



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, 10 June 2021**  
**At 10 minutes after the conclusion of the 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 Deputy Mayor Nicole Jonic

**COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE AGENDA**  
*10 minutes after the conclusion of the Governance and Transparency*  
*Committee on Thursday, 10 June 2021*  
Council Chambers

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**COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 5**

**10 JUNE 2021**

**AGENDA**

**DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

**BUSINESS OUTSTANDING**

**CONFIRMATION OF MINUTES**

1. **CONFIRMATION OF MINUTES OF THE COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2021(04) OF 13 MAY 2021**

**RECOMMENDATION**

That the minutes of the Community, Culture, Arts and Sport Committee No. 2021(04) of 13 May 2021 be confirmed.

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**OFFICERS' REPORTS**

2. **IPSWICH CITY HEART CABS PROGRAM TRANSITION UPDATE**

This is a report concerning the Ipswich City Heart Cabs (IHC) transition.

At the Community, Culture, Arts and Sport Committee No. 2021(01) dated 25 February 2021, the Ipswich City Heart Cabs Review report was presented and the recommendation that it was discontinued was endorsed.

Since first establishing Ipswich City Heart Cabs there have been many changes in the community transport market, including the establishment of the NDIS and My Aged Care systems, as well as state-wide subsidised transport scheme. This alone is a significant factor in discontinuing the program.

Therefore, Council has been working closely with those providers to ensure residents are able to transition from the Ipswich City Heart Cabs Program to alternative community transport providers.

**RECOMMENDATION**

- A. That the Ipswich City Heart Cabs Program Transition Update be received and noted by Council.

- B. Recommendation A is compatible with human rights and relevant human rights have been given proper consideration in accordance with section 58(1) of the *Human Rights Act 2019 (Qld)*.
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3. SPORT AND RECREATION - PROGRAMMING EVALUATION

This is a report summarising community participation in Council's *Outdoor Yoga Week* in September 2020 and March 2021. *Outdoor Yoga Week* provided free and inclusive yoga classes in a number of Ipswich's parks and open spaces, to improve the health and wellbeing of participants at a cost of \$4,367. Following positive community response to these yoga sessions, in 2021-2022 Council is planning to expand the project to become *Relaxation Week* over four weeks and implementing a new *All-Abilities Yoga* program at a cost of \$8,000.

RECOMMENDATION

That the report be received and the contents noted.

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**NOTICES OF MOTION**

**MATTERS ARISING**



**COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2021(04)**

**13 MAY 2021**

**MINUTES**

**COUNCILLORS' ATTENDANCE:** Councillor Andrew Fechner (Chairperson); Councillors Kate Kunzelmann (Deputy Chairperson), Mayor Teresa Harding, Jacob Madsen, Deputy Mayor Nicole Jonic and Marnie Doyle (Observer)

**COUNCILLOR'S APOLOGIES:** Nil

**OFFICERS' ATTENDANCE:** Acting Chief Executive Officer (Sonia Cooper), General Manager Planning and Regulatory Services (Peter Tabulo), Acting General Manager Corporate Services (Jeff Keech), General Manager Community, Cultural and Economic Development (Ben Pole), Acting General Manager Coordination and Performance (Barbara Dart), Council Liaison Officer (Karen Murray), Manager Economic and Community Development (Cat Matson), Senior Policy and Communications Officer (David Shaw), Community Development Manager (Melissa Dower), Customer Contact Centre Coordinator (Sam Pengelly), Manager Libraries and Customer Services (Samantha Chandler), Manager Marketing and Promotions (Carly Gregory), Manager Community and Cultural Services (Don Stewart), City Events Manager (Joanna Jordan), Native Title and Cultural Heritage Officer (Tina Longford), Senior Digital Content Officer (Brenton Waters) and Theatre Technician (Harrison Cate)

**DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

In accordance with section 150EQ of the *Local Government Act 2009*, Deputy Mayor Nicole Jonic informed the meeting that she has a declarable conflict of interest in Item 4 titled Event Sponsorship – 2021 Winternationals.

The name of the related party is Willowbank Raceway.

The nature of the relationship of the related party to the Deputy Mayor is that Deputy Mayor Jonic's husband is a life member of Willowbank Raceway.

The nature of the related party's interest in the matter is that it is recommended that Willowbank Raceway receive sponsorship to the value of \$35,000.

Mayor Harding noted that being a member, provided you are not an office holder or Board member, is not of itself a conflict of interest.

It was moved by Mayor Teresa Harding and seconded by Councillor Kate Kunzelmann that Deputy Mayor Nicole Jonic does not have a declarable conflict of interest in the matter because there is no personal or financial benefit to Deputy Mayor Jonic and therefore a reasonable person would trust that the final decision is made in the public interest.

The eligible councillors present at the meeting decided that Deputy Mayor Nicole Jonic may participate in the meeting in relation to the matter, including by voting on the matter.

**AFFIRMATIVE**

Councillors:

Fechner

Kunzelmann

Harding

Madsen

**NEGATIVE**

Councillors:

Nil

Deputy Mayor Nicole Jonic did not take part in the vote.

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**BUSINESS OUTSTANDING**

Nil

**CONFIRMATION OF MINUTES**

1. **REPORT - COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2021(03) OF 15 APRIL 2021**

**RECOMMENDATION**

Moved by Councillor Andrew Fechner:

Seconded by Deputy Mayor Nicole Jonic:

**That the report of the Community, Culture, Arts and Sport Committee No. 2021(03) of 15 April 2021 be received and noted.**

**AFFIRMATIVE**

Councillors:

Fechner

Kunzelmann

Harding

Madsen

Jonic

**NEGATIVE**

Councillors:

Nil

The motion was put and carried.



## **OFFICERS' REPORTS**

### **2. NOTICE OF MOTION RESPONSE - CUSTOMER SERVICE**

This is a report concerning the Notice of Motion – Customer Service that was moved at the Community, Culture, Arts and Sport Committee Meeting of 25 March 2021, stating:

- A. That Council take immediate action to ensure that customers have visibility over the progress, status and 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 not later than May, 2021 on how Council is currently performing against adopted standards, what steps have been taken to rectify the above issues that can be taken to improve the service and transparency of operations Council provides to the community.

Council has undertaken an initial review to identify opportunities for improvement. A number of short and medium term actions are underway to address the issues raised in the Notice of Motion, and are outlined in this report. A more comprehensive body of work is required to deliver holistic improvements to customer experiences and drive a customer centric culture including a Customer Experience Strategy which is currently in development.

### **RECOMMENDATION**

Moved by Councillor Kate Kunzelmann:  
Seconded by Deputy Mayor Nicole Jonic:

**That this report providing details of actions and progress relating to items requested in the Notice of Motion – Customer Service, be received and the contents noted.**

#### **AFFIRMATIVE**

Councillors:

Fechner

Kunzelmann

Harding

Madsen

Jonic

#### **NEGATIVE**

Councillors:

Nil

The motion was put and carried.

3. IPSWICH COMMUNITY GROUPS GOVERNANCE PROGRAM

This is a report concerning a proposal to design a comprehensive program to help build and support the governance skillset of community groups and clubs within the city.

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

Not for profit community groups play a vital role, each with varied levels of experience in community group governance. This program will be aimed at supporting and preparing the most experienced committee group representative to the newly appointed with the governance skills and resources required to continue to achieve the great outcomes across our city.

RECOMMENDATION

Moved by Councillor Andrew Fechner:

Seconded by Councillor Kate Kunzelmann:

**That the Ipswich Community Groups Governance Program be noted by Council.**

AFFIRMATIVE

Councillors:

Fechner

Kunzelmann

Harding

Madsen

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

4. EVENT SPONSORSHIP - 2021 WINTERNATIONALS

This is a report concerning an event sponsorship application by Willowbank Raceway for financial support of the Winternationals drag racing event in June 2021.

The application is for \$35,000 ex GST.

RECOMMENDATION

Moved by Deputy Mayor Nicole Jonic:

Seconded by Councillor Kate Kunzelmann:

**That Willowbank Raceway receive \$35,000 ex GST financial support for the Winternationals 2021.**

AFFIRMATIVE

Councillors:

Fechner

Kunzelmann

Harding

Madsen

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

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5. EVENT SPONSORSHIP - 2021 AUSTRALIAN SUPERCROSS CHAMPIONSHIP

This is a report concerning a potential event attraction opportunity for Ipswich to host round one of the 2021 Australian Supercross Championship at the North Ipswich Reserve in October 2021.

In partnership with Tourism and Events Queensland (TEQ), the event would be positioned as a lead-in event to the World Nitro Games to be held in Brisbane the following weekend

RECOMMENDATION

Moved by Councillor Andrew Fechner:

Seconded by Deputy Mayor Nicole Jonic:

**That Council support hosting round one of the 2021 Australian Supercross Championship and the following event sponsorship commitment should Tourism and Event Queensland co-funding be secured:**

**A. \$50,000 cash sponsorship**

**B. Waiving of North Ipswich Reserve venue hire**

**C. Support of the event through Council's marketing channels.**

AFFIRMATIVE

Councillors:

Fechner

Kunzelmann

Harding

Madsen

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

**NOTICES OF MOTION**

Nil

**MATTERS ARISING**

Nil

**PROCEDURAL MOTIONS AND FORMAL MATTERS**

The meeting commenced at 9.59 am.

The meeting closed at 10.49 am.

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Doc ID No: A7257109

ITEM: 2

SUBJECT: IPSWICH CITY HEART CABS PROGRAM TRANSITION UPDATE

AUTHOR: COMMUNITY DEVELOPMENT MANAGER

DATE: 13 MAY 2021

### **EXECUTIVE SUMMARY**

This is a report concerning the Ipswich City Heart Cabs (IHC) transition.

At the Community, Culture, Arts and Sport Committee No. 2021(01) dated 25 February 2021, the Ipswich City Heart Cabs Review report was presented and the recommendation that it was discontinued was endorsed.

Since first establishing Ipswich City Heart Cabs there have been many changes in the community transport market, including the establishment of the NDIS and My Aged Care systems, as well as state-wide subsidised transport scheme. This alone is a significant factor in discontinuing the program.

Therefore, Council has been working closely with those providers to ensure residents are able to transition from the Ipswich City Heart Cabs Program to alternative community transport providers.

### **RECOMMENDATION/S**

- A. That the Ipswich City Heart Cabs Program Transition Update be received and noted by Council.**
- B. Recommendation A is compatible with human rights and relevant human rights have been given proper consideration in accordance with section 58(1) of the *Human Rights Act 2019 (Qld)*.**

### **RELATED PARTIES**

Able Australia

Be (formally CommLink)

Star Community

13Cabs

There are no discernible conflicts of interest in the receiving and noting of this report.

## **ADVANCE IPSWICH THEME**

Caring for the community

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

In December 2020, an independent review of the program recommended the discontinuation of Ipswich City Heart Cabs Program in its current format as of 30 June 2021. The basis of the recommendation indicated that the program was a duplication of other available community transport schemes, is currently being delivered outside of a formal contract and that the limited resourcing allocated to the program could be better allocated to other community programs aimed at delivering similar or greater impact.

At the Community, Culture, Arts and Sport Committee No. 2021(01) dated 25 February 2021, the Ipswich City Heart Cabs Program Review report was presented, and the following three (3) recommendations contained within the report were endorsed.

- 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 including examination and communication of all alternative arrangements for existing users; and**
- iii. Council officers investigate opportunities for reallocation of funds to more effectively achieve the outcomes of the Ipswich City Heart Cabs Program.**

Ipswich City Council is committed to an effective transition out of ICHC and providing current service users with information regarding the alternate subsidised travel schemes, including how these services can be accessed.

To inform the current service users and the wider community, Council has been guided by the Redesigning and Recommissioning the Ipswich City Heart Cabs Program Communications Plan (Attachment 1) authored by Beacon Strategies.

Included within that plan it was recommended that Council engage and promote the other subsidised transport as follows:

- Postcard outlining the provision of other community transport providers for distribution (Attachment 2);
- Contact with 13Cabs to seek their support to distribute flyers to passengers;
- Flyers delivered to known passengers' letterboxes (approximately 30);
- Promotion through seniors' groups and disability networks (inc. U3A and 60 & Better newsletters);
- Ipswich City Council website to be updated;
- Ipswich First story acknowledging the changes; and

- Scripting provided to the Council's Contact Centre.

There will also be an advertising campaign to promote local community transport providers (in liaison with Able Australia, Be (formally CommLink) and Star Community).

The community development project lead will continue to work with the community transport providers network to connect the ICHC passengers with these new alternatives, to ensure no one is left behind.

### **LEGAL/POLICY BASIS**

*Not Applicable*

### **RISK MANAGEMENT IMPLICATIONS**

Based on the stakeholder consultation conducted to develop the review report, it is understood the risks to discontinuing the program are low.

However, to ensure that we effectively manage the risk of stakeholder and customer disappointment, confusion and misunderstanding, the communication and change management process of key stakeholders included:

- Internal stakeholder (council officers, customer service team)
- Current service users
- Current transport partner (13Cabs)
- Current shopping centre partners
- Broader community stakeholders

Council will continue to work with the alternative community transport providers over the coming weeks and months to ensure that they are supporting the ICHC passengers or providing us with relevant information to be able to make contact and support the passenger with alternative options.

### **HUMAN RIGHTS IMPLICATIONS**

Section 58(1) of the *Human Rights Act 2019* makes it unlawful for council to act or make a decision:

- (a) in a way that is not compatible with human rights; or
- (b) in making a decision, to fail to give proper consideration to a human right relevant to the decision.

The recommendation states that Council receive and note this report. The recommendation has been subject to a human rights analysis to ensure:

- (a) the decision to transition from the Ipswich City Heart Cabs Program to other forms of community transport is compatible with human rights; and
- (b) proper consideration has been given to the human rights relevant to that decision.

The human rights analysis is detailed in Attachment 3. The outcome of the human rights impact analysis is that the decision to transition the Ipswich City Heart Cabs Program to other forms of community transport is compatible with human rights.

### **FINANCIAL/RESOURCE IMPLICATIONS**

ICHC is currently budgeted as part of Community Development operations at an annual cost of \$15,000. ICHC for the 2020-2021 year is currently under-budget therefore the funds have been used to facilitate the communications and change management program outlined in the attachment.

### **COMMUNITY AND OTHER CONSULTATION**

The stakeholder consultation, included:







- Meeting with the current community transport service providers (Able Australia, Be (formally Commlink) and Star Community)
- 13Cabs
- Seniors Groups and Disability Networks
- Community Centres

### **CONCLUSION**

After 10 years of serving the community, the Ipswich City Heart Cabs Program is being retired to make way for the raft of other community transport programs offered in Ipswich. The community transport providers play an important role in the region in reducing social isolation and providing subsidised transport options to our elderly, carers and people with a disability.

Ipswich City Heart Cabs Program communication strategy has a significant focus on ensuring that we will continue to support the community transport providers and residents seeking their services.

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

1.	Redesigning and Recommissioning the Ipswich City Heart Cabs Program Communications Plan <a href="#"></a> 
2.	Information Postcard - Ipswich City Heart Cabs Program Transition <a href="#"></a> 
3.	Human Rights Impact Assessment - City Heart Cabs Transition <a href="#"></a> 

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”***

# Redesigning and Recommissioning the Ipswich City Heart Cabs Program

Communications plan

*December 2020*



## BEACON STRATEGIES



BEACON STRATEGIES

# Table of Contents

1. Program recommendations
2. Communications plan
3. Communications strategy

# The findings of the ICHC evaluation project support the recommendation to discontinue the program.

The **original intent** of the ICHC review was to **redesign and recommission** an improved ICHC program.

However, **in line with the findings, the intent of the review shifted** to answering:

- Is ICHC is currently 'fit for purpose' and meeting the needs of the community?
- If not, can ICHC be redesigned to meet the needs of the community at scale into the future?

The **ultimate recommendation** of the review is that **ICHC is discontinued in its current form**. This recommendation is supported and underpinned by the key findings of the review, specifically that:

- the scale of program investment in ICHC is disproportionate to the size of the program's target population
- the program duplicates services already being provided under other funding arrangements (e.g. aged care and disability sector)
- the current iteration of ICHC is being delivered outside of a formal contract
- outcomes of the ICHC program don't meet the objectives and goals of partner shopping centres
- ICHC is unable to provide flexibility and additional tailored support to meet the needs of seniors, people with disabilities and their carers.

- The report recommends that ICC considers the development of a multi-tiered change management and communication plan to mitigate risks associated with discontinuing ICHC as well as exploring alternate opportunities to re-invest funds in programs that could generate similar or greater impact.

To mitigate negative experiences as a result of the discontinuation of ICHC, Ipswich City Council (ICC) should execute a **conscientious communications plan**.

This plan aims to **inform** the following stakeholders of the cessation of the ICHC program:

1. **Internal stakeholders and politicians**
2. **Current service users**
3. **Current transport partner (13Cabs)**
4. **Current shopping centre partners**
5. **Broader community stakeholders**

# Part 1: Communications plan



BEACON STRATEGIES

4

# Stakeholder communications plan

## Define stakeholder groups

## Consult with stakeholders

## Key points and logistics

Principles: Purposeful, Inclusive, Timely, Transparent, Respectful.

**1.** **Internal stakeholders** including ICC staff, operational and executive leaders, and councillors

**2.** **Current service users** including seniors, people with a disability and their carers who currently use ICHC

**3.** **Current transport partner:** 13Cabs

**4.** **Current shopping centre partners:** Brassall Shopping Centre and Riverlink Ipswich City Square

**5.** **Broader community stakeholders** including prospective consumers, community service advisors and the general public

**Internal stakeholders** to be contacted via:

- Email copy
- Formal report to Councillors

**Current service users** to be contacted via:

- Physical flyers for distribution
- Email
- Phone
- Formal letter

**Current transport partner** to be contacted via:

- Email
- Formal letter

**Current shopping centre partners** to be contacted via:

- Email

**Broader community stakeholders** to be informed via:

- Physical flyers for distribution
- Phone
- Website

Tightly scoped to ensure the information circulated regarding the discontinuation of ICHC aligns with ICC's goals and objectives, and accurately portrays the 'future state' of the service.

**Key points include:**

- Cessation of the service
- How and where to access alternate community transport services
- Where to find more information
- How and who to get in contact with for more information

Logistics

- Develop **conversation guide** (including consumer information and supporting materials)
- Develop **supporting communications** to inform stakeholders of discontinuation of ICHC program
- Develop **website copy and graphics** to inform of alternative community transport options/services

# Part 2: Communications strategy



BEACON STRATEGIES 6

# Internal stakeholders including ICC staff, operational and executive leaders, and councillors

## Key messages

- Over the previous 10 or so years, Ipswich City Council has been working with 13Cabs to deliver Ipswich City Heart Cabs. Together, we have supported seniors, people with disabilities and their carers to access local services, ultimately decreasing social isolation in the community for those who are vulnerable.
- Since 2018, Ipswich City Council has been intending to review and redesign Ipswich City Heart Cabs to procure a more transparent and impactful program.
- In December 2020, an independent review of the program recommended the discontinuation of Ipswich City Heart Cabs in its current format. The basis of the recommendation indicated that the program should be discontinued due to a number of factors, including
  - the scale of program investment in ICHC being disproportionate to the size of the program's target population and need
  - the program duplicates services already being provided under other funding arrangements (e.g. aged care and disability sector)
  - the current iteration of ICHC is being delivered outside of a formal contract and poses a number of probity concerns
  - outcomes of the ICHC program don't meet the objectives and goals of partner shopping centres
  - ICHC is unable to provide flexibility and additional tailored support to meet the needs of seniors, people with disabilities and their carers.
- Since first establishing Ipswich City Heart Cabs there have been many changes in the community transport market, including the establishment of the NDIS and My Aged Care systems, as well as Statewide subsidised transport scheme. This alone is a significant factor in discontinuing the program.

- Ipswich City Council is committed to an effective transition out of Ipswich City Heart Cabs. Council staff are committed to providing current and prospective service users with information regarding alternate subsidised travel schemes, including how these services are able to be accessed.
- We would appreciate the cooperation of councillors to communicate the rationale of why Ipswich City Heart Cabs has been discontinued and support member of the communities to access alternate subsidised transport arrangements.
- We will reach out again in the near future with information and speaking points that you can provide to current or prospective service users if they make contact with you to redirect them to the most appropriate available service.
- Ipswich City Council would like to reiterate that we are very much committed to playing an active role in making communities age- and disability friendly. Furthermore, Ipswich City Council views this as an opportunity to reinvest program funds in other initiatives that could deliver greater impact for seniors, people with disabilities and their carers.
- For more information, please contact <insert name> on <insert email> or <insert phone number>.

## Communication methods

The key messages should be integrated into the following communication methods to convey the discontinuation of ICHC to internal stakeholders:

- Email copy
- Formal report to Councillors



# Current service users including seniors, people with a disability and their carers who currently use ICHC

## Key messages

- Ipswich City Council would like to thank you for your ongoing support and usage of the Ipswich City Heart Cabs program. We hope the service has provided you a way to access local amenities and continue to live a happy, productive and social life in the Ipswich region.
- Since 2018, Ipswich City Council has been intending to review and redesign Ipswich City Heart Cabs to procure a more transparent and impactful program.
- In December 2020, an independent review of the program recommended the discontinuation of Ipswich City Heart Cabs in its current format. The basis of the recommendation indicated that the program was a duplication of other available community transport schemes and that the program's funding could be better allocated to other community programs aimed at delivering similar or greater impact.
- Since first establishing Ipswich City Heart Cabs there have been many changes in the community transport market, including the establishment of the NDIS and My Aged Care systems, as well as Statewide subsidised transport scheme.
- Ipswich City Council is committed to an effective transition out of Ipswich City Heart Cabs. If you are a senior, someone with a disability or a carer who has ongoing community transport needs, you can access a range of alternate subsidised community transport options through the links below:
  - My Aged Care Transport (Commonwealth Home Support Program of Home Care Package) [here](#).
  - NDIS Transport funded as part of capacity building supports [here](#).
  - Queensland Government Taxi Subsidy Scheme [here](#).
  - Queensland Government Community Support Scheme [here](#).
  - Translink Access Pass [here](#).
  - Translink Concession Fare [here](#).
- Finally, Ipswich City Council would like to reiterate that we are thankful for your ongoing support and understanding on this matter.
- If you would like more information, please visit our website <insert web address> or contact <insert name> on <insert email> or <insert phone number>.

## Communication methods

The key messages should be integrated into the following communication methods to convey the discontinuation of ICHC to current service users:

- Physical flyers for distribution
- Email copy
- Phone script
- Formal letter

# Current transport partner: 13Cabs

## Key messages

- Ipswich City Council would like to thank you for delivering Ipswich City Heart Cabs over the previous 10 or so years. Together, we have supported seniors, people with disabilities and their carers to access local services, ultimately decreasing social isolation in the community for those who are vulnerable.
- As you would be aware, since 2018, Ipswich City Council has been intending to review and redesign Ipswich City Heart Cabs to procure a more transparent and impactful program.
- In December 2020, an independent review of the program recommended the discontinuation of Ipswich City Heart Cabs in its current format. The basis of the recommendation indicated that the program was a duplication of other available community transport schemes, is currently being delivered outside of a formal contract and that the limited resourcing allocated to the program could be better allocated to other community programs aimed at delivering similar or greater impact.
- Since first establishing Ipswich City Heart Cabs there have been many changes in the community transport market, including the establishment of the NDIS and My Aged Care systems, as well as Statewide subsidised transport scheme. This alone is a significant factor in discontinuing the program.
- Ipswich City Council is committed to an effective transition out of Ipswich City Heart Cabs. We would appreciate the cooperation of 13Cabs in providing current service users with information regarding alternate subsidised travel schemes, including how these services are able to be accessed.

- If you receive enquiries for subsidised transport from your customers you can direct them to a range of alternate subsidised community transport options through the links below:
  - My Aged Care Transport (Commonwealth Home Support Program of Home Care Package) [here](#).
  - NDIS Transport funded as part of capacity building supports [here](#).
  - Queensland Government Taxi Subsidy Scheme [here](#).
  - Queensland Government Community Support Scheme [here](#).
  - Translink Access Pass [here](#).
  - Translink Concession Fare [here](#).
- Finally, Ipswich City Council would like to reiterate that we are thankful for your efforts, commitment and flexibility over the years, it has been very much appreciated by our community.
- For more information, please contact <insert name> on <insert email> or <insert phone number>.

## Communication methods

The key messages should be integrated into the following communication methods to convey the discontinuation of ICHC to the current transport partner (13Cabs):

- Email copy
- Formal letter

# Current shopping centre partners: Brassall Shopping Centre and Riverlink Ipswich City Square

## Key messages

- Ipswich City Council would like to thank you for your involvement in Ipswich City Heart Cabs since its inception in 2010. Together, we have supported seniors, people with disabilities and their carers to access local services and ultimately decreasing social isolation in the community for those who are vulnerable.
- Since 2018, Ipswich City Council has been intending to review and redesign Ipswich City Heart Cabs to procure a more transparent and impactful program.
- In December 2020, an independent review of the program recommended the discontinuation of Ipswich City Heart Cabs in its current format. The basis of the recommendation indicated that the program was a duplication of other available community transport schemes, does not meet the objectives and goals of partner shopping centres and that the limited resourcing allocated to the program could be better allocated to other community programs aimed at delivering similar or greater impact.
- Since first establishing Ipswich City Heart Cabs there have been many changes in the community transport market, including the establishment of the NDIS and My Aged Care systems, as well as Statewide subsidised transport scheme. This alone is a significant factor in discontinuing the program.
- Ipswich City Council is committed to an effective transition out of Ipswich City Heart Cabs. We would appreciate the cooperation of <insert shopping centre name> in providing current service users with information regarding alternate subsidised travel schemes, including how these services are able to be accessed.

- If you receive enquiries for subsidised transport from your customers you can direct them to a range of alternate subsidised community transport options through the links below:
  - My Aged Care Transport (Commonwealth Home Support Program of Home Care Package) [here](#).
  - NDIS Transport funded as part of capacity building supports [here](#).
  - Queensland Government Taxi Subsidy Scheme [here](#).
  - Queensland Government Community Support Scheme [here](#).
  - Translink Access Pass [here](#).
  - Translink Concession Fare [here](#).
- Finally, Ipswich City Council would like to reiterate that we are thankful for your efforts, commitment and flexibility over the years, it has been very much appreciated by our community.
- For more information, please contact <insert name> on <insert email> or <insert phone number>.

## Communication methods

The key messages should be integrated into the following communication methods to convey the discontinuation of ICHC to the current shopping centre partners (Brassall Shopping Centre and Riverlink Ipswich City Square):

- Email copy
- Formal letter

# Broader community stakeholders including prospective consumers, community service advisors and the general public

## Key messages

- Ipswich City Council would like to thank you for your ongoing support and interest of the Ipswich City Heart Cabs program. Since its inception in 2010, the service has supported seniors, people with disabilities and their carers to access local services, ultimately decreasing social isolation in the community for those who are vulnerable.
- Since 2018, Ipswich City Council has been intending to review and redesign Ipswich City Heart Cabs to procure a more transparent and impactful program.
- In December 2020, an independent review of the program recommended the discontinuation of Ipswich City Heart Cabs in its current format. The basis of the recommendation indicated that the program was a duplication of other available community transport schemes and that the program's funding could be better allocated to other community programs aimed at delivering similar or greater impact.
- Since first establishing Ipswich City Heart Cabs there have been many changes in the community transport market, including the establishment of the NDIS and My Aged Care systems, as well as Statewide subsidised transport scheme.
- Ipswich City Council is committed to an effective transition out of Ipswich City Heart Cabs and will provide current and prospective service users information and support to redirect them to the most appropriate alternative services.
- If you are a senior, someone with a disability or a carer, you can access a range of alternate subsidised community transport options through the links below:
  - My Aged Care Transport (Commonwealth Home Support Program of Home Care Package) [here](#).
  - NDIS Transport funded as part of capacity building supports [here](#).
  - Queensland Government Taxi Subsidy Scheme [here](#).
  - Queensland Government Community Support Scheme [here](#).
  - Translink Access Pass [here](#).
  - Translink Concession Fare [here](#).
- Finally, Ipswich City Council would like to reiterate that we are thankful for your ongoing support of and interest in community transport services, and your understanding on this matter. Council is committed to promoting and facilitating access to the full range of suitable subsidised transport options for seniors, people with a disability and their carers across Ipswich.
- If you would like more information, please visit our website <insert web address> or contact <insert name> on <insert email> or <insert phone number>.

## Communication methods

The key messages should be integrated into the following communication methods to convey the discontinuation of ICHC to broader community stakeholders including prospective consumers, community service advisors and the general public:

- Physical flyers for distribution
- Phone script
- Website content



## Community Transport Is Changing.

If you are a senior, someone with a disability, or a carer who needs community transport, you can access a wide range of subsidised community transport options.

After 10 years of serving the community, the City Hearts Cabs Program is retiring to make way for the raft of other community transport programs offered in Ipswich.

For all your options, check the list overleaf.



### **Subsidised community transport options:**

- My Aged Care – 1800 200 422
- National Disability Insurance Scheme – 1800 800 110
- Queensland Government Taxi Subsidy Scheme – 1300 134 755
- Queensland Government Community Support Scheme – 1800 600 300
- TransLink Access Pass and Concessions – 13 12 30

### **Or to access locally based community transport providers, contact:**

- Able Australia – (07) 5600 0730
- Be – 1300 785 448
- STAR Community Services – (07) 3821 6699

If you would like further information, please contact  
council's Community Development Branch on (07) 3810 6666  
or by email [communitydevelopmentrequests@ipswich.qld.gov.au](mailto:communitydevelopmentrequests@ipswich.qld.gov.au)





IPSWICH CITY COUNCIL

## Human Rights Impact Assessment (Internal Use Only)

ASSESSMENT DETAILS	
Date	18 / 05 / 2021
Assessment Made By	Cat Matson
Act/Decision Assessed	Ipswich City Heart Cabs transition
STEPS	ASSESSMENT OUTCOME
<p><b>Step 1</b></p> <p>Ask whether the act or decision is made under a law that gives no choice (discretion) in relation to the act or decision? Or does the Act/instrument confer a discretion that cannot be interpreted in a way that is consistent with human rights?</p> <p>NOTE: the focus here is whether you can't reasonably act differently or make a different decision that does not limit human rights. It will not be 'reasonable' to limit human rights if there is a discretion that enables you to act or make a decision that does not impose limits.</p> <p>If YES, then you do not need to consider human rights in relation to the proposed act or decision. Record this outcome. End of assessment.</p> <p>If NO, proceed to Step 2.</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Discuss whether the act/decision was made under a law that provided no discretion in relation to the act/decision or whether any discretion cannot be interpreted in a way consistent with human rights</p>
<p><b>Step 2</b></p> <p>Ask does the proposed act or decision potentially affect human rights?</p> <p>The human rights are set out in <a href="#">Divisions 2 and 3, Part 2 of the HRA</a>.</p> <p>If YES, proceed to Step 3.</p> <p>If NO, the proposed act or decision will not affect human rights and further consideration is unnecessary. Record this outcome. End of assessment.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Insert a brief explanation of the proposed act/decision and whether it will potentially affect human rights.</p> <p>The decision has the potential to affect the Human Rights of freedom of movement and taking part in public life.</p>

Item 2 / Attachment 3.

<p>Step 3</p> <p>Consider the scope of each human right potentially affected:</p> <ul style="list-style-type: none"> <li>■ identify each right</li> <li>■ consider the content of each right and apply any specific limitations or express exemptions.</li> </ul> <p>Reference can be made to the Queensland Governments '<a href="#">Guide: Nature and scope of the protected human rights</a>'.</p> <p>Proceed to Step 4.</p>	<p>The following rights are potentially affected (tick whichever applies):</p>
	<div style="display: flex; align-items: flex-start;"> <div style="width: 40px; text-align: center;"><input type="checkbox"/></div> <div>Recognition and equality before the law (section 15) – a person is entitled to enjoy his/her human rights without discrimination (i.e. decisions must be made in an objective, non-discriminatory, non-arbitrary way). Limitation: express exemption for measures that are taken to assist/advance persons or groups disadvantages because of discrimination. This does not constitute discrimination.</div> </div>
	<div style="display: flex; align-items: flex-start;"> <div style="width: 40px; text-align: center;"><input type="checkbox"/></div> <div>Right to life (section 16) – No person to be arbitrarily deprived of life. Involves obligations on the State to protect life. Public entities must protect the lives of people in their care. Limitation: cannot be 'arbitrarily' deprived of life (i.e. by conduct that is capricious, unpredictable or unjust).</div> </div>
	<div style="display: flex; align-items: flex-start;"> <div style="width: 40px; text-align: center;"><input type="checkbox"/></div> <div>Protection from torture and cruel, inhuman or degrading treatment (section 17) – degrading treatment focuses on humiliation (which is a subjective test). Treatment has a wide meaning and includes dealing with a person in a certain way or applying a process to someone.</div> </div>
	<div style="display: flex; align-items: flex-start;"> <div style="width: 40px; text-align: center;"><input type="checkbox"/></div> <div>Freedom from forced work (section 18) – the right to freedom from forced work (slavery or servitude). Individuals shouldn't be subject to conditions that violate individual dignity or exploit human productivity. Limitation: does not include service/work required under a court order, in an emergency or that is part of civil obligations.</div> </div>
	<div style="display: flex; align-items: flex-start;"> <div style="width: 40px; text-align: center;"><input checked="" type="checkbox"/></div> <div>Freedom of movement (section 19) – every person lawfully in Queensland has the right to move freely within Queensland, enter or leave and choose where to live.</div> </div>
	<div style="display: flex; align-items: flex-start;"> <div style="width: 40px; text-align: center;"><input type="checkbox"/></div> <div>Freedom of thought, conscious, religion and belief (section 20) – the right to develop autonomous thoughts and conscience, to think and believe what they want, to have or adopt a religion and to demonstrate religion or belief through worship, ritual, practice and teaching.</div> </div>
	<div style="display: flex; align-items: flex-start;"> <div style="width: 40px; text-align: center;"><input type="checkbox"/></div> <div>Freedom of expression (section 21) – the right of all persons to hold an opinion without interference and to seek, receive and express information and ideas. The right encompasses seeking information from government (XYZ v Victorian Police [2010] VCAT 255)</div> </div>
	<div style="display: flex; align-items: flex-start;"> <div style="width: 40px; text-align: center;"><input type="checkbox"/></div> <div>Peaceful assembly and freedom of association (section 22) – Right to gather together in order to exchange, give or receive information, to express views or to conduct a protest or demonstration. Limitation: only applies to peaceful assemblies.</div> </div>
	<div style="display: flex; align-items: flex-start;"> <div style="width: 40px; text-align: center;"><input checked="" type="checkbox"/></div> <div>Taking part in public life (section 23) – the right of all persons to contribute to and exercise their voice in relation to the public life of the State. Ensures all persons have the opportunity to contribute to the political process and public governance. Includes right to vote and to be elected to public office. Limitation: Applies to 'eligible persons' (e.g. persons old enough to vote).</div> </div>
	<div style="display: flex; align-items: flex-start;"> <div style="width: 40px; text-align: center;"><input type="checkbox"/></div> <div>Property rights (section 24) – protects the right of all persons to own property (real and personal property) and to not be arbitrarily deprived of property. Limitation: cannot be 'arbitrarily' deprived of property (i.e. by conduct that is capricious, unpredictable or unjust).</div> </div>
	<div style="display: flex; align-items: flex-start;"> <div style="width: 40px; text-align: center;"><input type="checkbox"/></div> <div>Privacy and reputation (section 25) – A person has the right not to have their privacy, family home or correspondence unlawfully or arbitrarily (capricious, unpredictable or unjust) interfered with. A person has the right not have the person's reputation unlawfully attacked. Limitation: cannot be unlawfully or arbitrarily interfered with.</div> </div>



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Step 3 continued	<input type="checkbox"/>	Protection of families and children (section 26) – Families are entitled to protection by the state and society. Children have the same rights as adults, including additional protections according to their best interests and because they are children.
	<input type="checkbox"/>	Cultural rights (section 27) – rights directed towards ensuring the survival and continued development of the cultural, religious and social identity of minorities. Right to enjoy culture, religion and language.
	<input type="checkbox"/>	Cultural rights – Aboriginal peoples and Torres Strait Islander peoples (section 28) – protects the right to live life as an Aboriginal or Torres Strait Islander who is free to practice their culture.
	<input type="checkbox"/>	Right to liberty and security of person (section 29) – entitles all persons to liberty of the person, including the right not to be arrested or detained except in accordance with the law. Right to security means all reasonable steps must be taken to ensure the physical safety of those in physical harm. Limitations and qualifications: must not be subject to arbitrary arrest; must not be deprived of liberty except on grounds and with procedures established by law; right to be brought to trial without unreasonable delay for criminal charges.
	<input type="checkbox"/>	Humane treatment when deprived of liberty (section 30) – recognises the vulnerability of persons in detention and intends to ensure they are treated humanely. Limitation: an accused person has the right to be segregated from convicted unless reasonably necessary.
	<input type="checkbox"/>	Fair hearing (section 31) – A person has the right to procedural fairness when coming before a court or tribunal.
	<input type="checkbox"/>	Rights in criminal proceedings (section 32) – protects the rights to be presumed innocent until proven guilty and guilt to be proved beyond a reasonable doubt. Also the right to legal representation, to be tried without unreasonable delay and to remain silent.
	<input type="checkbox"/>	Children in criminal proceedings (section 33) – recognises that young persons who become involved in the criminal justice system deserve special protections by virtue of their age. Must not be detained with adults and brought to trial as quickly as possible.
	<input type="checkbox"/>	Right not to be tried or punished more than once (section 34) – protects against double jeopardy – not to be taken to court or punished more than once for an offence they have already been convicted or acquitted.
	<input type="checkbox"/>	Retrospective criminal laws (section 35) – the right to not be found guilty of an offence for an action that was not an offence at the time it was committed. Not to be punished more severely where there has been a change to the law since committing the offence. Entitled to reduction in penalty if the penalty is reduced before sentencing. Law must be precise for a person to know if an act is criminal. Limitation: does not apply where an offence is created after the act/omission where at the time the act/omission was an offence under international law.
	<input type="checkbox"/>	Right to education (section 36) – right of every child to primary and secondary schooling and right of each person, based on their abilities, to further vocational education and training is equally accessible to all.
	<input type="checkbox"/>	Right to health services (section 37) – right to access health services without discrimination and not to be refused medical treatment that is immediately necessary to save their life or prevent serious impairment.

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<p><b>Step 4</b></p> <p>Ask does the proposed act or decision affect (e.g. restrict or interfere) with the relevant rights?</p> <p>If YES, proceed to Step 5.</p> <p>If NO, further consideration is unnecessary. The proposed act or decision does not affect (i.e. restrict or interfere) the relevant rights. Record this outcome. End of assessment.</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Explain here how the act/decision will/will not restrict or interfere with the relevant rights.</p> <p>No.</p> <p>Social transport options are well provided in Ipswich and residents requiring social transport will be able to access social transport options outside of the Ipswich City Hearts Cab program</p>
<p><b>Step 5</b></p> <p>If there is a limitation (restriction or interference), is that limitation reasonably and demonstrably justifiable (proportionality assessment)?</p> <p>Undertake the proportionality assessment by completing the steps below.</p>	
<p><b>Step 5(a)</b></p> <p>Is the limitation provided in an Act, Regulation or common law?</p> <p>If NO, the limit/s contained in the proposal is probably not justifiable as a reasonable limit on the human right.</p> <p>If YES, identify the head of power and proceed to Step (5b).</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Make reference to the relevant Act, Regulation or common law.</p>
<p><b>Step 5(b)</b></p> <p>Is the purpose of the limitation important?</p> <p>Articulate the purpose of the proposed limitation on human rights. Does it address a specific area of public or social concern that is pressing and substantial?</p> <p>If NO, the limit/s contained in the proposal is probably not justifiable as a reasonable limit on the human right.</p> <p>If YES, identify the purpose of the proposed limitation and importance and proceed to Step (5c).</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Explain here why the purpose of the limitation is important. Does it address a specific area of public or social concern that is pressing and substantial?</p>

<p>Step 5(c)</p> <p>Is material available that demonstrates that the proposed limitation is important?</p> <p>Material may include researching findings, consultation findings, review and empirical data.</p> <p>If material is not available, gather material and reconsider the decision.</p> <p>If NO, the limit/s contained in the proposal is probably not justifiable as a reasonable limit on the human right.</p> <p>If YES, identify the material and proceed to Step 5(d).</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Make reference to relevant material and make sure to keep a copy.</p>
<p>Step 5(d)</p> <p>Is the limitation on the right rationally and proportionally connected to the objective you are trying to achieve?</p> <p>Consider whether the limitation is likely to achieve the objective and whether the decision limits the right only to the extent necessary to achieve the objective.</p> <p>If NO, the limit/s contained in the proposal is probably not justifiable as a reasonable limit on the human right.</p> <p>If YES, proceed to Step 5(e).</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Explain how the limitation will achieve the outcome and that the limitation is only to the extent necessary to achieve the outcome.</p>
<p>Step 5(e)</p> <p>Does the limitation fall within the range of reasonable approaches to achieve the purpose?</p> <p>Consider whether there are less restrictive means to achieve the purpose of the limitation.</p> <p>Incorporate safeguards where appropriate.</p> <p>If NO, the limit/s contained in the proposal is probably not justifiable as a reasonable limit on the human right.</p> <p>If YES, proceed to Step 5(f).</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Explain whether there are less restrictive ways to achieve the purpose of the limitation and whether safeguards can be incorporated.</p>

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<p>Step 5(f)</p> <p>Is the limitation on the human right outweighed by the value of achieving the purpose?</p> <p>Consider whether the balance accords with the values of a free and democratic society based on human dignity, equality and freedom.</p> <p>Pay particular attention to the nature of the human right and the importance of the values underlying that right.</p> <p>If YES, the limit contained in the proposal is probably justified as a reasonable limit on the human right – END OF ASSESSMENT.</p> <p>If NO, the limit/s contained in the proposal is probably not justifiable as a reasonable limit on the human right – Reconsider the act/decision.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Explain the importance of the values underlying the right and whether the limitation is outweighed by the value of achieving the purpose.</p>
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Doc ID No: A7220469

ITEM: 3

SUBJECT: SPORT AND RECREATION - PROGRAMMING EVALUATION

AUTHOR: PROGRAM OFFICER (PHYSICAL ACTIVITY)

DATE: 27 APRIL 2021

### EXECUTIVE SUMMARY

This is a report summarising community participation in Council's *Outdoor Yoga Week* in September 2020 and March 2021. *Outdoor Yoga Week* provided free and inclusive yoga classes in a number of Ipswich's parks and open spaces, to improve the health and wellbeing of participants at a cost of \$4,367. Following positive community response to these yoga sessions, in 2021-2022 Council is planning to expand the project to become *Relaxation Week* over four weeks and implementing a new *All-Abilities Yoga* program at a cost of \$8,000.

### RECOMMENDATION/S

**That the report be received and the contents noted.**

### RELATED PARTIES

There are no discernible related parties or conflicts of interest related to the receiving and noting of this report.

### ADVANCE IPSWICH THEME

Caring for the community

### PURPOSE OF REPORT/BACKGROUND

*Outdoor Yoga Week* provided free yoga classes for a week in September 2020 and March 2021 in local parks and open spaces. Yoga classes were inclusive for all abilities and included: mums and bubs yoga, kids yoga, yoga taught in Australian Sign Language (AUSLAN), yoga for blind and visually impaired, and chair yoga for adults with reduced mobility. By implementing a range of diverse classes, *Outdoor Yoga Week* enabled the Ipswich community the opportunity to participate in low-impact, accessible, physical activity. These classes were in addition to the weekly *Active Parks* and *Active Seniors* programs provided to the community by Council.

*Outdoor Yoga Week* project goals were to:

- Create, promote and implement yoga classes for the whole community
- Increase participation in physical activity classes through a promotional week
- Activate parks and open spaces as places for physical activity
- Encourage the community to get outdoors in nature
- Support participants to experience the potential positive mental and physical health benefits of outdoor exercise and meditation

Council worked with The Yoga Partnership and local yoga instructors to implement the classes. The table below highlights the encouraging participation numbers and the range of classes provided during *Outdoor Yoga Week* for the community.

14-19 September Classes		Location (Park Name, Suburb)	Participants*
Monday	Twilight Yoga	Joseph Brady Park, Barellan Point	14
Tuesday	Evening Yoga (Active Parks)	Queens Park Croquet, Ipswich	13
Wednesday	Sunset Yoga	White Rock, Redbank Plains	16
Thursday	Sunrise Yoga	Kholo Gardens, Muirlea	19
Friday	Mum and Bub Yoga	Colleges Crossing, Chuwar	19
Saturday	Morning Yoga (Active Parks)	Spring Lake Park, Springfield Lakes	20
			<b>101</b>

22-27 March Classes		Location (Park Name, Suburb)	Participants
Monday	Blind/Visually Impaired Yoga	Browns Park, North Ipswich	4
Monday	Twilight Yoga	Joseph Brady Park, Barellan Point	21
Tuesday	Mums and Bubs Yoga	Robel le Domain, Springfield Central	9
Wednesday	Chair Yoga	Queens Park Env. Education Centre	11
Wednesday	Wayapa Wuurrk Yoga	White Rock, Redbank Plains	15
Thursday	Sunrise Yoga	Kholo Gardens, Muirlea	16
Friday	Mums and Bubs Yoga	Colleges Crossing, Chuwar	23
Friday	Kids Yoga	Sutton Park, Brassall	25
Saturday	Deaf and HOH Yoga	Spring Lake Park, Springfield Lakes	14
			<b>138</b>

\*Note: registration numbers for the September classes were capped due to COVID-19 restrictions.

The most successful class in March was the Deaf and Hard of Hearing Yoga. This session highlighted a gap in the provision of Council programs and the community need for physical activity classes to be taught in AUSLAN. This session was so well received the class has become a weekly activity in Springfield Lakes on Saturdays in May and June 2021.

Given the positive reception and participation in *Outdoor Yoga Week*, for the 2021-2022 financial year, the program is planned to be expanded to *Relaxation Week*. This project will

encompass inclusive physical activity sessions including stretch classes, meditation, tai chi and yoga.

In addition to *Relaxation Week*, Council plans to develop and deliver an *All-Abilities Yoga* program for the 2021-2022 year. This will provide weekly, free, accessible yoga classes for participants with disabilities that may find it difficult to participate in programs Council currently offer. This includes support for participants who are blind or visually impaired, have mobility issues, or who are deaf.

### **LEGAL/POLICY BASIS**

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

### **RISK MANAGEMENT IMPLICATIONS**

There are no discernible risks associated with the receiving and noting of this report.

### **FINANCIAL/RESOURCE IMPLICATIONS**

All costs for *Outdoor Yoga Week* are budgeted for in an allocation of \$8,000 in the proposed 2021-2022 Sport and Recreation Section operational budget. Financial costs include the instructor time and marketing the sessions.

Yoga classes taught in AUSLAN, chair yoga, and blind and visually impaired yoga are more expensive than yoga classes provided to the community through our *Active Parks* and *Active Seniors* programs and as such require a specialised instructor.

More targeted marketing to reach carers and disability support groups is recommended for greater reach of the program for the next financial year. This may increase costs but will ensure greater community benefit and program reach.

### **COMMUNITY AND OTHER CONSULTATION**

Qualitative and quantitative participation data was captured at all yoga sessions. Data has also been collated via our social media channels and will be used to assist in future *Active Mums and Bubs* and *All Abilities Yoga* programs.

### **CONCLUSION**

The *Outdoor Yoga Week* project in September 2020 and March 2021 generated positive participation with a total of 239 participants, demonstrating a level of community interest and demand. Council is planning to develop and deliver an expanded inclusion program in the 2021-2022 financial year.

Claudia Hoch

**PROGRAM OFFICER (PHYSICAL ACTIVITY)**

I concur with the recommendations contained in this report.

John Bolton

**PRINCIPAL OFFICER (SPORT AND RECREATION PROGRAMS)**

I concur with the recommendations contained in this report.

Don Stewart

**MANAGER, COMMUNITY AND CULTURAL SERVICES**

I concur with the recommendations contained in this report.

Ben Pole

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

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