IPSWICH CITY COUNCIL

AGENDA

of the

COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE

Held in the Council Chambers
2nd floor – Council Administration Building
45 Roderick Street
IPSWICH QLD 4305

On Thursday, 11 March 2021
At 10 minutes after the conclusion of the Governance and Transparency Committee

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

COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE AGENDA

10 minutes after the conclusion of the Governance and Transparency Committee on **Thursday,** 11 March 2021

Council Chambers

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** Item includes confidential papers

COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2

11 MARCH 2021

AGENDA

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

BUSINESS OUTSTANDING

CONFIRMATION OF MINUTES

1. REPORT - COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2021(01) OF 11 FEBRUARY 2021

This is the report of the Community, Culture, Arts and Sport Committee No. 2021(01) of 11 February 2021.

RECOMMENDATION

That the Minutes of the Meeting held on 11 February 2021 be received and noted.

OFFICERS' REPORTS

2. **NEW LEASE OVER RIVERVIEW COMMUNITY CENTRE, 138 OLD IPSWICH ROAD, RIVERVIEW

This is a report concerning the proposed new lease over 138 Old Ipswich Road, Riverview, described as Lot 3 on RP139403 (Attachment 1) between Ipswich City Council (Council) and Queensland Youth Family Support Services Inc. (QYFSS).

In accordance with Council's Community Facilities and Operating Model Policy (Attachment 2), it is recommended that a lease be entered into with QYFSS as the successful respondent to the Expression of Interest for the tenure and management of the Riverview Community Centre.

RECOMMENDATION

A. That Council resolve pursuant to section 236(2) of the *Local Government Regulation 2012* (the Regulation) that the exemptions under sections 236(1)(b)(ii) of the Regulation apply to the disposal of the leasehold interest located at 138 Old Ipswich Road, Riverview and described as Lot 3 on RP139403 ("the land"), by way of a leasehold arrangement between Council and Queensland Youth Family Support

Services Inc for a consideration sum of $1.00 per annum, if demanded (excluding GST).

B. That Council enter into a lease with Queensland Youth Family Support Services Inc. ("the tenant") for a period of three (3) years.

C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the Lease to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.

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3. DRAFT COMMUNITY DEVELOPMENT STRATEGY (2021 - 2026)

This is a report concerning the draft Community Development Strategy 2021-2026; it outlines the proposed community development approach and presents the document for endorsement (Attachment 1).

As the closest of the three levels of government to the community, Ipswich City Council (Council) plays a significant role in supporting communities through the community development function.

The draft Community Development Strategy is a strategic and aspirational document designed to outline and guide the work of the Community Development Section over the next five years. It aligns with Council's strategic priorities with a focus on strengthening community resilience and building on community strengths to help shape the future of Ipswich.

RECOMMENDATION

That the Community Development Strategy be endorsed by Council as the strategic and aspirational framework which guides the work of the Community Development section.

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4. INDIGENOUS ACCORD 2020 - 2025 MILESTONE REPORT

This is a report concerning the Indigenous Accord 2020-2025 (Accord).

The Accord forms the basis for a shared journey between Indigenous and Non-Indigenous peoples in Ipswich. It contains targeted and specific activities and sets the agenda for cooperation, collaboration and partnership between Ipswich City Council and the Aboriginal and Torres Strait Islander communities.

This report provides an update on the Accord milestones achieved in the July 2020 - February 2021 period.

RECOMMENDATION

That the report titled 'Indigenous Accord Milestone Report - March 2021' be received and the contents noted.

NOTICES OF MOTION

5. NOTICE OF MOTION - CUSTOMER SERVICE

This is a notice of motion submitted by Councillor Jacob Madsen concerning the Customer Service request system within Council.

Councillor Jacob Madsen gave notice of his intention to move the following motion at the Community, Culture, Arts and Sport Committee Meeting of 11 March 2021:

MOTION

A. That Council take immediate action to ensure that customers have visibility over the progress, status and outcome of any service request that has been submitted utilising the existing 'My Ipswich' service.

B. That a report be provided to a future Community, Culture, Arts and Sport Committee meeting no later than May 2021 outlining how Council is currently performing against adopted standards, what steps have been taken to rectify the above issue and any other steps that can be taken to improve the service and transparency of operations Council provides to the community.

Further information to support Notice of Motion:

Councillors are continuing to receive feedback from ratepayers and residents of the city that they are not being kept informed on the progress or current status of service requests they have submitted to council. Council needs to take steps to ensure that the organisation is adhering to its customer service policy at all times. Customers of Ipswich City Council have the right to be aware of the progress, status and outcome of requests raised.

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6. NOTICE OF MOTION - CIVIC CELEBRATIONS

This is a notice of motion submitted by Councillor Sheila Ireland concerning Civic Celebrations.

Councillor Sheila Ireland gave notice of her intention to move the following motion at the Community, Culture, Arts and Sport Committee Meeting of 11 March 2021:

MOTION

A. That Council form a Civic Celebrations function to undertake and support events across the city that bring together community members and celebrate our achievements and significant events.

B. That the events this function should undertake include:

i. Australia Day Awards
ii. Anzac Day Ceremony Support
iii. Remembrance Day support
iv. VP Day support
v. Citizenship Ceremonies
vi. Achievers and Volunteers Celebration Day
vii. Dignitary Visits
viii. Keys to the city
ix. Freedom of Entry
x. Other selected celebratory seasonal community events

C. That expected costing for each proposed event including resourcing be provided to allow for this program to be considered during budget deliberations.

Further information to support Notice of Motion:

Council has a role to play in improving and supporting community interactions through times of civic celebration both required and discretionary. Following a period of interim administration, many important activities that brought the community together were not continued or continued in a way that did not capture the significance of the occasion and appropriately harness the community spirit. This motion proposes to shift the council to become more involved in the community again by listening, learning and celebrating our successes and city achievements.

MATTERS ARISING

COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2021(01)

11 FEBRUARY 2021

MINUTES

COUNCILLORS' ATTENDANCE:	Councillor Andrew Fechner (Chairperson); Mayor Teresa Harding, Councillors Kate Kunzelmann, Jacob Madsen and Nicole Jonic and Deputy Mayor Marnie Doyle (Observer)
COUNCILLOR'S APOLOGIES:	Nil
OFFICERS' ATTENDANCE:	Chief Executive Officer (David Farmer), General Manager Community, Cultural and Economic Development (Ben Pole), General Manager Corporate Services (Sonia Cooper), Manager, Economic and Community Development (Cat Matson), Community Development Manager (Melissa Dower), Acting General Manager Infrastructure and Environment (Sean Madigan), Manager Marketing and Promotion (Carly Gregory), Media and Communications Manager (Darrell Giles) and Theatre Technician (Harrison Cate)
OTHER ATTENDANCE:	Advisor to the Minister (Steve Greenwood)

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

Nil

BUSINESS OUTSTANDING

Nil

CONFIRMATION OF MINUTES

1. REPORT - COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2020(05) OF 3 DECEMBER 2020

This is the report of the Community, Culture, Arts and Sport Committee No. 2020(05) of 3 December 2020.

RECOMMENDATION

Moved by Councillor Kate Kunzelmann:
Seconded by Mayor Teresa Harding:

That the report of the Community, Culture, Arts and Sport Committee

No. 2020(05) of 3 December 2020 be received and noted.

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

The motion was put and carried.

OFFICERS' REPORTS

2. 2021 IPSWICH ART AWARDS PROGRAM

This is a report concerning the proposed program of activity to be delivered as the 2021 Ipswich Arts Awards.

RECOMMENDATION

Moved by Mayor Teresa Harding:
Seconded by Councillor Kate Kunzelmann

That Council endorse the program of activity to be delivered as the 2021 Ipswich Art Awards.

VARIATION TO MOTION:

Mayor Teresa Harding proposed a variation to the motion:

That the cost of the program be included in the recommendation.

The seconder agreed to the proposed variation.

RECOMMENDATION

Moved by Mayor Teresa Harding:
Seconded by Councillor Kate Kunzelmann:

That Council endorse the $20,000 program of activity to be delivered as the 2021 Ipswich Art Awards.

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

The motion was put and carried.

3. WELCOMING CITIES MEMBERSHIP

Ipswich City Council has been invited to join the Welcoming Cities network.

Welcoming Cities is a national initiative that supports local councils to achieve their social inclusion objectives. The Welcoming Cities network consists of councils and other organisations with an interest in social inclusion and cohesion to share knowledge, create partnerships and celebrate success (Attachment 1).

Ipswich is a diverse community and the value of community inclusion is consistent across Council, from Advance Ipswich (published) to the draft Community Development Strategy and draft iFuture Corporate Plan (both to be adopted later this year). Membership to the Welcoming Cities network provides credence to that commitment to inclusion and provides council with access to a community of practice, accreditation and other forms of support to strengthen our approach to inclusion.

A condition of membership of Welcoming Cities is Mayoral or CEO endorsement (Attachment 2). Therefore this report outlines the benefits and obligations of membership and seeks the endorsement of this committee and then Council, to join and officially become a 'Welcoming City'.

RECOMMENDATION

Moved by Mayor Teresa Harding:
Seconded by Councillor Kate Kunzelmann:

A. That Council join and participate in the Welcoming Cities Network to the value of $5,000 for a 12 month membership; a national network of cities committed to nurturing communities where everyone can belong and participate in social, economic and civic life.

B. That Council endorse the work required to become a Welcoming City by undertaking the first three steps in the formal process:

i. Commit to Welcome – a formal commitment demonstrated by the Mayor's signature and submission of the official Commitment Form;

ii. Community Welcome – develop messaging and communications that highlight unity and shared values, demonstrating that diverse voices are listened to and celebrated;

iii. Plan for welcome – consider existing policies and strategies and identify new opportunities to embed welcoming and inclusion across the organisation and for the community.

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

The motion was put and carried.

4. IPSWICH CITY HEART CABS REVIEW

Ipswich City Heart Cabs (ICHC) is a community transport program commenced in 2010 to help address the issue of social isolation in the community. ICHC funded taxi-fares for eligible residents to local shopping centres. In the eleven (11) years since the program was commenced, many other programs have entered the market that better address community transport needs.

Based on the findings of a report commissioned by council, it is recommended that the program be discontinued, users are redirected to other community transport options and funding allocated to other programs to better address social isolation.

This report provides a summary of the history of the program, background on the program review and seeks Council's endorsement of the recommendations

RECOMMENDATION

Moved by Councillor Kate Kunzelmann:
Seconded by Mayor Teresa Harding:

A. That the attached report, 'Ipswich City Heart Cab Review' be received and the contents noted.

B. That the three (3) recommendations contained within the report be endorsed by council. Those recommendations being:

i. The current form of the Ipswich City Heart Cabs Program be discontinued;

****ii. Council officers develop a communication and change management program to effectively discontinue the current form of the Ipswich City Heart Cabs Program; and**

iii. Council officers investigate opportunities for reallocation of funds to more effectively achieve the outcomes of the Ipswich City Heart Cabs Program.

AFFIRMATIVE Councillors:	NEGATIVE Councillors:
Fechner	Nil
Kunzelmann	

Harding
Madsen
Jonic

The motion was put and carried.

5. EVENT SPONSORSHIP - THE GATHERING

This is a report concerning an event sponsorship application by Limestone Events Inc. for support of the Celtic Festival 'The Gathering' to be held in May 2021 at Ipswich Turf Club.

The application is for a combined cash and in-kind sponsorship valued at $22,000.

RECOMMENDATION

Moved by Mayor Teresa Harding:
Seconded by Councillor Kate Kunzelmann:

A. That Limestone Events Inc. receive $10,000 ex GST cash support for 'The Gathering' 2021.

B. That Limestone Events Inc. receive the following in-kind support valued at $12,000 ex GST:

- **Inclusion of a two page feature in Council's seasonal Quarterly Guide;**
- **Inclusion on the Council funded Mt Ommaney Billboard promoting 2021 'Ipswich Festivals' initiatives;**
- **Erection of (existing) street banners along Brisbane Road to promote the event;**
- **Support from two staff from the City Events team during event delivery.**

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

The motion was put and carried.

6. EVENT SPONSORSHIP - IPSWICH CUP

This is a report concerning an event sponsorship application by Ipswich Turf Club for support of the Ipswich Cup Race Day in June 2021.

The application is for $20,000 ex GST and additional in-kind support of star pickets

and covers, rammer and rolls of barrier mesh (all to be returned at no cost to council).

RECOMMENDATION

Moved by Mayor Teresa Harding:
Seconded by Councillor Nicole Jonic:

That the Ipswich Turf Club receive $20,000 ex GST financial support and additional in-kind support of star pickets and covers, rammer and rolls of barrier mesh (all to be returned at no cost to council) for the 2021 Ipswich Cup.

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

The motion was put and carried.

7. CHRISTMAS WONDERLAND INCOME DISBURSEMENT TO LOCAL CHARITIES

This is a report concerning Christmas Wonderland and the disbursement of funds raised through paid ticketing to local charities.

RECOMMENDATION

Moved by Mayor Teresa Harding:
Seconded by Councillor Kate Kunzelmann:

That Council note that the participating charities will receive the following amounts exclusive of GST:

- **Roderick Street Community Kindergarten - $5,282.00**
- **Rosewood and District Support Centre Inc T/A Rosewood Community Centre - $5,030.48**
- **Young Veterans Ipswich - $5,030.48**
- **The Message of the Cross Indigenous Corporation - $1,760.67**
- **Ipswich Hospital Foundation - $16,852.10**
- **Queensland Youth and Families Support Services Inc. - $5,282.00**

AFFIRMATIVE Councillors:	NEGATIVE Councillors:
Fechner	Nil

Kunzelmann
Harding
Madsen
Jonic

The motion was put and carried.

NOTICES OF MOTION

Nil

MATTERS ARISING

Nil

PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting commenced at 10.34 am.

The meeting closed at 10.59 am.

**Refer to Minutes of Council Ordinary Meeting of 25 February 2021 for amendment to Item 4.

Doc ID No: A6732283

ITEM: 2

SUBJECT: NEW LEASE OVER RIVERVIEW COMMUNITY CENTRE, 138 OLD IPSWICH ROAD, RIVERVIEW

AUTHOR: COMMUNITY DEVELOPMENT MANAGER

DATE: 18 JANUARY 2021

EXECUTIVE SUMMARY

This is a report concerning the proposed new lease over 138 Old Ipswich Road, Riverview, described as Lot 3 on RP139403 (Attachment 1) between Ipswich City Council (Council) and Queensland Youth Family Support Services Inc. (QYFSS).

In accordance with Council's Community Facilities and Operating Model Policy (Attachment 2), it is recommended that a lease be entered into with QYFSS as the successful respondent to the Expression of Interest for the tenure and management of the Riverview Community Centre.

RECOMMENDATIONS

A. That Council resolve pursuant to section 236(2) of the *Local Government Regulation 2012* (the Regulation) that the exemptions under sections 236(1)(b)(ii) of the Regulation apply to the disposal of the leasehold interest located at 138 Old Ipswich Road, Riverview and described as Lot 3 on RP139403 ("the land"), by way of a leasehold arrangement between Council and Queensland Youth Family Support Services Inc for a consideration sum of $1.00 per annum, if demanded (excluding GST).

B. That Council enter into a lease with Queensland Youth Family Support Services Inc. ("the tenant") for a period of three (3) years.

C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the Lease to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.

RELATED PARTIES

Two (2) responses were received to Council's Expression of Interest for the tenure and management of the Riverview Community Centre. These two (2) respondents are noted in Confidential Attachment 4.

The Evaluation Panel first considered conflicts of interest before analysing and appraising the responses to the Expression of Interest as detailed in Confidential Attachment 4. Council's Procurement Manager has reviewed Confidential Attachment 4 and no objections have been noted to the processes undertaken.

ADVANCE IPSWICH THEME

Managing growth and delivering key infrastructure

PURPOSE OF REPORT/BACKGROUND

Council assumed management of the Riverview Community Centre (Community Centre) on 1 July 2019. Rehabilitation of the facility was completed including building works, repainting of walls, plumbing rectifications and installation of new lighting, air-conditioning and a new kitchen. These associated costs were approximately $40,000. The revitalised facility was re-opened on 13 August 2019.

Subsequently, Council resources have been based at the facility delivering targeted community outreach services, however this is not the core skill set of Council and is placing downward pressure to deliver capacity building and engagement services in other parts of the city.

Therefore, in August 2020 Council opened an Expression of Interest (EOI) for a suitable community organisation to occupy the tenure and management of the Riverview Community Centre.

In accordance with Council's Community Facilities and Operating Policy (Attachment 2), on 28 August 2020, Council opened an Expression of Interest (EOI) for the tenure and management of the Riverview Community Centre component (the Community Centre). The intention of the EOI was to establish a partnership with a community organisation whose services aligned with the strategic intent of Council to facilitate the provision of quality social and community outcomes for the residents of Riverview and surrounding areas.

Applications to the EOI closed on 27 October 2020 and attracted a total of one (1) compliant expressions of interest with one (1) non-compliant received. Each response was evaluated by a Panel of Council representatives and the successful respondent was identified as QYFSS (see Confidential Attachment 4).

QYFSS has a long history in the Ipswich Region with over 30 years of experience engaging and working with young people and families. In January of 2019, Goodna Youth Services changed its name to Queensland Youth and Families Support Services Inc. to better reflect the work they are doing, and the future direction set out by the management committee.

The QYFSS has been providing outreach services at the Riverview Community Centre and within their proposal have also provided significant evidence of the strength of their relationships and the trust other key stakeholders have in their ability to deliver services to the community.

In addition to the relationships with various government, employment, training and other not-for-profit organisations outlined throughout their proposal, QYFSS draws on a large network of local organisations to enable the delivery of a range of local community services to the Ipswich Community.

The proposed new lease terms:

Period:	3 Years
Commencement Date:	01/03/2021
Expiry Date:	29/02/2024
Options:	Nil
Rent:	$1 if demanded (excluding GST)
Permitted Use:	The operation and management of a community centre for community services and associated administration.

Title Search - 138 Old Ipswich Road, Riverview is provided at Attachment 1.
Property Plan - 138 Old Ipswich Road, Riverview is provided at Attachment 3.

LEGAL/POLICY BASIS
This report and its recommendations are consistent with the following legislative provisions:
Land Act 1994+Local Government Act 2009+Local Government Regulation 2012

RISK MANAGEMENT IMPLICATIONS

Since Council assumed management of the Community Centre on 1 July 2019, ongoing Council resources have been impacted in the ability to deliver community development functions across the wider city. When QYFSS undertakes management of the Community Centre, Council resources will be prioritised accordingly across the community.

Known risks associated with management of the community centre will be addressed through the terms of the Lease.

FINANCIAL/RESOURCE IMPLICATIONS
In accordance with Council's Community Facilities and Operating Model Policy, Council will be responsible for general repairs and maintenance, the lessee must comply with all aspects in relation to their obligations specified under the terms of the lease and the maintenance schedule.
The lessee must advise Council of any repair or maintenance work required at the property which is not their responsibility as soon as they become aware that the work is required.

Where Council owns the improvements it will be responsible for the major structural repairs and maintenance of the facility.

The lessee is not required to undertake maintenance or repairs of a general or structural nature unless damage to the facility was caused as a result of neglect or default or they

failed to comply with their obligations stated under the terms of the lease and the maintenance schedule.

COMMUNITY AND OTHER CONSULTATION

Council approached organisations through an EOI process to establish a partnership that will facilitate the provision of quality social and community outcomes through the tenure and management of the Riverview Community Centre.

To encourage applicants from the local industry and market, Council advertised the EOI in both the Queensland Times and The Courier Mail newspapers and online at VendorPanel.

The contents of this report do not require any community consultation.

In relation to internal/organisational consultation, the following have been consulted and have noted no objections to the contents of this report nor its recommendations:

- Manager, Procurement;
- Manager, Community and Cultural Services
- Manager, Economic and Community Development; and
- Senior Property Officer (Tenure).

CONCLUSION

In accordance with Council's Community Facilities and Operating Model Policy, it is recommended that a lease be entered into with QYFSS as the successful respondent to the EOI for the tenure and management of the Riverview Community Centre.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Title Search - 138 Old Ipswich Road, Riverview
2.	Community Facilities and Operating Model Policy
3.	Property Plan - 138 Old Ipswich Road, Riverview
	CONFIDENTIAL
4.	Riverview Community Centre Expression of Interest Evaluation Report

Melissa Dower
COMMUNITY DEVELOPMENT MANAGER

I concur with the recommendations contained in this report.

Cat Matson
MANAGER, ECONOMIC AND COMMUNITY DEVELOPMENT

I concur with the recommendations contained in this report.

Ben Pole
GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

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

INTERNAL CURRENT TITLE SEARCH
NATURAL RESOURCES, MINES AND ENERGY, QUEENSLAND

Search Date: 18/01/2021 09:06 Title Reference: 50358264
Date Created: 05/07/2001

Previous Title: 17092026

REGISTERED OWNER

Dealing No: 707609617 01/04/2004

IPSWICH CITY COUNCIL

ESTATE AND LAND

Estate in Fee Simple

LOT 3 SURVEY PLAN 139403
Local Government: IPSWICH

EASEMENTS, ENCUMBRANCES AND INTERESTS

1. Rights and interests reserved to the Crown by Deed of Grant No. 13275150 (POR 206)

ADMINISTRATIVE ADVICES - NIL
UNREGISTERED DEALINGS - NIL

** End of Current Title Search **

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Item 1 / Attachment 2.

IPSWICH CITY COUNCIL

Community Facilities and Operating Model Policy

Version Control and Objective ID	Version No: 1	Objective ID: A5701429
Approved by Council on	19 November 2019	
Date of Review	19 November 2023	

1. Statement

Ipswich City Council invests in community outcomes through utilising a standard operating model for council-owned community facilities. Council facilities will be developed and maintained as assets of council and will be managed so as to minimise operational and maintenance costs.

2. Purpose and Principles

This policy establishes clear expectations around council responsibilities, sets out a comprehensive approach to governance and accountability and ensures that community facilities owned by council provide:

- infrastructure that allows a diverse range of community groups to meet, engage and build social, healthy and recreational networks and a shared community identity;
- a 'safe' place for the delivery of services that meet the needs of targeted community groups; and
- programmed health, well-being, learning and life experiences that enhance the community's capacity, pride and resilience.

3. Strategic Plan Links

This policy relates to Advance Ipswich Theme:

- Caring for the Community

4. Regulatory Authority

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Sustainable Planning Act 2009*
- Ipswich City Council – Corporate Plan 2017 – 2022
- Ipswich City Council Advance Ipswich Community Plan

5. Scope

This policy applies to the development, management and maintenance of community facilities and applies to all Ipswich City Council owned or controlled buildings, sport and recreation facilities (both indoor and outdoor) and associated supporting infrastructure and the sports and/or user groups that utilise them.

The Operating Model for council-owned facilities will be a partnership with a community organisation, association or sporting group whose purpose aligns with the strategic intent of council to manage the ongoing operations of the relevant council's community facilities.

The partnering organisations will be selected based on but not limited to an expression of interest process or standard council permit application on the basis of its relevance to local community needs and its ability to address key selection criteria.

The partner will:

- base its operations at the identified facility and run core programming, in exchange for a low-cost lease, permit or licence;
- have its own funding source to deliver its targeted outcomes;
- address the majority, if not all, of their key priorities under its own operating model;
- have current insurances and registrations for the programs it delivers (including a Public Liability Insurance Policy);
- bring a level of expertise and experiential learning's that would optimise the social and sporting outcomes of the facility.

Council will:

- meet costs associated with the purchase (where required) and maintenance of the building, furniture, equipment, hold relevant insurances for the building and cover utility costs associated with the facility.

Council may:

- supplement programming where the partner's core service deliverables are not broad enough to meet the needs of the community. This may be a function of council's existing outreach programming (e.g. library services), community development activity or volunteer coordinated programs and may be offset by external revenue sources (subject to funding availability).

The governance structure for a Community Centre will take the form of an overarching Steering Committee, consisting of council representatives, representatives from the partnering organisation, and when considered necessary or beneficial, strategic Community Leaders. The Steering Committee's role in the Centre's operation includes, but is not limited to, providing:

- direction and leadership, setting the vision for the Centre and continually refining goals and success measures to align with emerging community needs; and
- ongoing oversight of performance, e.g.
    - performance against agreed Key Performance Indicators;
    - escalated issues relating to the operations of the Centre.
- strategic direction, including:
    - suitability of services and programming to meet changing community needs;
    - ongoing appropriateness of Key Performance Indicators;
    - what the balance should be between service provision, programming and community use of the facility.

Sporting groups and associated facilities' governance structures will take the form of nominated committee members charged with the responsibility of overseeing the operation of the identified sporting association. Operating activities would include but are not limited to:

- direction and leadership, setting the vision for the sporting association and continually refining goals and success measures to align with emerging trends; and
- ongoing oversight of performance, e.g.
    - performance against agreed Lease, Permit, License or general tenancy agreement conditions and performance measures;
    - the ongoing growth, development and expansion of the game, association and participation rates.
- strategic direction, including:
    - suitability of facilities and ongoing growth and expansion that meets changing community needs and expectations;
    - ongoing appropriateness of performance measures.

6. Roles and Responsibilities

All council officers responsible for managing council-owned facilities and developing and maintaining agreements as described in this policy.

7. Key Stakeholders

- Community, Cultural and Economic Development
    - Community Development
    - Community and Cultural Services
- Corporate Services
    - Property Services Team
    - Legal and Governance
- Infrastructure Strategy and City Maintenance
    - Infrastructure and Environment

8. Monitoring and Evaluation

- Measured participation numbers and program outcomes that build capacity of community groups and cultural organisations,
- Reduction in complaints about access to council facilities, open space, programs and services,
- Collation and analysis of customer demographics, service or centre usage, client service quality; problem identification and resolution; overall service user satisfaction generated via the use of surveys, questionnaires and various user and self-assessment tools.

9. Definitions

Council	Means Ipswich City Council
Council owned	Means a facility owned by Ipswich City Council, including those built on crown land where council is trustee of the land

Community Centre	A building or other place in which members of a community may gather for social, educational or cultural activities
Facility	Constructed and/or maintained sport and recreation grounds, fields, ovals, courts, clubhouses, change rooms and other supporting infrastructure at a location that allows people to be involved in and participate in sport and recreation activities

10. Policy Owner

The General Manager (Community, Cultural and Economic Development) is the policy owner and the Manager (Community and Cultural Services) is responsible for authoring and reviewing this policy.

Item 1 / Attachment 3.

Ipswich City Council
45 Roderick Street
PO Box 191
IPSWICH QLD 4305
Australia

Telephone	(07) 3810 6666
Fax	(07) 3810 6731
Email	council@ipswich.qld.gov.au
Web	www.ipswich.qld.gov.au
Business Hours	8:00am - 4:30pm (Mon - Fri)

138 Old Ipswich Road, Riverview

Scale 1:1,000

Metres 20 40 60

1. Community Centre
2. Car Park
3. Shelter

Printed Date: 17 Feb 2021

Doc ID No: A6708446

ITEM: 3

SUBJECT: DRAFT COMMUNITY DEVELOPMENT STRATEGY (2021 - 2026)

AUTHOR: COMMUNITY DEVELOPMENT MANAGER

DATE: 4 JANUARY 2021

EXECUTIVE SUMMARY

This is a report concerning the draft Community Development Strategy 2021-2026; it outlines the proposed community development approach and presents the document for endorsement (Attachment 1).

As the closest of the three levels of government to the community, Ipswich City Council (Council) plays a significant role in supporting communities through the community development function.

The draft Community Development Strategy is a strategic and aspirational document designed to outline and guide the work of the Community Development Section over the next five years. It aligns with Council's strategic priorities with a focus on strengthening community resilience and building on community strengths to help shape the future of Ipswich.

RECOMMENDATION/S

> **That the Community Development Strategy be endorsed by Council as the strategic and aspirational framework which guides the work of the Community Development section**.

RELATED PARTIES

There are no conflicts of interest identified from this report.

ADVANCE IPSWICH THEME

Caring for the community

PURPOSE OF REPORT/BACKGROUND

Currently, Ipswich City Council does not have a public facing community development strategy nor a document which articulates its community development initiatives and program of work. As a function within Council that is outward facing and receives

significant attention from the community, it is important that Council is able to communicate its community development portfolio.

The draft Community Development Strategy aims to:

1. Define community development, the role of council and the way in which community development is approached and the principles guiding this approach; and

2. Detail the five pillars of local Community Development and outcomes seeking to be achieved over the next five years.

Previous community development programming at Council has predominately been informed by a needs-based approach. This approach to community development assumes a deficit model which focuses on the community's problems.

A more effective and contemporary approach is built on community strengths; known as *Asset Based Community Development*. This approach builds on the assets and strengths found in the community (people, physical assets, etc.) to ensure sustainable community development.

The asset based community development approach strives towards a united agenda for achieving positive social and economic outcomes across the city, leveraging our collective capabilities. Leadership in this approach is a shared activity, emphasising *'doing with',* and moving away from *'doing for'*.

LEGAL/POLICY BASIS

Not Applicable

RISK MANAGEMENT IMPLICATIONS

As mentioned above, Council does not currently have a public-facing community development strategy which articulates its program of work. As a result, the nature of the work, capacity of the team or scope of the community development function has been misunderstood, both internally and externally.

This presents a risk to Council as the function can be susceptible to out of scope requests and reactive work; as distinct to proactive and responsive work.

The Community Development Strategy mitigates this risk by clearly articulating function, how it operates, and the outcomes the function is striving for.

Notwithstanding the above, it is recognised that community development is a function which must respond to the current and emerging trends of the local community. As such, the Community Development Strategy has been drafted with flexibility and agility in mind, and attempts to find a balance between the portfolio and allowing for responsive work.

FINANCIAL/RESOURCE IMPLICATIONS

The Community Development Strategy is a strategic document and, as such, the specific action items mentioned therein are not currently budgeted (beyond the current financial year). As such, each year as the Community, Cultural and Economic Development Department budget is built, specific action items within the Community Development Strategy will need to be costed and placed within the annual Community Development section budget.

It is anticipated that implementation of the Community Development Strategy can be achieved within budget and resource allocations similar to those provided in the 2020-2021 financial year.

COMMUNITY AND OTHER CONSULTATION

A range of stakeholders were consulted over the past 18 months during the development of the Community Development Strategy. These include:

- Councillor Briefing Session
- Resilient Communities, Community Reference Group Members
- Y- Care (South East Queensland) Inc.
- Network of Ipswich Community Organisations
- Community Centre representatives
- Multicultural Australia Ltd
- Access Community Services Limited
- Headspace National Youth Health Foundation Ltd
- Queensland Disability Network (Ipswich Network)
- Queensland Department of Communities, Disability Services and Seniors,
- Queensland Youth and Family Support Services Inc.
- Rosewood and District Support Centre Incorporated
- West Moreton Health

The strategy goals and aims will be achieved by delivering a community-led strength based approach to community development. We will be working with and alongside our stakeholders in developing and strengthening community capability, creating opportunities and leading social change.

CONCLUSION

Ipswich City Council plays a key role in leading a contemporary approach to Community Development.

The draft Community Development Strategy recognises community development is about *doing with* rather than *doing for*; it is about focusing on what is strong in our community and not what is wrong. It is about leveraging our collective capabilities and building a united and common agenda for achieving positive social and economic outcomes across the City.

By endorsing the draft Community Development Strategy the Council has taken a significant step towards strengthening the capacity of our City.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Draft Community Development Strategy 2021 - 2026

Melissa Dower
COMMUNITY DEVELOPMENT MANAGER

I concur with the recommendations contained in this report.

Cat Matson
MANAGER, ECONOMIC AND COMMUNITY DEVELOPMENT

I concur with the recommendations contained in this report.

Ben Pole
GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

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

Item 2 / Attachment 1.

City of Ipswich

Community Development Strategy (draft)

2021–2026

DRAFT

COVER IMAGE TO BE ADDED

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City of Ipswich

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MESSAGE FROM THE MAYOR

Message from the Mayor Teresa Harding to be added

MESSAGE FROM THE COMMITTEE CHAIR

Message from the Committee Chair Cr Andrew Fechner to be added

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INTRODUCTION

This Community Development Strategy outlines Ipswich City Council's (council) commitment and priorities for community development in the Ipswich region. It aims to align with council's strategic priorities, and has a focus on strengthening community resilience and building on existing community strengths to help shape the future of Ipswich.

Our goal is that together, we strengthen our community for a resilient future that is inclusive, welcoming, connected and healthy. This will be achieved by delivering a community led, strengths-based approach to community development. Working with, and alongside our community in developing and strengthening community capability, creating opportunities and leading social change.

This strategy builds on Advance Ipswich 2015 and council's Corporate Plan 2021-2026, Theme Two – Safe, Inclusive and Creative Community. It also aligns with other council plans and strategies, including the Arts and Cultural Strategy 2018-2023, Local Disaster Management Plan and related sub plans, Community Engagement Strategy and the Indigenous Accord 2020-2025. This strategy is also reinforced and champions the Sustainable Development Goals (SDGs) SDG11 Sustainable Cities and Communities – To make cities inclusive, safe, resilient and sustainable.

> ***"An outline of Ipswich City Council's commitment and priorities for community development in the Ipswich region."***

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ACKNOWLEDGEMENT OF COUNTRY

Ipswich City Council respectfully acknowledges the Traditional Owners as custodians of the land. The Traditional Owners whose earth, winds and water we share, and have had a deep spiritual and cultural connection to country for thousands of years. We pay our respects to their elders, past, present and emerging, as the keepers of the traditions, cultures and stories of a proud people.

COMMUNITY DEVELOPMENT AND THE ROLE OF COUNCIL

Community development is a process which empowers the community to come together and take collective action. As the closest of the three levels of government to the community, Ipswich City Council plays a key role in facilitating community development to help meet the needs of Ipswich.

Community development from council's perspective is about facilitating positive social outcomes by working alongside our community in developing and strengthening community capability, encouraging collaborative practices, creating opportunities and leading social change.

Council understands that community development is about **doing with rather than doing for**. We will work with and alongside community members, organisations and other levels of government leveraging our collective capabilities and building a united and common agenda for achieving positive social outcomes.

OUR PRINCIPLES

Our community is dynamic and growing diverse. Our programs will each have a different purpose, involve different people and be delivered in different ways. We will carefully consider these differences and adapt our approaches accordingly.

The principles which guide our approach are:

- we are community centred
- we will work together to achieve our shared visions and goals
- we use an evidence-based approach
- we are flexible and agile
- we show a demonstrated commitment to transparency and accountability.

OUR PILLARS

These five pillars set the direction for council's community development program for the next five years. Each pillar (discussed further below) shares our Goals > Aims > and Measurements. We will measure our success in achieving the outcomes of the pillars at a programmatic level.

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PILLAR 1 – CAPACITY BUILDING AND RESILIENCE

Our community has the information and resources needed to access services and support, and our community groups and organisations are supported, work collaboratively and operate sustainably. Our community members are resilient, and are empowered to lead a life of opportunity and overcome challenges.

Our Goals	Our Aims	Measuring our Progress
Community groups and organisations, services, businesses, and government agencies are working together to achieve goals that are driven by community aspirations.	In partnership with key stakeholders implement an annual community service summit to bring together key leaders from community groups and organisations, services, businesses, and government agencies to explore opportunities to collectively address complex needs.	The number of, and feedback from, key stakeholders attending the community services summit.
Community is empowered, and has the skills and resources to increase their independence and sustainability to continue to design and deliver community led initiatives.	Implement a program for community groups and organisations to develop their not-for-profit governance capability. Complemented by resources that are readily available for community groups and organisations to strive for excellence. E.g. good governance, grant writing, volunteer management.	The number of, and feedback from, participants at council capacity-building workshops.
	Continue to deliver and enhance council's community funding opportunities to support community organisations and groups.	The amount of funding allocated by council to community organisations and groups.
Local community centres are supported and connected, share knowledge and information and deliver impactful social programming.	Continue to develop and enhance the operating model for council owned community centres.	Operating model for council owned community centres is designed.
	Pilot a Social Impact Assessment study to measure and evaluate the social impact of Community Centres, with a view to establishing an evidence base for future investment in social infrastructure.	Social Impact Assessment Evidence Framework designed to help inform investment in future social infrastructure.

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Our Goals	Our Aims	Measuring our Progress
Increase resilience of the community in the event of a disaster.	Develop resources to complemented council's emergency management initiatives, outlining and guiding our response to community led recovery efforts.	Localised resources guiding community led recovery are designed and accessible to community groups, centres and organisations.
	In partnership with community centres design and implement a resilience capacity building program for local community centres.	Capacity building program for local community centres is designed and implemented.
Community development continues to champion and lead the contemporary community development principles.	Provide strategic leadership in the area of community development by taking an active role in mobilising community assets, identifying gaps and facilitating solutions. Encourage new thinking about ways to better support and nurture economic, employment and social development.	The number of across-community-connections the Community Development team has been involved with.

EXAMPLE 1

Springfield Lakes Community Relief Centre Operations

In October 2020 severe hail storms impacted the Springfield Lakes and Rosewood areas causing significant hail damage with more than 600 homes deemed unliveable. The Council response included a strong focus on community led relief. The Springfield Lakes YMCA community centre, supported by council initiated the Community Relief Centre. While it was in operation, there was a range of services on site with over 2300 local residents seeking assistance.

EXAMPLE 2

Redbank Plains Social Impact Assessment

In 2016 a community centre was identified in Redbank Plains as an option to facilitate informal social gatherings and place-based community building. In 2018 the Redbank Plains Community Centre opened, and council in partnership with Multicultural Australia, who manage daily operations at the centre, began a multi-year study to track the social impact of the community centre over time. Community insights reported at regular intervals during the study, have fed into Centre planning and programming, and supported funding and advocacy work. More generally, tracking community experiences and aspirations over time has highlighted the important role the Community Centre is playing by providing a place of social connection and support in a rapidly changing environment.

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Item 2 / Attachment 1.

PILLAR 2 – WELLBEING

Our community members have a sense of belonging and purpose and enjoy a good sense of health, wellbeing and happiness and our community's social capital continues to increase.

Our Goals	Our Aims	Measuring our Progress
Council will work alongside community stakeholders to develop long term solutions to social challenges within the City of Ipswich.	Participate in community conversations, continue to support community networks to work together to address the social and economic issues. E.g. domestic violence, crime, safety, youth disengagement. Participate and actively support community alliances, interagency and specific sector meetings.	The number of meaningful partnerships and initiatives to be able to develop long term solutions to social challenges.
Council's procurement practices are sustainable and achieve local social impact.	Undertake research and provide strategic advice to maximise council's social impact through sustainable and social procurement practices.	Council has strengthened their sustainable and social procurement practices and is measuring social impact across Ipswich.
Our community is progressive, innovative and community stakeholders are empowered and supported to address the social and economic issues and together we collaborate for positive change.	Provide a forum for community stakeholders to address the social and economic issues together.	The number of, and feedback from, participants to be able to address the social and economic issues together.
	Continue to deliver and enhance council's community funding opportunities to support community organisations and groups to work together to address the social and economic issues.	The amount of funding allocated by council to community organisations and groups.
Increased support and initiatives for health and wellbeing in local communities.	Work collectively with Health Professionals to implement innovative approaches to improve the health and wellbeing of the wider community.	The number of meaningful partnerships and initiatives to be able to develop long term solutions to improving health and wellbeing.
	Partner within the community groups and organisations to encourage the participation and involvement of children, young people and families in community activities, particularly activities focused on awareness of mental health and education pathways.	The impact of our actions identified in partnership with the community groups and organisations.

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Our Goals	Our Aims	Measuring our Progress
The nature and extent of homelessness and insecure housing in Ipswich is understood and possible solutions and avenues for advocacy are explored.	Explore opportunities for research concerning the nature and extent of homelessness and unstable housing in the City of Ipswich.	Evidence based research undertaken on the nature and extent of homelessness and unstable housing in the City of Ipswich.
	Support and partner with local organisations in the delivery of services to those experiencing, or at risk of experiencing, homelessness and/or insecure housing.	The impact of our actions identified in partnership with the local housing and homelessness services.
The barriers to employment in Ipswich are understood and possible solutions and avenues for advocacy are explored.	Explore opportunities for council to increase their support for youth unemployment initiatives. E.g. social impact/enterprises.	The impact and feedback of our actions identified in partnership with interested organisations.
	Support and partner with community stakeholders in the delivery of employment focused initiatives.	The number of meaningful partnerships and initiatives to be able to develop long term solutions to improving employment opportunities.
Improved coordination, promotion and participation of initiatives and activities to celebrate and acknowledge significant weeks and celebrations.	Develop and implement a coordinated approach to promote community initiatives and activities to residents.	A number of, feedback from community organisations on councils coordinated approach to promoting significant weeks initiatives and activities to residents.
	Maintain and continue to develop innovative digital infrastructure to provide quality information to the wider community.	The utilisation of information and referral pathways managed or coordinated by council.

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EXAMPLE 3

Fresh Futures Market

The Fresh Futures Market is a free annual event which sees over 90 service providers come together to support young people with a disability, parents, carers, teachers with information about employment and training options within Ipswich. The event is aligned to Disability Action Week and celebrates and highlights the achievements of people with a disability. The event is a collaborative effort of the Ipswich Disability Interagency Network and has created a strong following with more Fresh Futures Markets being replicated in Brisbane, the Gold Coast, Toowoomba and more regions looking at introducing the event to their areas also.

Item 2 / Attachment 1.

PILLAR 3 – INCLUSION AND CONNECTEDNESS

Our community members all have the same opportunities to participate in every aspect of life to the best of their abilities and desires.

Community members feel they belong regardless of age, ability or background.

Our Goals	Our Aims	Measuring our Progress
Strengthen our commitment on inclusion and access to overcome barriers that prevent full social and economic participation. **Continue to advocate for improved access and inclusion to support people with a disability to participate more fully in the community.**	Support and partner with local organisations to implement strategies for accessibility for everyone. The community all feels like they belong regardless of age, ability or background.	The impact of our actions identified in partnership with Inclusion and Accessibility networks. The number of supported access and inclusion initiatives encouraging residents with a disability to participate and contribute, socially and economically, to their communities.
Those experiencing, or at risk of experiencing, social isolation are connected and engaged with the wider community.	Support and partner with local organisations in the delivery of services to reduce social isolation.	The number of meaningful partnerships and initiatives to be able to address social isolation.
Increased independence of the elderly and those living with a disability.	Deliver the Home Assist Program, removing some of the practical housing related difficulties experienced by older people and people with a disability who wish to remain living in their home.	The number of, and feedback from, Home Assist services delivered.
	Champion active ageing strategies to encourage residents to participate and contribute, socially and economically, to their communities as they age.	The number of supported active aging initiatives encouraging residents to participate and contribute, socially and economically, to their communities as they age.
Connect community, and to facilitate and/or support community led initiatives that increase social participation, leadership and strengthen connections.	Support and partner with local organisations in the delivery of services to increase the social connectedness of our community.	The number of meaningful partnerships and initiatives addressing social and economic issues.

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Our Goals	Our Aims	Measuring our Progress
Community recognised as leaders in LGBTIQ+ inclusion and the LGBTIQ+ community feel safe and comfortable and do not experience discrimination, harassment and stigma based on their sexual orientation, gender identity or intersex status.	Council will demonstrate an active commitment and will work in collaboration with LGBTIQ+ organisations to actively seek opportunities to share knowledge and learnings with the broader community. Incorporate LGBTIQ+ people and perspectives into external strategies and projects, and consult with peak LGBTIQ+ stakeholder groups.	The number of meaningful partnerships and initiatives with LGBTIQ+ organisations to support LGBTIQ+ community. The impact of our consultation actions identified in consulting with LGBTIQ+ community.
Increase resilience of people with a disability in our community in the event of a disaster.	Champion the Disability Inclusion Disaster Risk Reduction project and develop inclusive and accessible resources to compliment council's emergency management initiatives.	The number of people with a disability who access and provide feedback about Disability Inclusive Disaster Risk Reduction resources.
Council will use place-based and people centred approaches in delivering strategies and actions across the community.	Design people centred and place based tools and approaches by working with the community to co-design.	The number of meaningful people centred and placed based initiatives council has supported with resources to be implemented.

EXAMPLE 4

Disability Inclusion Disaster Risk Reduction Project means making sure the needs and voices of people with a disability are included in disaster risk management. To achieve this, council is partnering with the Queenslanders with Disability Network, the Centre for Disability Research and Policy at the University of Sydney and the Queensland Government to promote the DIDRR Framework and Person Centred Emergency Planning for people with disability and their carers. Council will continue to work collectively with people with a disability to design a more inclusive and accessible disaster risk management program.

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PILLAR 4 – CULTURE AND DIVERSITY

Our community is committed to the continued development of a harmonious and cohesive community. We acknowledge the importance of recognising the Aboriginal and Torres Strait Islander peoples and communities of Ipswich. We welcome that our community is made up of people born in 163 different countries and regions and 152 languages other than English are spoken across Ipswich households.

Our Goals	Our Aims	Measuring our Progress
Increased connection, harmony and leadership in and between the Aboriginal and Torres Strait Islander communities in Ipswich.	Working collaboratively with the Indigenous Accord Working Group, monitor the delivery, implementation and achievement of the action items detailed in the Indigenous Accord 2020-2025.	The impact of our actions identified within the Indigenous Accord 2020–2025.
Raise cultural awareness and understanding within the community to acknowledge and embrace culture diversity.	Work with Welcoming Cities to access evidence-based research, resources, policies and case studies to strive for leading practice and innovation in welcoming efforts.	The impact of our actions identified in partnership with Welcoming Cities.
Improved health, wellbeing, and connections within the Aboriginal and Torres Strait Islander community.	In partnership with local community organisations design physical activity initiatives to increase participation of the Aboriginal and Torres Strait Islander community.	The impact of our Indigenous Wellbeing initiatives, including participant numbers and reported benefits.
Improved health, wellbeing, and connections with our Multicultural Community.	Continue to connect vulnerable community members of various cultural backgrounds and abilities through singing and music, promoting increased health and wellbeing. E.g. Alchemy St Choir.	The impact of our Multicultural Wellbeing initiatives, including participant numbers and reported benefits.

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EXAMPLE 5

Black Coffee is a nation-wide Indigenous Business Network that has been established in Ipswich for over three years, the group work together to strengthen the community and generate increased capacity of local black businesses. The network provides a great opportunity for businesses to come together and connect and it also gives council the opportunity to reinforce our commitment to supporting Aboriginal and Torres Strait Islander Business development. A number of these businesses have progressed through council's workshop development programs and are now very successful in their own right. The Black Coffee catch ups have brought together individual businesses that have previously never met and are now supporting each other with opportunities to grow and contract work from each other. Over the past 12 months we have seen many partnerships and great working relationships build between our businesses as they share experiences and advice on their journey.

Item 2 / Attachment 1.

PILLAR 5 – CIVIC PARTICIPATION AND LEADERSHIP

Our community values and supports a culture of regular volunteering, our community actively participate in community life and community leaders are respected and work with council to collectively respond to community needs and aspirations.

Our Goals	Our Aims	Measuring our Progress
We listen to our key stakeholders. Community needs and aspirations are responded to by collectively engaging with community leaders and key stakeholders.	Continue to consult with community leaders and key stakeholders on identifying and responding to community needs and aspirations. We will develop long term, meaningful relationships with stakeholders.	The impact of our consultation actions identified in consulting with community leaders.
Increase community ties with council representatives.	Identify opportunities to integrate councillors into community initiatives.	Councillors awareness and feedback on the range of community projects and initiatives.
Children, young people and families are involved, and actively participate in, community life.	Partner within the local service providers to encourage the participation and involvement of children, young people and families in community activities.	The impact of our actions identified in partnership with community organisations.
Ipswich youth are heard on the issues they care about and are empowered to undertake change-making initiatives across the City.	Continue to build on a variety of youth engagement initiatives for a diverse range of young people aged 12 - 25.	The impact of our actions identified in partnerships with youth services.
Explore the skills, aspirations and strengths of young people by focusing on the promotion of positive experiences and developmental outcomes.	Provide a forum for youth voice and building civic leadership skills within the youth community of Ipswich.	The social impact of the Ipswich Youth Advisory Council Program.
Increased understanding of the value of, and participation in creating change/volunteering within the community.	Broaden the support provided to organisations and services that rely on volunteers to deliver successful programs.	The number of, and feedback from, participants at council capacity building volunteer workshops.

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Our Goals	Our Aims	Measuring our Progress
Improved and increased capability of volunteer leaders, community organisations and groups.	Proactively promote council's volunteer programs and continue to enhance online volunteer portal, Better Impact, with a particular focus on promotion to young people.	The number of, and feedback from, volunteers of council programs.
Increased participation, leadership and collaboration between council and seniors.	Consider the establishment of an Ipswich Seniors Advisory Panel to facilitate community members and organisations to provide input and feedback to council about improving the quality of life for seniors in Ipswich.	The impact of our actions identified in partnership with Ipswich Seniors.

EXAMPLE 6

Flick the 'swich, a live streamed youth-led engagement series, on Friday 30 October 2020, formed part of Ipswich City Council's official launch of its Children, Young People and Families Policy. The panel event was delivered in partnership with the Ipswich Youth Advisory Council (IYAC). The event's fundamental purpose was to give young people in Ipswich a voice and engage with young people on issues important to them.

These topics included:

1. mental health and wellbeing
2. Ipswich diversity and acceptance
3. employment and transitions to independence.

Approximately 230 questions and comments were submitted by Ipswich young people in advance of Flick the 'swich. This included 38% of questions for Mental Health and Wellbeing, 32% for Diversity and Acceptance, and 30% for Employment and Transitions to Independence.

This event will help inform council's direction the 2021-2022 Youth Plan.

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DEFINITIONS

Community	A group of any size whose members reside in the same locality, share common characteristics (e.g. age, sex, ethnic origin, faith), interest and/or cause. People can belong to several different communities at any one time.
Community Development	A process which empowers community members and groups to come together and take collective action, realise common goals and develop community owned solutions.
Community Engagement	A process by which community and council work together to facilitate community input into council decision making.
Council	The Ipswich City Council, being the local government for the City of Ipswich, and includes all employees of Ipswich City Council and consultants and contractors engaged by or associated with council.
Key Stakeholder/s	A person, group of persons or organisations that have an interest, or can affect or be affected by an issue or decision.
Social Impact	A significant, positive change that addresses a pressing social challenge.
Project/Program/Initiative	A planned undertaking that enhances council services in order to achieve a desired outcome, within a defined scope and funding requirements.
Resilience	The capacity to recover quickly from difficulties; toughness.
Resilient Community	A community that takes intentional action to enhance the personal and collective capacity of its residents and institutions to respond to, and influence the course of social and economic change, (The Centre for Community Enterprise).

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REVIEW PERIODS

The Community Development Team understands that community development is about doing with rather than doing for. Therefore we will continue to seek your input to ensure we strive for excellence across our city.

This Community Development Strategy will be reviewed annually alongside other related council documents and updates and amendments will be made available on our website. Each Pillar will have an action plan with measureable targets that will also be reviewed and updated annually. The review documents showing progress against actions will also be available from the website for the community to view.

An evaluation framework will be developed to be completed in the final year of the plan, allowing community consultation, reflection and learnings.

FEEDBACK

Do you have an idea, feedback or would like to get involved with achieving our goals for Community Development in the City of Ipswich. Let us know.

Phone: (07) 3810 6666

Email:
communitydevelopmentrequests@ipswich.qld.gov.au

Item 2 / Attachment 1.

City of Ipswich

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Doc ID No: A6808448

ITEM: 4

SUBJECT: INDIGENOUS ACCORD 2020 - 2025 MILESTONE REPORT

AUTHOR: INDIGENOUS AUSTRALIAN COMMUNITY DEVELOPMENT OFFICER

DATE: 22 FEBRUARY 2021

EXECUTIVE SUMMARY

This is a report concerning the Indigenous Accord 2020-2025 (Accord).

The Accord forms the basis for a shared journey between Indigenous and Non-Indigenous peoples in Ipswich. It contains targeted and specific activities and sets the agenda for cooperation, collaboration and partnership between Ipswich City Council and the Aboriginal and Torres Strait Islander communities.

This report provides an update on the Accord milestones achieved in the July 2020 - February 2021 period.

RECOMMENDATION

> **That the report titled 'Indigenous Accord Milestone Report - March 2021' be received and the contents noted.**

RELATED PARTIES

Related parties associated with the Accord are:

- Ipswich Indigenous Accord Working Party.

There are no conflicts to declare in relation to this report.

ADVANCE IPSWICH THEME

Caring for the community

PURPOSE OF REPORT/BACKGROUND

The Ipswich City Council Indigenous Australian Accord Working Party was established by Council in 1995 in response to council's commitment towards reconciliation. The same year the inaugural Accord was formally adopted by council.

Building on the foundations laid by the 1995 Accord and the subsequent 2015-2018 Accord, the 2020-2025 Accord was adopted by Council in June 2020. The new Accord forms the basis for a continued shared journey between Indigenous and Non-Indigenous peoples in Ipswich.

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

- Cultural Recognition, Respect and Community Engagement
- Traditional Owners
- Education, Employment and Skills Development
- Business Development
- Housing
- Health and Wellbeing
- Community Safety

Each theme has identified outcomes and over the next five (5) years council will continue to work with the Indigenous Australian Accord Working Party and the broader Aboriginal and Torres Strait Islander Communities to achieve the outcomes identified.

Milestones will be presented to Council every six (6) months. Attachment 1 provides a comprehensive list of milestones achieved in the July 2020 – February 2021 period.

Highlighted milestone achievements include;

- The naming of the new civic space in Nicholas Street as Tulmur Place.
  Tulmur in the local Aboriginal language which means Ipswich.
  The naming of Tulmur Place is a significant milestone towards the theme of cultural recognition, respect and community engagement.

- Cultural elements have been included in both new libraries, main and children's, ensuring both places and spaces are culturally safe and welcoming.
  This also contributes to the theme of cultural recognition, respect and community engagement.

- Three Black Coffee catch ups have been hosted (despite COVID) and nine indigenous businesses have been supported with business-to-business mentoring.
  This contributes to the theme of business development for indigenous businesses.

LEGAL/POLICY BASIS

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

Not Applicable

RISK MANAGEMENT IMPLICATIONS

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

FINANCIAL/RESOURCE IMPLICATIONS

It is anticipated that the various council departments will be able to align their budgets to achieve the desired outcomes identified in the Indigenous Accord 2020 -2025.

COMMUNITY AND OTHER CONSULTATION

The milestones were identified through internal department consultation and engaging with the Indigenous Australian Accord Working Party.

CONCLUSION

The Accord is Ipswich City Council's strategic framework for reconciliation and provides measurable steps to that reconciliation through cooperation, collaboration and partnerships between council and Aboriginal and Torres Strait Islander communities. Progress is being made and milestone reports will be delivered to council every six months.

Council is committed to the Accord and will continue to work collectively with the Indigenous Australian Accord Working Party and the broader Aboriginal and Torres Strait Islander Communities to achieve further outcomes identified in the Accord.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Indigenous Accord Milestone Report March 2021

Derek Kinchela
INDIGENOUS AUSTRALIAN COMMUNITY DEVELOPMENT OFFICER

I concur with the recommendations contained in this report.

Melissa Dower
COMMUNITY DEVELOPMENT MANAGER

I concur with the recommendations contained in this report.

Cat Matson
MANAGER, ECONOMIC AND COMMUNITY DEVELOPMENT

I concur with the recommendations contained in this report.

Ben Pole

GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

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

Ipswich City Council Indigenous Accord Milestone Report March 2021

The report provides an update on the milestones achieved in the July 2020 – February 2021 period. Only those actions where a milestone was reached are listed below. For a complete list of actions, please refer to the Accord document.

Theme 1 - Cultural Recognition, Respect and Community Engagement Action	Timeframe	Responsibility	Milestone Reached in Reporting Period
1.1.2 Aboriginal and Torres Strait artwork and cultural heritage iconography is included in the spaces and places of Ipswich, in particular the CBD and around other council–owned facilities and public spaces.	S	IED CCED	The new civic space in Nicholas Street has been named 'Tulmur Place'. The world Tulmur in the local Aboriginal language means 'Ipswich'; therefore this naming has been a significant milestone towards cultural recognition.
1.4.1 The development of an Aboriginal and Torres Strait Islander War Memorial in Queens Park.	M	IED CCED	The standing recommendation of the Historical Monuments Advisory Committee that a location in Queens Park be considered for an Indigenous Australian Soldier War Memorial is being reviewed for further consideration and consultation.
1.5.2 Council-owned libraries facilitate the participation of Aboriginal and Torres Strait Islander elders in story-time activities and encourage community participation in these activities.	O	CCED	Indigenous story tellers have been included in Children's library programming. The Children's library '12 days of Christmas' activity included a visit from Murri Claus.
1.5.4 Council-owned library in CBD incorporates culturally appropriate and inclusive design elements for Aboriginal and Torres Strait Islander peoples.	S	IED CCED	Cultural Elements have been incorporated in both libraries (Main & Children's) to ensure both places and spaces are culturally safe and welcoming.
1.6.1 Council continues to support community initiatives, including NAIDOC.	O	CCED	The annual NAIDOC event held in partnership with Kambu Health Service was delivered in December 2020. 56 community service stall holders attended, with approximately 800 community members.

Theme 2 - Traditional Owners	Timeframe	Responsibility	Milestone Reached in Reporting Period
Action			
2.1.1 **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.**	S	IED	A draft governance structure of a Traditional Owner Reference Group was presented to Council in November 2020. Feedback is being collated and will be returned to Council for endorsement before the next milestone report.

Theme 4 – Business Development	Timeframe	Responsibility	Milestone Reached in Reporting Period
Action			
4.1.1 **Develop and implement capacity building initiatives that assist the development of Aboriginal and Torres Strait Islander businesses.**	O	CCED	Council supported three Black Coffee catch ups allowing Indigenous businesses to network and create opportunities for collaboration. Council supported nine businesses with professional development and peer to peer mentoring. This support included web page design, book keeping and business planning.

Theme 6 – Health and Wellbeing	Timeframe	Responsibility	Milestone Reached in Reporting Period
Action			
6.1.1 Facilitate collaboration between a network of representatives from Aboriginal and Torres Strait Islander community organisations and across sectors to develop network links, share information and learnings and streamline coordination and referrals between agencies and organisations.	O	CCED	Ipswich Murri Interagency Meetings are scheduled on the first Tuesday of each month and are organised and facilitated by Ipswich City Council. Between July 2020 and March 2021 the meetings were delivered online, with three meetings held.
6.2.2 Support and encourage community solutions to develop leadership initiatives and empowerment strategies that build self-esteem and community cohesion.	M	CCED	Two Aboriginal and Torres Strait Islander engagement sessions were held to inform the draft iFuture Corporate Plan (2021 – 2026).
6.3.1 Develop and implement health and wellbeing programs including physical activity programs, aligned to community aspirations	O	CCED	Planning has commenced for Aboriginal and Torres Strait Islander Mental Health First Aid workshops, scheduled for April 2021.

The responsible Ipswich City Council Departments listed in the tables are as follows:

CCED - Community, Cultural and Economic Development Department
IED - Infrastructure and Environment Department
PRS - Planning and Regulatory Services Department

Doc ID No: A6827785

ITEM: 5

FROM: Councillor Jacob Madsen

RE: NOTICE OF MOTION - CUSTOMER SERVICE

DATE: 2 MARCH 2021

This is a notice of motion submitted by Councillor Jacob Madsen concerning the Customer Service request system within Council.

Councillor Jacob Madsen gave notice of his intention to move the following motion at the Community, Culture, Arts and Sport Committee Meeting of 11 March 2021:

MOTION

A. That Council take immediate action to ensure that customers have visibility over the progress, status and outcome of any service request that has been submitted utilising the existing 'My Ipswich' service.

B. That a report be provided to a future Community, Culture, Arts and Sport Committee meeting no later than May 2021 outlining how Council is currently performing against adopted standards, what steps have been taken to rectify the above issue and any other steps that can be taken to improve the service and transparency of operations Council provides to the community.

Further information to support Notice of Motion:

Councillors are continuing to receive feedback from ratepayers and residents of the city that they are not being kept informed on the progress or current status of service requests they have submitted to council. Council needs to take steps to ensure that the organisation is adhering to its customer service policy at all times. Customers of Ipswich City Council have the right to be aware of the progress, status and outcome of requests raised.

Doc ID No: A6827863

ITEM: 6

FROM: Councillor Sheila Ireland

RE: NOTICE OF MOTION - CIVIC CELEBRATIONS

DATE: 2 MARCH 2021

This is a notice of motion submitted by Councillor Sheila Ireland concerning Civic Celebrations.

Councillor Sheila Ireland gave notice of her intention to move the following motion at the Community, Culture, Arts and Sport Committee Meeting of 11 March 2021:

MOTION

A. That Council form a Civic Celebrations function to undertake and support events across the city that bring together community members and celebrate our achievements and significant events.

B. That the events this function should undertake include:

- **i. Australia Day Awards**
- **ii. Anzac Day Ceremony Support**
- **iii. Remembrance Day support**
- **iv. VP Day support**
- **v. Citizenship Ceremonies**
- **vi. Achievers and Volunteers Celebration Day**
- **vii. Dignitary Visits**
- **viii. Keys to the city**
- **ix. Freedom of Entry**
- **x. Other selected celebratory seasonal community events**

C. That expected costing for each proposed event including resourcing be provided to allow for this program to be considered during budget deliberations.

Further information to support Notice of Motion:

Council has a role to play in improving and supporting community interactions through times of civic celebration both required and discretionary. Following a period of interim administration, many important activities that brought the community together were not continued or continued in a way that did not capture the significance of the occasion and appropriately harness the community spirit. This motion proposes to shift the council to

become more involved in the community again by listening, learning and celebrating our successes and city achievements.