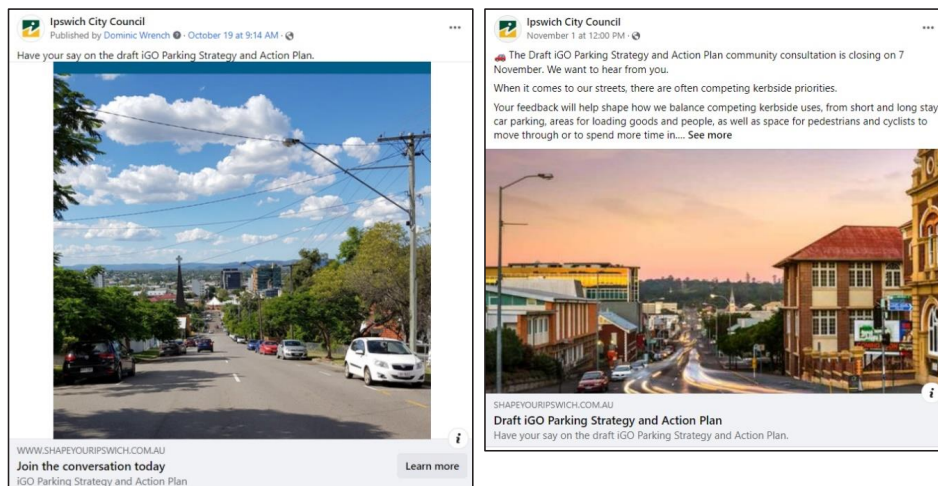
There was also the ability on the SYI page to provide a written submission on the draft PSAP. Three (3) formal submissions on the draft PSAP were received through the SYI platform.



## 5.2 Social Media

Two separate social media posts on 19 October 2023 and 1 November 2023 were released as a way of redirecting people to the Shape you Ipswich page (Figures 1 & 2 below).

The social media posts resulted in over 1200 clicks and 65 individual comments on Facebook.



Figures 1 & 2: Extract of Social Media Posts

## 5.3 Ipswich First

An Ipswich First article was released on 19 October 2023 and was used in a way to re-direct people to the Shape your Ipswich page (Figure 3 below).



Figure 3: Extract of Ipswich First Article



#### **5.4 Online meeting with West Moreton Health**

An online meeting was arranged with West Moreton Health (WMH) on 1 November 2023 to discuss the proposed changes to the Medical Parking Precinct.

WMH were generally supportive of the proposed changes to the Medical Parking Precinct noting the importance of the implementation of Action 4.1 – the preparation and implementation of parking precincts plans for precincts including the Medical Parking Precinct to try to address some of the mobility and parking challenges that the precinct experiences.



6 Engagement Outcomes

6.1 Shape your Ipswich Summary

The SYI page for the iGO PSAP project received 72 public submissions in total (from 62 unique contributors). The breakdown for contributions were:

- Long survey = 12 (16.7%)
- Short survey = 12 (16.7%)
- Quick poll = 45 (62.5%)
- Written Submissions = 3 (4.1%)

The outcomes of the community engagement were reviewed to identify common themes present across the stakeholders that were engaged. Table 3 below identifies the themes of the comments received as well as their frequency.

|                    | Parking supply | Accessible Parking | Parking fees/costs | Public transport | Free Parking | Other | Technology | Loading Zones | Electric Vehicles | Cost of Living | Motorcycle Parking |
|--------------------|----------------|--------------------|--------------------|------------------|--------------|-------|------------|---------------|-------------------|----------------|--------------------|
| SYI only           | 7              | 6                  | 5                  | 5                | 3            | 3     | 2          | 2             | 1                 | 1              | 1                  |
| Social Media + SYI | 21             | 9                  | 15                 | 8                | 11           | 15    | 5          | 3             | 1                 | 1              | 1                  |

Table 3: Engagement Themes

6.2 City Centre Streets

A quick poll question was included on the SYI home page and was used to gauge community sentiment on how they would like to see their city centres streets evolve. Two options supported with graphics (refer to Figure 4 page-over) formed part of the quick poll, one illustrating a city centre prioritising the car, the other prioritising people. Out of the 45 respondents who answered the quick poll, 27 respondents (60% of respondents) preferred the image whereby people were prioritised over cars.

This sentiment aligns with the findings from the Part A engagement from the iGO Major Review Project whereby the majority of respondents indicated that space in our urban centres should be prioritised for people over cars.





Figure 4: Prioritising Cars (left) vs Prioritising People (right)

### 6.3 Vision and Objectives

The SYI long survey included a question seeking community sentiment on the draft Vision and draft Objectives for the PSAP.

Feedback on the draft Vision and Objectives was mixed. Of the 12 contributors who responded to the SYI survey question on draft vision, 75% agreed with or were neutral on the draft vision statement that was presented (below in bold and italics).

***“A safe, accessible and integrated parking system that is managed to support the local economy, sustainable transport and desired land use outcomes”***

Feedback on Objectives 2 and 3 (Figure 5 below) was generally negative as they dealt with parking management items such as enforcement, parking technology and pricing. The negative feedback received was not unexpected given the sensitivity of these topics.

|                                                                                                                                       |                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <b>Objective 2:</b> New and emerging parking technologies and techniques improve enforcement, data collection and customer experience | <b>Objective 3:</b> Parking is regulated, priced and managed in a way that supports the shift toward sustainable modes of transport |
|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|

Figure 5: Draft Objectives 2 & 3

Whilst feedback by the two Objectives was generally negative, it is recommended that these Objectives remain in place due to the following reasons:

- **Objective 2**
  - A parking management regime can only be successful with effective enforcement. If proper enforcement does not occur there will be miss-use of the finite parking supply that we do have, particularly in our activity centres, meaning that finding a car parking space will only get more difficult



- Many other jurisdictions such as the City of Gold Coast have moved towards app-based parking systems and have a greater emphasis on improving customer experience
- Technological improvements could allow for future consideration of new parking information/guidance and wayfinding solutions
- **Objective 3**
  - Aligns with the broader iGO-City of Ipswich Transport Plan intent to shift mode share towards sustainable modes such as public transport, walking and cycling
    - The implementation of the Parking User Priority Hierarchy is a mechanism that will be used to prioritise finite kerbside space for sustainable modes above traditional car-parking, where appropriate
    - Decision-making on pricing and time restrictions on car parking to remain being influenced by the Parking Pricing Guideline which provides recommended interventions based on parking occupancy levels

#### 6.4 Community Perception of Parking Infrastructure Costs

The following question was included in the SYI long survey:

*“On average, how much do you think a multi-storey Ipswich Central car park would cost per parking space?”*

The majority of respondents to the survey underestimated the costs to provide a multi-storey parking facility in Ipswich Central, with the answer highlighted below in red. Whilst the number of respondents was not large (12 respondents only), it might be an insight that the cost to provide infrastructure is not really a factor that is considered by the broader community.

| Answer choices                        | Percent        |
|---------------------------------------|----------------|
| \$1,000 - \$5,000 per parking space   | 41.67%         |
| \$7,000 - \$15,000 per parking space  | 16.67%         |
| \$18,000 - \$25,000 per parking space | 8.33%          |
| \$28,000 - \$35,000 per parking space | 25.00%         |
| \$40,000 - \$50,000 per parking space | 8.33%          |
| <b>Total</b>                          | <b>100.00%</b> |

Figure 6: Survey Question 5 Results



6.5 Parking Precincts and Parking User Priority Hierarchies

Medical Precinct

The SYI long survey sought input on the realigned Ipswich Central Medical Parking Precinct and Parking User Priority Hierarchy.

Approximately 32% of all written feedback (i.e. a response from the SYI survey, or through a written submission) referred to the medical precinct in Ipswich Central. The feedback received for the Medical Precinct largely aligned with the themes of ‘accessible parking’ and ‘parking supply’ or the lack thereof.

Some of the key changes being proposed for the Medical Parking Precinct were the following:

- Long-stay parking to be located at off-street parking facilities, as opposed to being located on-street
- Accessible parking to be conveniently located
- Opportunities for micromobility docking stations and EV charging in the kerbside
- New Limestone Parking Precinct (located South of the Medical Parking Precinct) is to cater for parking overspill with long-stay on-street parking permissible.

Springfield Town Centre

The SYI long survey sought input on the Springfield Town Centre Parking Precincts and Parking User Priority Hierarchies.

Very little feedback was received with regards to the Springfield Town Centre, outside of the survey questions seeking public feedback on the Precinct names.

Based on community input, the names of the Springfield Town Centre Parking Precincts have been recommended to change to the names identified in Table 4 (below).

| Precinct | Previous precinct name | Proposed precinct name |
|----------|------------------------|------------------------|
| Red      | Health                 | Mater                  |
| Blue     | Education              | Hillside               |
| Purple   | Idea City              | Mountain Creek         |
| Orange   | The Exchange           | Boulevard              |

Table 4: Draft Springfield Town Centre Parking Precinct names (left – prior to community engagement; right – post community engagement)



*Figure 7: Draft Springfield Town Centre Parking Precinct names (left – prior to community engagement; right – post community engagement)*



## 7 Recommendations for the Final iGO PSAP

Based on internal feedback and external community feedback, the following changes to the PSAP have been recommended below in Table 5:

Table 5: Recommended changes to the final iGO PSAP

| Recommended Changes                                                                                                                                      | Reasoning                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Rename the iGO Parking Strategy and Action Plan to the <b>'iGO Parking Action Plan'</b>                                                                  | Change made to provide consistency to corporate document hierarchy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Parking User Priority Hierarchy to be renamed as <b>'Kerbside User Priority Hierarchy'</b>                                                               | The purpose of the parking user priority hierarchy (PUPH) is to manage the kerbside space. There is currently the confusion that the PUPH applies to all parking areas within a given Precinct. This is not the case, as it doesn't apply to off-street parking areas. The name change clarifies that the purpose of the tool is to manage the kerbside.                                                                                                                                                                             |
| Confirmation of name changes associated with the proposed Springfield Town Centre Parking Precincts                                                      | Draft parking precinct names within the Springfield Town Centre were originally aligned with their respective precinct names identified within the Town Centre Concept Plan. Four of these precinct names have been renamed based on survey responses; 'The Exchange' to be renamed 'Boulevard'; 'Idea City' to be renamed 'Mountain Creek'; 'Medical' to be renamed 'Mater' to avoid confusion with the Ipswich Central Medical Precinct; and 'Education' to be renamed 'Hillside' to avoid confusion with the University precinct. |
| Inclusion of the sports fields in the Springfield Town Centre within the Parking Precinct framework                                                      | Currently the sports field car parks in the Springfield Town Centre are not within a designated precinct but cater for a diverse range of activities (recreation, education, commuter parking etc). The sports fields could form a standalone precinct or form part of the proposed 'Hillside' or 'Mater' parking precincts, depending on the management intent.                                                                                                                                                                     |
| Potential action to investigate the feasibility for an Ipswich Central shuttle bus to assist with mobility to key landmarks and peripheral parking areas | Existing action exists in <i>iGO-City of Ipswich Transport Plan</i> and the 2011 Ipswich City Centre Parking Strategy. Suggestion also came from a member of the public.                                                                                                                                                                                                                                                                                                                                                             |
| Potential action to investigate flexible kerbside uses including shared on/off peak zones.                                                               | Suggestion came from a member of the public. This is an action which the City of Gold Coast Council are also investigating.                                                                                                                                                                                                                                                                                                                                                                                                          |



## 8 Conclusion

A four-week community engagement period on the draft PSAP has now concluded. Community engagement included the use of a range of mediums such as online meetings, social media, and wider public consultation through Council's 'Shape your Ipswich' online platform.

The stakeholder feedback received as part of the Part B community engagement phase will be used to refine the final Parking Action Plan (PAP).

The Final PAP will be submitted to the new Council for endorsement after the Local Government elections in 2024.