



City of  
**Ipswich**

**IPSWICH  
CITY  
COUNCIL**

**AGENDA**

*of the*

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

**Held in the Council Chambers  
2<sup>nd</sup> floor – Council Administration Building  
45 Roderick Street  
IPSWICH QLD 4305**

On Thursday, 17 September 2020  
At 10 minutes after conclusion of Governance and Transparency Committee

<b><u>MEMBERS OF THE COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE</u></b>	
Councillor Andrew Fechner ( <b>Chairperson</b> ) Councillor Kate Kunzelmann <b>(Deputy Chairperson)</b>	Mayor Teresa Harding Councillor Jacob Madsen Councillor Nicole Jonic

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

*10 minutes after conclusion of Governance and Transparency*

**Committee on Thursday, 17 September 2020**

**Council Chambers**

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\*\* Item includes confidential papers

**COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2**

**17 SEPTEMBER 2020**

AGENDA

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

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1. **2021 IPSWICH SHOW HOLIDAY**

This is a report concerning a recommendation received from the Ipswich Show Society for Council to make an application to the Office of Industrial Relations for the 2021 Ipswich Show Holiday to be held Friday, 14 May 2021.

**RECOMMENDATION**

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

Day and Date:	Friday, 14 May 2021
Name of Event:	Ipswich Annual Show
Community Endorsement:	Ipswich Show Society correspondence dated dated 12 June 2020

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2. **IPSWICH AUSTRALIA DAY AWARDS AND SELECTION PANEL**

This is a report concerning Council's annual Ipswich Australia Day Awards and the recommendation for Council to consider options for the configuration of the selection panel required to review, evaluate and score nominations in all seven categories.

**RECOMMENDATION**

- A. That Council receive and note the report summarising the annual Australia Day Awards.
  - B. That Council consider options for the configuration of the Australia Day Awards Selection Panel.
-

3. IPSWICH HOME ASSIST - SENIORS AND ACCESSIBILITY ASSISTANCE SCHEME

This is a report concerning the Seniors and Accessibility Assistance scheme administered by Council's Home Assist program between 16 June and 20 August 2020 providing \$661,480 in much needed home maintenance and modification works for 166 eligible seniors and people living with disability.

RECOMMENDATION

That the report concerning the Seniors and Accessibility Assistance scheme administered by Council's Home Assist program be received and the contents noted.

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4. ROSEWOOD LIBRARY STATUS UPDATE

This is a report concerning the Rosewood Library service which was formally opened to the public by Council on Monday, 27 July 2020 and at the time of writing this report has attracted 5,499 visitors, loaned 6,044 items and generated 299 new members.

This status update summarises the facility and services usage over the Rosewood Library's first five weeks of operation to 31 August 2020.

RECOMMENDATION

That the report concerning the Rosewood Library service status update be received and the contents noted.

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5. \*\*ROSEWOOD COMMUNITY CENTRE

This is a notice of motion submitted by Councillor Kunzelmann concerning the Rosewood Community Centre. (Councillor Kunzelmann has advised that the Chairperson of the Community, Culture, Arts and Sport Committee is aware of this proposed Notice of Motion).

Councillor Kunzelmann gave notice of her intention to move the following motion at the Community, Culture, Arts and Sport Committee of 17 September 2020:

MOTION

That an options paper be prepared on the Rosewood Community Centre, considering its current and future use in relation to the needs of the surrounding community, and including the council owned land adjacent to the current facility at 19 School Street, including the options for repair or replacement.

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\*\* Item includes confidential papers

and any other items as considered necessary.

Doc ID No: A6454142

ITEM: 1  
SUBJECT: 2021 IPSWICH SHOW HOLIDAY  
AUTHOR: CITY EVENTS MANAGER  
DATE: 31 AUGUST 2020

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### EXECUTIVE SUMMARY

This is a report concerning a recommendation received from the Ipswich Show Society for Council to make an application to the Office of Industrial Relations for the 2021 Ipswich Show Holiday to be held Friday, 14 May 2021.

### RECOMMENDATION/S

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

<b>Day and Date:</b>	<b>Friday, 14 May 2021</b>
<b>Name of Event:</b>	<b>Ipswich Annual Show</b>
<b>Community Endorsement:</b>	<b>Ipswich Show Society correspondence dated dated 12 June 2020</b>

### RELATED PARTIES

Ipswich Show Society:

- David Thomas – President
- Denise Hanly – Vice President
- Andrew Cooper – Vice President
- Darren Zanow – Vice President
- Ross Young – Vice President
- Michael Lenihan – Treasurer

Office of Industrial Relations, Queensland Government.

Queensland Curriculum and Assessment Authority, Queensland Government.

There are no conflicts of interest identified or declared in relation to the contents of this report and its attachments.

### **ADVANCE IPSWICH THEME**

Caring for the community

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

Council received a letter dated 12 June 2020 from the President of the Ipswich Show Society, David Thomas, requesting Council proceed with the gazettal of Friday, 14 May for the Ipswich Annual Show public holiday in 2021.

Following a decision on the matter, Council will make application to the Office of Industrial Relations to have the public holiday gazetted.

### **LEGAL/POLICY BASIS**

This report and its recommendations are consistent with the following legislative provisions:  
*Holidays Act 2013*

### **RISK MANAGEMENT IMPLICATIONS**

There are no risk management implications for Council arising from this report.

### **FINANCIAL/RESOURCE IMPLICATIONS**

There are no financial implications for Council arising from this report.

### **COMMUNITY AND OTHER CONSULTATION**

From 2000 to 2010 Council accepted the recommendation of the Ipswich Show Society and the Ipswich Show public holiday was held on a Thursday. During this time Council did not receive any substantive complaints or adverse media regarding the date.

In 2011 Council accepted the recommendation of the Ipswich Show Society for the holiday to be held on Thursday, 12 May. Subsequently, Council was advised by Education Queensland that State NAPLAN testing would be undertaken on that day and the request for holiday would be denied. Following a repeal of the Council decision, a new recommendation was received for the holiday to be held on Friday, 13 May, it was consequently gazetted as the 2011 holiday.

From 2012 to 2020 council has accepted the recommendation of the Ipswich Show Society for the holiday to be held on a Friday and anecdotally this has been positively accepted by the local community and businesses.

The Ipswich Show Society has requested Friday, 14 May for the Ipswich Annual Show public holiday in 2021.



The Queensland Curriculum and Assessment Authority (QCAA) has been contacted and this date has been confirmed to not conflict with NAPLAN testing days scheduled for 11 to 13 May. However, as in previous years, Friday, 14 May is officially allocated as a catch up day for students who miss a NAPLAN testing day. This day is the only designated catch up day allocated for schools that conduct paper testing. However catch up testing can be self-managed by each school and undertaken on the Thursday. Schools that conduct on-line testing are able to catch up during the following week.

QCAA has advised that schools have capably worked around the timing of the Ipswich Show Holiday in the past. It is also worth noting that in 2022 all Australian schools will move to on-line NAPLAN testing, removing any clash with the catch up testing day.

## CONCLUSION

Consistent with legislative requirements, Ipswich City Council has received a request from the Ipswich Show Society requesting Friday, 14 May 2021 be gazetted as the Ipswich Show Holiday.

If Council accepts the recommendation, officers will make the formal application to the Office of Industrial Relations.

## ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Letter from Ipswich Show Society  
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Joanna Jordan

**CITY EVENTS MANAGER**

I concur with the recommendations contained in this report.

Carly Gregory

**MANAGER, MARKETING AND PROMOTION**

I concur with the recommendations contained in this report.

Ben Pole

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

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

Item 1 / Attachment 1.



12<sup>th</sup> June 2020

Chief Executive Officer  
Ipswich City Council  
PO Box 191  
IPSWICH QLD 4305

Dear Sir,

The Ipswich Show Society hereby applies for Friday, 14<sup>th</sup> May 2021 as the Official Show Holiday.

Having the Friday holiday is very beneficial for the Society, Showmen's Guild and stallholders alike. The Show Society is aware of the Naplan Testing dates for 2021 which are before our requested show holiday. While the 2021 Show Promotion is still in the formative stage, the Society aims to ensure that local businesses benefit from the influx of people into the city and subsequent increase in spending leading up to, and during the show period.

The objects of the Society are to promote and encourage the development of pastoral, agricultural, horticultural and industrial enterprise in the Ipswich and West Moreton region, stimulating business activity and creating employment opportunities.

The Society expresses its need to continue with the Friday Show Holiday and asks both yourself and the Councillors to give favourable consideration to this request.

It would be appreciated if the Society could have an early response to this request, so that we may commence securing performers as bookings have to be made well in advance.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'David Ian Thomas'.

David Ian Thomas  
President

IMU RECEIVED	
18 JUN 2020	
App No:	
ble Officer:	

Doc ID No: A6463518

ITEM: 2  
SUBJECT: IPSWICH AUSTRALIA DAY AWARDS AND SELECTION PANEL  
AUTHOR: EXECUTIVE SUPPORT OFFICER  
DATE: 3 SEPTEMBER 2020

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### **EXECUTIVE SUMMARY**

This is a report concerning Council's annual Ipswich Australia Day Awards and the recommendation for Council to consider options for the configuration of the selection panel required to review, evaluate and score nominations in all seven categories.

### **RECOMMENDATION/S**

- A. That Council receive and note the report summarising the annual Australia Day Awards.**
- B. That Council consider options for the configuration of the Australia Day Awards Selection Panel.**

### **RELATED PARTIES**

There are no conflicts of interest identified or declared in relation to the contents of this report.

### **ADVANCE IPSWICH THEME**

Caring for the community

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

Each year Ipswich City Council produces the Ipswich Australia Day Awards to recognise outstanding achievers and inspirational role models who have contributed to the Ipswich community.

Nominations for the Ipswich Australia Day Awards are made by individuals or community, sporting or cultural organisations across seven categories:

#### **Citizen of the Year**

(Nominees must be 26 years or older)

**Senior Citizen of the Year**

(Nominees must be 60 years or older)

**Young Citizen of the Year**

(Nominees must be under 26 years)

**Cultural Award of the Year**

(Open to those who perform or work in the Ipswich arts, cultural and creative industries)

**Sports Award of the Year**

(Open to those who compete or work in the Ipswich sporting sector)

**Event of the Year**

(Open to events held within the Ipswich local government area)

**Spirit of Ipswich Award**

(Open to non-Ipswich residents who contribute to the city)

Nominations for the 2021 Ipswich Australia Day Awards will open in September 2020.

As preparations are underway for the 2021 Ipswich Australia Day Awards, there is an opportunity for Council to consider its preferred type of involvement into the Awards.

There is a significant responsibility for the Mayor and Councillors in the promotion of the Awards and their ability to identify and generate nominations for the Awards from their respective Divisions and the broader community.

Furthermore, across Queensland Councils it is not uncommon for the Mayor and Councillors to be involved in the Australia Day Awards Selection Panel. For example, a selection of surrounding Councils demonstrates the following configurations:

- Logan City Council – community panel with no Councillor involvement
- Scenic Rim Regional Council – community, Council Officer, Mayor and two Councillors
- Sunshine Coast Regional Council – community panel with no Councillor involvement
- Gold Coast City Council – Mayor and Councillors panel

The current Ipswich Australia Day Awards Procedure (provided as Attachment 1) was drafted and approved during Administration in October 2019 and outlines the selection panel as consisting of designated community representatives. These representatives are generally invited as previous winners of Ipswich Australia Day Awards.

Council may now choose to consider its options for the configuration of the selection panel required to review, evaluate and score nominations, the recommended options are:

- One Councillor – with community panel members
- Multiple Councillors – with community panel members
- All Councillors – with no community panel members

Council should consider that it may be perceived as inappropriate or a conflict of interest for a selection panel member to also be actively identifying and nominating Award contenders.

#### **LEGAL/POLICY BASIS**

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

#### **RISK MANAGEMENT IMPLICATIONS**

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

#### **FINANCIAL/RESOURCE IMPLICATIONS**

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

#### **COMMUNITY AND OTHER CONSULTATION**



There are no community or consultation requirements associated with this report and its recommendations

#### **CONCLUSION**

The Ipswich Australia Day Awards are a significant community event which recognises individuals and groups who have made an outstanding contribution to the City of Ipswich.

As preparations are underway for the 2021 Ipswich Australia Day Awards, there is an opportunity for Council to consider its preferred type of involvement in the Awards.

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

1.	Ipswich Australia Day Awards Procedure  
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Alisha Coyne

**EXECUTIVE SUPPORT OFFICER**

I concur with the recommendations contained in this report.

Ben Pole

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

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



# Ipswich Australia Day Awards Procedure

Procedure

Our Values:



Collaboration



Communication



Integrity



Efficiency



Leadership

TOGETHER WE PROUDLY ENHANCE THE QUALITY OF LIFE FOR OUR COMMUNITY

Version Control and Objective ID	Version No: 1	Objective ID: A5651010
Name of parent Policy / Directive	<a href="#">Civic Events Policy</a>	
Procedure Owner	City Events Team (Community, Cultural and Economic Development)	
Approved by GM on	4 October 2019	
Date of Review	4 October 2023	

## 1. Background

The Ipswich Australia Day Awards recognises outstanding achievers in our community, which show results of good citizenship, determination, creativity, enthusiasm, commitment and a demonstrated search for excellence. Nominations can be made by individuals or community, sporting or cultural organisations. The awards are presented to members of the community on or around 26 January.

Nominees must be Australian citizens and residents of the Ipswich local government area at the time of nomination.

Nomination forms are located at the libraries, Ipswich Visitor Information Centre, customer service points and sent out to local schools and sporting, cultural and community groups.

On-line nominations are to be submitted online through [Mylpswich](#) on the Council website.

Invitations to the Awards Ceremony include:

- All nominees and nominators
- Councillors
- Local Members of Parliament
- Members of the selection panel

The winners are presented with a certificate and an engraved Australia Day Award at the ceremony.

## 2. Purpose

This procedure outlines the necessary process in administering and delivering the Ipswich Australia Day Awards.

## 3. Regulatory Authority

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- Ipswich City Council Long Term Community Plan (i2031)
- Ipswich City Council Corporate Plan 2017 – 2022

Item 2 / Attachment 1.

4. Roles and Responsibilities

Roles	Responsibilities
General Manager (Community, Cultural and Economic Development)	Approve selection panel and review nominee finalists
Community, Cultural Services Branch, Libraries and Customer Service Branch, Marketing Services Team and Community Development Team	Assist in distributing the nomination forms to individuals, community or cultural organisations
Media and Engagement Branch	Actively promote the awards prior to the event and to publicise the winners after the Australia Day Awards
Community and Cultural Services Branch, Libraries and Customer Services Branch and Community Development Team	Assist individual, community or cultural organisations in completing the nominations form
Selection Panel (Made up of community representatives)	Read each nomination thoroughly, evaluate and rank the nominations in each category 1 to 5 on their voting sheets.
Communities Facilities Team	Book and stage event
City Events Team	Book and organise the awards as per procedure below.

**Please Note: Selection panel and council staff administering the awards `program are not eligible for nomination and must not assist nominators with the completion of their nomination form.**

5. Key Stakeholders

- General Manager – Community, Cultural and Economic Development Department
- Mayor
- Community and Cultural Services Branch
- Libraries and Customer Services Branch
- Marketing Services Team
- Community Development Team
- Media Engagement Branch
- Civic Centre Team
- Selection Panel
- City Events Team

6. Education and Training Requirements

Selection Panel members are to be given a briefing and guided through the process if they are unsure.

7. Procedure

<b>Step 1.0</b>	<b>Planning process</b> <ul style="list-style-type: none"> <li>• A year in advance book venue accordingly and send out date claimers.</li> <li>• In June each year, obtain approval from the General Manager, Community, Cultural and Economic Development and the Marketing and Promotions Manager on the composition of the selection panel members.</li> </ul>
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Item 2 / Attachment 1.

	<ul style="list-style-type: none"> <li>In June each year, review the awards categories, eligibility and judging criteria, and set nominations target.</li> </ul> <p>Proceed to <a href="#">Step 2.0</a></p>
<b>Step 2.0</b>	<p><b>Award preparation</b></p> <ul style="list-style-type: none"> <li>Invite community representatives to join the selection panel and set a due date for the voting sheets to be sent in by the selection panel so that winners can be selected.</li> <li>Regarding promotion of the event liaise with the Marketing Services Team for the following: <ul style="list-style-type: none"> <li>Arrange placement of advertisements in relevant local media, calling for nominations,</li> <li>Arrange for the design of the nomination form, advertisements and posters,</li> <li>Arrange an email distribution of the nomination form to all schools, sporting, cultural and community groups,</li> <li>Arrange an on-line nomination facility to be made available via the council website.</li> </ul> </li> <li>Arrange for press coverage through the Media and Engagement Branch encouraging submission of nominations.</li> <li>Arrange for a supply of nomination forms to libraries, Ipswich Visitor Information Centre and other customer service points.</li> </ul> <p>Proceed to <a href="#">Step 3.0</a></p>
<b>Step 3.0</b>	<p><b>Selection Process</b></p> <ul style="list-style-type: none"> <li>After the nomination period closes, arrange for all nominations to be categorised, copied to a digital medium (e.g. USB), and a portfolio of nominations delivered as early as possible to each selection panel member.</li> <li>Once the selection is made, arrange for certificates and the engraving of Australia Day Awards.</li> <li>Provide a confidential list of winners in each category to the General Manager (Community, Cultural and Economic Development).</li> <li>Provide a confidential list of winners in each category to the Media and Engagement Branch for the preparation of an embargoed press release and the composition of winner's profiles.</li> </ul> <p>Proceed to <a href="#">Step 4.0</a></p>
<b>Step 4.0</b>	<p><b>Issue invitations</b></p> <ul style="list-style-type: none"> <li>Send invitation letters to all nominees and nominators to attend the ceremony.</li> <li>Send appointments to all Councillors.</li> <li>Send invitation letters to local Members of Parliament and selection panel members.</li> </ul> <p>Proceed to <a href="#">Step 5.0</a></p>

<b>Step 5.0</b>	<p><b>Organise ceremony</b></p> <ul style="list-style-type: none"> <li>• Arrange appropriate entertainment and catering.</li> <li>• Liaise with Civic Centre Team regarding venue, AV, stage, sound and lighting requirements.</li> <li>• Provide a run sheet to the MC and go through the order of the day.</li> <li>• Co-ordinate City Events Team - staffing requirements for the ceremony.</li> <li>• Co-ordinate the registration of guests on arrival and seating arrangements, including reserved seating.</li> <li>• Follow Council purchasing procedures for the supply of goods and services. Ensure costs are met and allocated to the relevant Project Number.</li> </ul> <p><b>End of process</b></p>
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**8. Monitoring and review**

This procedure will be reassessed on an annual basis by the City Events Team to ensure it remains fit for purpose.

This procedure will be measured by the following:

- High level of procedural compliance by council officer
- High level of community engagement translating to number of nominations

**9. Related documents**

[Scripting – Annual Event – Australia Day Awards - 8234](#)

[Web content - Ipswich Australia Day Awards](#)

**10. Definitions**

<b>Council</b>	Means Ipswich City Council
<b>Councillors</b>	Means Mayor and Councillors
<b>Council Officer</b>	Means an employee of Ipswich City Council, whether employed on a permanent or temporary basis (includes award and contract staff).
<b>Selection Panel</b>	Means up to six panel members representing the broader Ipswich community, jointly selected by the General Manager, (Community, Cultural and Economic Development) and the Marketing and Promotions Manager.

Doc ID No: A6441947

ITEM: 3

SUBJECT: IPSWICH HOME ASSIST - SENIORS AND ACCESSIBILITY ASSISTANCE SCHEME

AUTHOR: HOME ASSIST PROGRAM COORDINATOR

DATE: 24 AUGUST 2020

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### **EXECUTIVE SUMMARY**

This is a report concerning the Seniors and Accessibility Assistance scheme administered by Council's Home Assist program between 16 June and 20 August 2020 providing \$661,480 in much needed home maintenance and modification works for 166 eligible seniors and people living with disability.

### **RECOMMENDATION/S**

**That the report concerning the Seniors and Accessibility Assistance scheme administered by Council's Home Assist program be received and the contents noted.**

### **RELATED PARTIES**

The Department of Housing and Public Works, Queensland Government.

There are no conflicts of interest identified or declared in relation to the contents of this report.

### **ADVANCE IPSWICH THEME**

Caring for the community

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

Council's Home Assist program supports older people and people living with disability by delivering a range of home maintenance and modification services. The program is entirely externally funded, receiving funding from both the State and Commonwealth governments. Home Assist services are coordinated by a team of five Administration Officers and delivered by five Field Officers and a panel of local tradespeople.

The program supports eligible clients living within Ipswich local government area and the Lockyer Valley, Scenic Rim and Somerset Regional Council areas. The intention of the program is to support clients to live safely and independently in the home of their choice,

reducing reliance upon other in-home services and preventing avoidable, premature admission to residential care.

The Seniors and Accessibility Assistance (SAA) scheme was announced by the Queensland Government on 16 June 2020, as part of the Unite and Recover Stimulus Package for Queenslanders. Within the broader stimulus package, \$10 million was specifically allocated to provide assistance for Queensland seniors and people living with disability. This funding was intended to meet the costs of larger, one-off home maintenance and modification works, with the aim of addressing health and safety issues around clients' homes.

Eligible clients were able to access grants of up to \$5,000, with a minimum 2,000 seniors benefitting across Queensland. The scheme was delivered through existing Home Assist arrangements managed by the Department of Housing and Public Works (the Department).

The SAA scheme was a one-off initiative to respond to the economic impacts of the COVID-19 pandemic, existing only until the allocated funding was exhausted.

Demand for the scheme was immediate and overwhelming, with Ipswich Home Assist receiving more than 700 enquiries in the first five days.

Ipswich Home Assist was responsible for all SAA administration activities including client registration, assessment of eligibility, project scoping, request and coordination of quotes, and submission of funding applications. All applications for funding were submitted to the Department for approval, this process obviously created a significant and extremely demanding workload for the Home Assist administration team.

Assuming an approximately equal distribution of funding across the 41 Home Assist providers in Queensland, Ipswich Home Assist set a target of securing a minimum \$250,000 in SAA funding for local clients.

As of 24 August 2020, Ipswich Home Assist had achieved the following:

- 184 funding applications submitted to the Department
- 166 funding applications approved by the Department
- \$661,480 total funding secured for local clients

This exceptional outcome for Ipswich and surrounding regions is a direct result of the effort and professionalism of the Ipswich Home Assist administration staff – their ability to manage the SAA scheme processes effectively, their capacity to deal with the high-volume and quick turn-around processing and their willingness to advocate for the needs of the applicants.

Some examples of those client needs are provided here:

**Mrs M of Silkstone**

86 year old Mrs M had experienced increasing difficulty managing her tilting garage door, until the mechanism failed completely, leaving the door permanently open. Having to leave the door open meant that the lower levels of her home were unsecured and left her feeling anxious about intruders. Home Assist secured funding to replace her garage door with an automatic roller door, eliminating the difficulty she experienced and allowing her to properly secure her home.

**Mr S of North Ipswich**

Mr S has been living without a proper water supply to his home for an extended period. Due to badly damaged pipes, his water supply had been turned off at the mains. Home Assist arranged a quote for full replacement and restoration of water supply, which was approved as a priority application. The work was completed immediately and a working, reliable water supply restored to Mr S's home.

**Mr F of Tivoli**

An 84 year old gentleman, Mr F had no hot water and needed significant plumbing work on the water supply to his home. An urgent quote was obtained and priority approval requested to address this issue for Mr F as soon as possible. Approval was issued and the work completed, providing Mr F with reliable water and the opportunity for a hot shower.

**Mr J of Kensington Grove**

(noting the Ipswich Home Assist Team services Scenic Rim, Lockyer and Somerset Regional Councils as well as Ipswich)

Mr J has been battling cancer for several years. His electrical switchboard caught fire 22 July 2020 and was completely destroyed, cutting power to the home. Mr J's finances have been exhausted by cancer treatment costs and he had no financial resources to meet the cost of replacing the switchboard and restoring power to his home. Home Assist was able to arrange for temporary power to be restored same day, and arranged a quote for the required repairs. A priority funding application was submitted, seeking urgent approval. Approval was obtained the follow day and the works completed immediately, at no cost to Mr J.

**LEGAL/POLICY BASIS**

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

*Not Applicable*

**RISK MANAGEMENT IMPLICATIONS**

The SAA scheme officially closed on 20 August 2020 and there will be a number of enquiries received by the Department whose application will have been deemed unsuccessful or have not been processed in time.

The process for communication to unsuccessful applicants is currently being finalised by the Department. The Department has advised that clients may provide feedback to the Department through their website [www.hpw.qld.gov.au/contact/complaints-compliments](http://www.hpw.qld.gov.au/contact/complaints-compliments) or by contacting 13 QGOV.

Some unsuccessful clients may choose to approach the Mayor and Councillors for further information or to lodge a complaint. Any such enquiries can be directed to Julie-Anne Wells, Home Assist Coordinator, for specific advice or to be forwarded to the Department as appropriate.

## **FINANCIAL/RESOURCE IMPLICATIONS**

The SAA scheme is entirely funded by the Queensland Government.

Despite the significant workload required to administer the SAA scheme, the delivery of regular Home Assist services was not adversely impacted.

## **COMMUNITY AND OTHER CONSULTATION**

The SAA scheme was an initiative of the Queensland Government and all media and communications were managed directly by the Department.

Ipswich Home Assist is not aware of any community consultation undertaken prior to the announcement of the scheme.

## **CONCLUSION**

Council's Home Assist team was required to respond to the extremely high-volume and quick turn-around processing of the Queensland Government's Seniors and Accessibility Assistance scheme announced on 16 June 2020.

Ipswich Home Assist was able to secure a significantly disproportionate level of funding and works for local applicants.

This has delivered \$661,480 in much needed home maintenance and modification works for 166 seniors and people living with disability.

Julie-Anne Wells

**HOME ASSIST PROGRAM COORDINATOR**

I concur with the recommendations contained in this report.

Cat Matson

**MANAGER, ECONOMIC AND COMMUNITY DEVELOPMENT**

I concur with the recommendations contained in this report.

Ben Pole

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

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

Doc ID No: A6455066

ITEM: 4  
SUBJECT: ROSEWOOD LIBRARY STATUS UPDATE  
AUTHOR: MANAGER, LIBRARIES AND CUSTOMER SERVICES  
DATE: 31 AUGUST 2020

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### **EXECUTIVE SUMMARY**

This is a report concerning the Rosewood Library service which was formally opened to the public by Council on Monday, 27 July 2020 and at the time of writing this report has attracted 5,499 visitors, loaned 6,044 items and generated 299 new members.

This status update summarises the facility and services usage over the Rosewood Library's first five weeks of operation to 31 August 2020.

### **RECOMMENDATION/S**

**That the report concerning the Rosewood Library service status update be received and the contents noted.**

### **RELATED PARTIES**

There are no conflicts of interest identified or declared in relation to this report.

### **ADVANCE IPSWICH THEME**

Caring for the community

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

The Rosewood Library was formally opened to the public on Monday 27 July 2020 and its collection consists of more than 27,000 items, including:

- 9,000 fiction books
- 4,500 non-fiction books
- 6,000 multi-media items
- 4,000 children's items

Since opening the Rosewood Library is averaging 169 visitors per day and 205 loans per day.

For comparison, the Ipswich Central Library averages 313 visitors per day and 738 loans per day, the Springfield Central Library averages 351 visitors per day and 540 loans per day and the Redbank Plaza Library averages 92 visitors per day and 126 loans per day.

Over the past five weeks the Rosewood Library's peak usage times have been directly after school and Saturdays.

Community interest in the Rosewood Library services and programming is obviously increasing with Library staff being invited to present to Rosewood Early Education Centre, Rosewood C&K (Kindergarten and Preschool), Rosewood Cabanda Care (Aged Peoples Home) and Rosewood State School.

Due to COVID-19 restrictions Council's public programming has been limited, but the Ipswich Libraries First 5 Forever team commenced delivery of a series of F5F Library Fun events in August. Two sessions limited to ten participants have been held and each were fully booked.

### **Service Offering Uptake**

Council Connect is averaging 20 customer enquiries each week with 50 per cent of contacts relating to property rates. Other requests include lodging service requests, noise issues, planning and development applications for building extensions plus an application for a food licence.

Public Computers are averaging 17 bookings per week and the bookings are increasing with awareness of the computer and printing services. Ten public computers are provided at the Rosewood Library however due to COVID-19 restrictions only five are currently available for public use, but wait times are not an issue at this stage.

The Local History Room is proving to be a popular experience with locals engaging with staff on the current collection and seeking to contribute their own local family history. A community member has recently donated a title to the local history collection capturing their family's long history in the area.

The four Community Meeting Rooms are not receiving significant usage but this is impacted by COVID-19 restrictions significantly reducing occupancy.

The Rosewood Library Makerspace features the Virtual Reality Experience, Interactive Table and Hologram Table. These innovative technology offerings are attracting young users into the Library particularly on the weekends.

### **LEGAL/POLICY BASIS**

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



### **RISK MANAGEMENT IMPLICATIONS**

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

### **FINANCIAL/RESOURCE IMPLICATIONS**

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

### **COMMUNITY AND OTHER CONSULTATION**

There are no community or consultation requirements associated with this report and its recommendations.

### **CONCLUSION**

Since opening to the public on Monday, 27 July 2020, the Rosewood Library has generated attendance and loan activity moderately above forecast expectations.

It has been positively received by the local community and there is evidence that a broad demographic is responding to the purposefully curated service offering.

Samantha Chandler

**MANAGER, LIBRARIES AND CUSTOMER SERVICES**

I concur with the recommendations contained in this report.

Ben Pole

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

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

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ITEM: 5  
FROM: COUNCILLOR KATE KUNZELMANN  
RE: ROSEWOOD COMMUNITY CENTRE  
DATE: 8 SEPTEMBER 2020

This is a notice of motion submitted by Councillor Kunzelmann concerning the Rosewood Community Centre. (Councillor Kunzelmann has advised that the Chairperson of the Community, Culture, Arts and Sport Committee is aware of this proposed Notice of Motion).

Councillor Kunzelmann gave notice of her intention to move the following motion at the Community, Culture, Arts and Sport Committee of 17 September 2020:

**MOTION**

That an options paper be prepared on the Rosewood Community Centre, considering its current and future use in relation to the needs of the surrounding community, and including the council owned land adjacent to the current facility at 19 School Street, including the options for repair or replacement.

**ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS**

1.	CONFIDENTIAL Supporting Information - General Manager Briefing Note
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